

Polite Telephone English

Read this telephone conversation. The English is grammatically correct, but it's not very polite! Can you rewrite it using polite business English?



Conversation:

- A I want to speak to Smith.
- B *Who are you?*
- A Mr. Phillips.
- B *Wait!*
- A OK.
- B *He isn't here. Message?*
- A Yes. Can he get to the meeting? And call me on my cell phone.
- B *Spell your surname!*
- A P-H-I-L-L-I-P-S!
- B *Tell me your cell phone number!*
- A 090 1435 3456
- B *OK. Bye.*
- A Bye.

Jumbled Phone Conversation

- ✂
- 1 OK, Mr. McGough. I'll give him the message.
 - 2 Thank you. Could I have your telephone number?
 - 3 Could you spell your surname for me?
 - 4 Yes. Could you ask him to call me back?
 - 5 Yes. It's M-C-G-O-U-G-H.
 - 6 Certainly. Could I have your name?
 - 7 Good morning, ABC Incorporated.
 - 8 One moment please.
 - 9 OK.
 - 10 Can I read that back to you? 03-3200-2222.
 - 11 Thank you very much. Good bye.
 - 12 Yes. It's 03 3200-2222.
 - 13 It's Andrew McGough of RTZ.
 - 14 I'm afraid he's on another line. Could I take a message?
 - 15 Ah, hello. Could I speak to Robert Jones, please?
 - 16 That's right.
 - 17 Good bye.