

Taylor's Business English Podcast

Episode 2 : Phone English Part 2

John is going to call a company called Kingston Engineering. I work in the shipping department. Shipping is basically moving things around. A ship is a big boat, but shipping can be by road or air and basically it's like the post for things that are bigger than a letter. Anyway John has a problem. He's ordered some parts Here we go:

A Hello Kingston Engineering

B Hello could I speak to **the person in charge of** shipping please.

A I'm sorry I can't hear you very well. **Could you speak a bit slower please?**

B Yes OK. I said I'd like to speak to the person in charge of shipping please.

A Ah. Yes, that's me. How can I help you?

B Hello are you Dave?

A I am.

B Hello I'm John Wyke from MMT Projects. I received some products for an engineering project here in Asturias in Spain and there are some pieces missing. We need all the items we ordered by next week.

A Could you give me the reference number for the order please?

B Yes, the reference number is R5 TDBC34.

A Is that : R5 TTBCC4?

B No R5 T-D-B-C-3-4.

A **I'll read that back to you...** R5 T-D-B-C-3-4. Is that right?

B That's it.

A OK. Let's have a look. Ah yes. Here you are. I see. There will be two separate dates for shipping. We didn't have 3 of the items in stock here so we sent you what we had... and the other items will be sent out when we have them. I'm sorry for the confusion.

B Oh that's OK. It's really important that they arrive by next Friday the 17th. **Could you give me an idea of how long it will take** for those 3 products to arrive?

A **Hang on a moment.** Yes. They will be here tomorrow and I've changed their status to urgent so you should have them by Tuesday 14th at the latest.

B OK. That's great. Thanks a lot Dave.

A No problem. **Is there anything else I can help you with?**

B No that's all. Thanks again.

A OK bye..

Useful Expressions

1. the person in charge of
2. Could you speak a bit slower please?
3. I'll read that back to you
4. Could you give me an idea of how long it will take
5. Hang on a moment.
6. Is there anything else I can help you with?.

Tips

Say: 'Could you repeat that please?'

Speak very slowly.

Call on a landline or use skype.

Anticipate what people might say.

Don't pretend you understand.

Repeat what you think they mean.