



**natural English**  
**phone greetings**

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

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 <b>upper case</b> / capital letters.
@ = at	co /kəʊ/	johnbrown ( <b>all one word</b> ) is written in <b>lower case</b> .

# 50 natural English Tips

## 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. ✗

# 50 natural English Tips

## 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](http://www.smartphone/EUROPE.co.uk)

[jerrybaker@easymail.com](mailto:jerrybaker@easymail.com)  
[jerryBAKER@easymail.com](mailto:jerryBAKER@easymail.com)  
[JERRYBAKER@easymail.com](mailto: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://www.LEARNENGLISH/ONLINE.co.uk)  
<http://learnenglish.online.co.uk>  
[www.learnENGLISHonline.co.uk](http://www.learnENGLISHonline.co.uk)

[robert@martin.fastmail.com](mailto:robert@martin.fastmail.com)  
[robmartin@fastmail.com](mailto:robmartin@fastmail.com)  
[ROBERTMARTIN@fastmail.com](mailto: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.

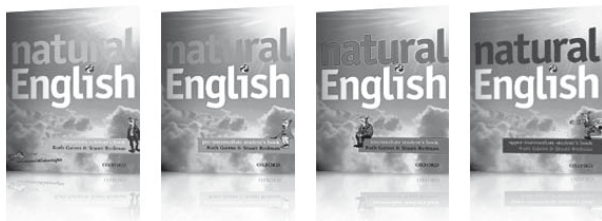
#### Student A

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.