

Lesson 2 Making and receiving calls 2

Putting the caller on hold

Expressions

May I put you on hold?

少々お待ちいただけますか？

- One moment please.

少々お待ち下さい。



Let's talk

teacher: Good afternoon. May I speak to Mr. Swift?

student: May I know who's on the line, please?

teacher: This is Mr. Smith from the PJ Bank.

student: Alright. May I put you on hold while I look for Mr. Swift?

teacher: Sure. Thank you.

Questions

1. What do you say when you want the person on the phone to wait?
2. How many minutes have you waited for someone over the phone?

Saying someone is unavailable

Expressions

I'm afraid he's not in right now.

恐れ入りますが、彼は今席を外しております。

- I'm afraid he is in a meeting.
恐れ入りますが、ただいま会議に出しております。
- I'm sorry, but he's not in the office now.
申し訳ありません。彼は今オフィスにおりません。

Let's talk

teacher: Good afternoon. May I speak to Mr. Nelson?

student: I'm afraid he is not in right now. Could you try to call back later?

teacher: Alright. What time would he be available?

student: He should be back at 5.

teacher: Alright. Thank you very much.

Questions

1. What do you say if the person is not around?
2. How do you explain the time that he will be back?

Let's try

Please complete the following conversations.

1. David: Hello. May I speak to Mr. Robinson, please?

you: May I --- --- --- ---? I will just check if he's in.

David: Alright. Thank you.

2. Melvin: Good morning. I'd like to speak to Mr. Penn.

You: I'm --- he's not --- right now. Would you like to leave a message?

Melvin: I will just call back. Thank you very much.

3. Tom: Good afternoon. This is Tom of aim-talk speaking. I am trying to reach Mr. Coleman.

You: One --- please. I will put him on the line.

Tom: Thank you very much.

4. George: Is Mr. Daniel in?

You: ----- . He should be back after 5.

5. Brian: I'm trying to reach Mr. Kobe.

You: ----- .? I will transfer your call to his desk.

Brian: Sure. Thank you