



natural English phone greetings

identifying the listener	Is that Bruno Zola? Could I speak to Bruno Zola, please ?	more informal Is that Bruno? Are you Bruno? Is that you , Bruno?
saying who you are	(Yes,) speaking.	Yes (it is).
introducing yourself	My name's Elena Ponti.	It's Elena. I'm Elena. This is Elena. Here is Elena.

How do you say these phrases in your language?



natural English how are you?

Hi Daniela, **how are you**?
Fine, **thanks**. And you?
Very well, **thanks**.



natural English asking people to speak slowly / speak up

Sorry, could you speak slowly, please?	Yes, sure.
Could you speak up, please?	Yes, of course.



natural English ending a phone conversation

When you phone for information, you can often end with phrases like this:

- 1 OK. I think that's everything I need.
OK. I think I've got all the details I need.
- 2 Thanks. You've been very helpful.
Thanks very much for your help.
- 3 Bye bye. Goodbye.



natural English Internet language

When you say e-mail and website addresses, use the following:

. = dot	/ = forward slash	CAMERON is written in upper case / capital letters.
@ = at	co /kəʊ/	johnbrown (all one word) is written in lower case .

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3. "ON THE PHONE"



What's the context?

Look through the *natural English* boxes above. Find *natural English* phrases that you could use in each of the following contexts:

- with friends
- with someone you don't know
- when communication is a problem
- when asking for information
- when giving your email address

Example: with friends: **Is that you, Akiko?**



Study the *natural English* phrases

These phrases are NOT polite, natural, or correct. Replace them with *natural English* phrases from the *natural English* boxes in this email.

Example: I'm David. ✗ **This is David.**

1. I want to speak to Yuri. ✗
2. Are you Peter? ✗
3. I'm called Pascal Blanc. ✗
4. Good. You? ✗
5. I can't hear you! ✗
6. You're speaking too fast! ✗
7. Yes, I will. ✗
8. OK. That's enough information. ✗
9. Thanks. You helped me. ✗
10. BROWN is written in big letters. ✗
11. Yes, I'm Richard Carlton. ✗
12. (saying 'jimblack.com') It's jim black put the words together point com. ✗

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3. "ON THE PHONE"



Activate the *natural English* phrases

Telephone role plays

1

Student A

Choose one of the following website addresses, and one of the following email addresses. Be prepared to say them aloud. Don't tell your partner which ones you have chosen.

<http://smartphone/europe.co.uk>
<http://SmartPhone/Europe.co.uk>
www.smartphone/EUROPE.co.uk

jerrybaker@easymail.com
jerryBAKER@easymail.com
JERRYBAKER@easymail.com

Student B will call you to ask for information. Have a formal conversation on the phone. Include some of the *natural English* phrases from this email.

Student B

You need the SmartPhone website address and Jerry Baker's email address. You are going to call Student A to ask for this information. How will you introduce yourself and ask for this information? How will you say thank you and end the conversation?

Call Student A. Have a **formal** conversation on the phone. Include some of the *natural English* phrases from this email.

2

Student B

Choose one of the following website addresses, and one of the following email addresses. Be prepared to say them aloud. Don't tell your partner which ones you have chosen.

www.LEARNENGLISH/ONLINE.co.uk
<http://learnenglish.online.co.uk>
www.learnENGLISHonline.co.uk

robert@martin.fastmail.com
robmartin@fastmail.com
ROBERTMARTIN@fastmail.com

Student A will call you to ask for some information. Have an **informal** conversation on the phone. Include some of the *natural English* phrases from this email.

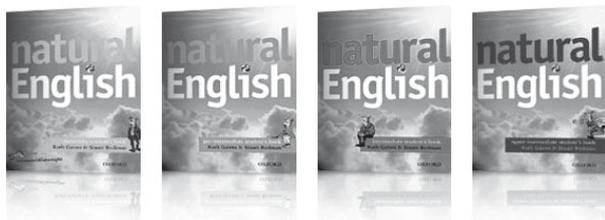
Student A

You need the LearnEnglish website address and Rob Martin's email address. You are going to call Student B to ask for this information. How will you introduce yourself and ask for this information? How will you say thank you and end the conversation?

Call Student B. Have an **informal** conversation on the phone. Include some of the *natural English* phrases from this email.

Extension:

Do the two conversations again, but this time include a problem: one of you speaks too quickly; one of you speaks too slowly. Use the natural English phrases from box 3.



These tips are brought to you by *natural English*, the course where students use English naturally.