

# Telephone Skills



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# Making a Reservation

## Useful Expressions

I would like to make a reservation.

I would like to book a table for Friday evening.

I'd like to make a reservation for Friday evening.

Are there any tables available for Friday night?

I will need the reservation for Friday night.

I would prefer 8 pm.

There will be seven of us.

Could we get a table in the non-smoking area/by the window/in a quiet area?

## Role Play

### Situation

You are planning to hold a company party at the restaurant of Hyatt Hotel. Call the hotel and make a reservation. The party will be held at 6 pm on this coming Friday. The number of participants will be 20. Your teacher will be the hotel receptionist.

## Dealing With a Wrong Number

### Useful Expressions

I'm afraid you've dialed the wrong number.  
You must have dialed the wrong number.  
Sorry, I think you have the wrong number.  
May I ask who you are trying to contact?  
Who are you trying to reach?  
There's no Mark here.  
Sorry, there's no one by that name here.  
What number did you dial?  
It's not a problem at all.

### Role play

#### **Situation**

Somebody calls to make an appointment at the dentist but they've dialed the wrong number. Your teacher will be the person calling the wrong number. You may use the following expressions:

**I'm afraid you have dialed the wrong number.**  
**Who were you trying to reach?**  
**Sorry, there's no one of that name here.**  
**What number did you dial?**  
**Don't worry about it.**

# Making an Appointment

## Useful Expressions

I'd like to make an appointment with Mr. Smith.

When would you be available?

Are you available on Tuesday?

Would that be ok for you?

Is Wednesday convenient for you?

Would that suit you?

I'm afraid I have another appointment at that time.

I'm sorry, but I won't be able to make it on Wednesday.

Could we meet on Thursday at 6 pm instead?

## Role Play

### **Situation**

You are calling to make an appointment for an interview at a company called Sunny Days Inc. Your teacher will act as the secretary. You may use the following expressions:

**I am calling to make an appointment.**

**When would you be available?**

**I'm sorry, but I won't be able to make it on Tuesday.**

**Would it be possible to set an appointment for any other day?**

**That would be perfect.**