

## 電話をする (No.13-1)

### Make a phone call 1

1. Hello. This is Arisu Nakano calling.  
May I speak to Susan, please?  
=I'd like to talk to Ms Susan, please?
2. Yes, this is Susan speaking. May I know who is  
on the line?  
=Yes, speaking.
3. This is Bruce from FUWA company.  
=This is Bruce of FUWA company.
4. I'd like to talk to Mr. Edward, please?  
= Can I speak(talk) to Mr. Edward, please?  
= Could I talk to Mr. Edward, please?  
= May I talk to Mr. Edward, please?
5. Hold on, please.  
= Wait a moment, please  
= Wait a second please
6. Hello, Is this Hilton Hotel?  
= Yes, Hilton Hotel. May I help you?
7. I'd like to talk to your manager.  
= Is your manager around?
8. Please connect me to the manager's office.  
= Connect me to the President's office please.
9. Okay, please hold on.  
= Hold on for a while please.





## 電話をする (No.13-2)

### Make a phone call 2



1. I`m sorry, He's not at his desk right now.  
= He's not here.  
= He's out now.
2. She is in a meeting now.  
= She is in a conference right now.
3. May I leave a message?  
= I`d like to leave a message.
4. Would you like to leave a message?  
= Can I take your message?  
Ex) A: Hello. Campbell's residence.  
B: Hi, Lisa, Is that you?  
A: Yes, Who is this?  
B: It's me, Alice. I want to ask if you have time to  
go out for a dinner with me .  
A: That's a great idea .I'd love to.  
B: I'll pick you up in about 5 minutes.  
A: Ok, see you later.
5. She's out from work. Do want to leave a message?  
= She'll be back after lunch. Any message for her?
6. Mr. Tanaka is on vacation this week.  
= Please call him back next week.
7. Oh, I'm sorry but he's not around.  
= He's on a conference today.





## 電話を受ける (No.13-3)

### Answer the phone 1

1. I'll answer  
= I'll get it.
2. Can you pick it up?  
= Can you answer it?  
= Can you pick up the phone?
3. I can't come to the phone right now.  
Ex) Can you pick it up?
4. Hello, Alex speaking.  
=This is Alex speaking.  
=Yes speaking.
5. Who's calling?  
= May I ask who's calling?  
= May I have your name, please?  
Ex) May I speak to Sara, please?
6. Could you speak more slowly?  
= Please speak a little louder.  
= I can hardly hear you.
7. Who's on the line please?  
= Who's this?  
= May I know who's on the line please?
8. I can't hear you. Please speak a little louder.





## 電話を受ける (No.13-4)

### Answer the phone 2



1. Could you spell your name, please?  
= How do you spell your name?  
Ex) Could you spell your name, please?  
It's S-A-R-A Sara.
2. You are Mrs. Sara of BBC Corporation, is that correct?  
= So, you are Mrs. Sara. Right?
3. Who among the Johnsons would you like to talk to?  
= We have 3 Johnson in the house.
4. We have two Johnsons here.  
Ex) Could I speak to Mr. Johnson, please?

We have two Johnson here, who among them would you like to talk to?

Johnson Wong, please

Hold on please, I will put you through to him.

5. Hello, This is Elba speaking, May I help you?  
= Yes, Elba speaking.
6. May I have your name and room number, please?  
= What's your room number again?
7. Hello, This is the operator for International Telephone Call Service.  
= Hotel Tokyo, may I help you?
8. Hang up and wait, please.  
= Ok hold on please.
9. Hotel Tokyo, May I help you?  
= Century Hyatt Hotel, may I help you?





## 電話をつなぐ (No.13-5)

### Put a call through 1

1. I'll put Amanda on.

= I'll get Amanda for you.

= OK, I'll call her.

2. Just a moment, I'll go and get Maggie for you.

= Hold on, Maggie. You have a call.

3. Lily, it's for you.

Ex) Lily, it's for you.

=Who is it?

=Who's on the line please?

4. You've got a call from your husband.

= It's your husband on the line.

= Your husband is calling for you.

5. Do you want to call her back?

Ex) I'm taking a shower now.

=Do you want to call her back?

=Let her call back.

6. You have a call from Mrs. Miller of Empire marketing Company.

= There's a call for you from Mrs. Miller of Empire marketing Company.

= Mrs. Miller from Empire Marketing called you.

7. There's a call for you on line one.

= You have a call on line one.

= You have a call waiting on line 1.





