Telephoning

Making an informal call

— Hi, can I speak to Martin, please?
— *Sorry, he's out at the moment.*
  Can I take a message?
— Can you tell him that Natasha called?
— *OK, Natasha.*
  I'll let him know when he gets back.

— Hello?
— *Hi, is that Tanya? It's Amy here.*
— Hi Amy! Sorry, the battery on my
  mobile is about to run out.
  Can you call me on the landline?
— *Sure, what's the number?*
— It's 258 440.
  (= two five eight, double four oh)

Finishing an informal call

...
— OK, then. So I'll see you next Saturday
  at 7 o'clock. I'm looking forward to it.
— *Yeah, me too. See you on Saturday,*
  then. Thanks for calling.
— No problem. Bye!

...
— Right, then, I'll find out how much the
  tickets cost and get back to you.
— *Thanks, that would be great. Speak to*
  you later. Bye!

Making a formal call

— Good morning, could I speak to Dr.
  McSweeney, please?
— *Yes, of course. May I ask who's calling?*
— It's Nigel Briggs.
— *OK, just a moment, please.*
  I'll put you through.
  ...
— *Hello, Mr Briggs? I'm afraid she's on the*
  other line at the moment.
  Shall I ask her to call you back?
— No, that's OK. I'll phone again later.
  Thank you. Goodbye.

— Good morning, this is Helen Randall.
  Could I talk to Simon Hooper, please?
— *I'm afraid he's away from his desk*
  at the moment. Would you like to leave
  a message?
— Yes, please. Could you ask him to call
  me when he gets back? My number is...

To find out more about telephoning,
look at **mobile phone** and **telephone**
in the dictionary.

Emails

Informal emails are often short messages
between colleagues or friends.

Formal emails can be similar to formal
letters without addresses. You do not
have to use a particular formula at the
end – you can just sign your name.
Use the *subject line* to say what your
message is about. Use *cc* if you want
someone else to read the message.

An email address is written like this:
sam.green@bec.co.uk

It is said like this:
▶ *Sam dot Green at b e c dot co dot u k*