

Intermediate Vocabulary Builder Sheet: Talking on the Phone



Important Vocabulary

- Call (verb/noun): to speak to someone on the phone
- Answer (verb): to pick up the phone when it rings
- Hang up (phrasal verb): to end a phone call
- Ring (verb/noun): the sound a phone makes
- Busy (adjective): the line is in use
- Voicemail (noun): a recorded message service if a call is missed
- Hold (verb/noun): to wait on line
- Mute (verb): to turn off your own sound
- Signal (noun): phone connection quality
- Dial (verb): to enter numbers to make a call
- Receptionist / Operator (noun): a person who answers calls for a company

Useful Phrases

- May I speak to ___, please?
- Who is calling, please?
- Can I leave a message?
- Could you repeat that, please?
- I'm sorry, you have the wrong number.

- The line is busy.
- Please hold.
- I'll transfer your call.
- Can you hear me?
- Would you like to leave a voicemail?
- I'll call you back.

Example Sentences

- May I speak to Mr. Smith, please?
- I'm calling to make an appointment.
- Can I leave a message for her?
- Sorry, the line is busy. Please try again later.
- This is Anna. I'm returning your call.
- Could you speak more slowly, please?
- Thank you for holding.
- I have a poor signal. Can you repeat that?
- He is not available right now.

Tips for Talking on the Phone

- Speak slowly and clearly.
- Listen carefully to the other person.
- Don't be afraid to ask for repetition or clarification.
- Practice common phrases and responses.