## 電話をつなぐ (No.13-6)

### Put a call through 2



1. I'll connect you.  
= I'll put you through.  
= Now connecting.
2. I'll connect you to extension 364.  
= Now connecting to extension 364.
3. I'll put you through to Mr. Watabe.  
= I'll connect you to Mr. Watabe.
4. I'll connect you to the person in charge.  
Ex) I'd like to inquire about your invoice.  
=I'll connect you with the person in charge.  
=Please wait. I'll connect you to him.
5. I'll transfer your call.  
= Ok. I'll transfer your call now. Hold on.
6. Mr. Smith, you are wanted on the phone.  
= Mr. Smith you have a phone call.
7. I'll transfer your call to Information center.  
= I'll connect you to Information desk.
8. Please hang up and call that number.  
= Please call that number.
9. Let me give you the number.  
= I'll give you the number
10. Here is now the number. Please call this right away.  
= He is waiting for your call.





## 電話を受けられない (No.13-7)

### Not received a telephone 1

1. She's not at home right now.  
= She's not here right now.  
Ex) May I speak to Yoko?  
She's not at home right now.  
She's in her office now.
2. When is she coming back?  
= When do you expect her back?  
= Do you know what time she'll be back?  
= Do you have any idea when is she coming?
3. She should be back soon.  
= She will be back in a minute.
4. Will I her to call you back?  
= Shall I tell her to call you back?  
= Tell her to make a return call.
5. I'll have her call you as soon as she comes back.  
= I'll tell her about your call.
6. He's on another line right now.  
Ex) Could I speak to Ms. Max?  
I'm sorry, but she's on another line right now.  
She's now in a meeting. Please call back.
7. I'm sorry, but her line is busy now.  
= I'm sorry but she's not available this time.





## 電話を受けられない (No.13-8)

### Not received a telephone 2

1. Would you like to hold?  
= Would you like to wait?  
Ex) Would you like to wait?  
    No, I'll just call him back.  
    No I'll just call back.
2. I'm sorry, he's tied up at the moment.  
    = I'm sorry but he's out for a lunch meeting.
3. He's not at his desk right now.  
    =He's away from his desk now.  
    = He's not on contact right now.
4. He stepped out for a moment.  
    = He's out right now.
5. He's in a meeting right now.  
    = She's on the rest room this time. Please call back.
6. He should be back in an hour.  
    =He should be back in the afternoon.  
    =He should be back at around three o'clock.
7. He's away on business this week.  
    =He's on a business trip this week.  
    =He's out of town this week.
8. I'm sorry, but he's not here yet.  
    =He will be available tomorrow morning.  
    = Please call him at home.

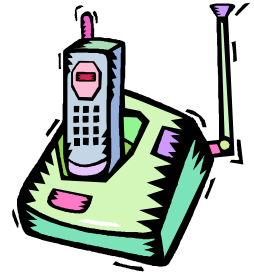




伝言を残す・受け取る (No.13-9)

Leave a message/Take a message 1

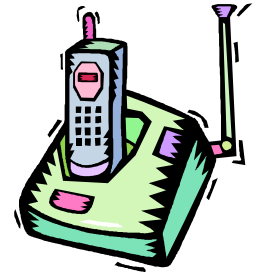
1. May I take a message?
  - = Should I take a message?
  - = Would you like to leave a message?
  - = Any message for him?
  
2. I'll call back later.
  - = I'll call again later.
  - = I'll try again later.
  - = I'll make a call again.
  
3. May I leave a message?
  - = I'd like to leave a message.
  - Ex) May I leave a message?
    - Sure, go ahead.
    - Yes, why not?
  
4. This is Charlie Chen. Please tell him I've called.
  - = Would you tell him that Charlie called?
  - = Please tell him that I called.
  
5. I'll give him your message.
  - = I'll tell him about your message.
  
6. Is there any other way I can reach her?
  - = Do you have any idea on how to reach her now?
  
7. I have to contact her immediately.
  - = I need to speak to her as soon as possible.
  - = It's urgent. I really need to speak to her.





伝言を残す・受け取る (No.13-10)

Leave a message/Take a message2



1. Please tell him to call me back.  
= Could you ask him to call me back?  
= Tell him to call me back.
2. May I have your number?  
= May I ask your number?  
= What is your number again?
3. Does Sandra know your number?  
= Does Sandra have your number?  
= Really? She has your number.
4. How can he get in touch with you?  
= How can he make contact with you?  
= How can she reach you?
5. I'll leave my number just in case.  
= I'll leave to you my calling card.
6. I'm not sure he has my number.  
= Just take my number. I'm not sure if he has my number.
7. He can call me late at night.  
Ex) He may come home late tonight.  
He can call me late at night.  
Ex) Sorry, Mr. Alex is out right now.  
I'm returning his call. I'll try again later.
8. I will only be available tomorrow morning.  
= You can reach me tomorrow morning.





メッセージを本人に伝える (No.13-11)

Tell a message to the person himself 1

1. Did I get any phone calls?

= Did anybody call me?

= Did Mr. Smith call me?

2. Yuki called you.

= You had a call from Yuki.

= Yes, he called you.

3. Lucy called you while you were out.

= Somebody called you from Japan.

4. Did she leave a message?

Ex) Did she leave a message?

No, she said she will call you again.

Yes, here's her message.

5. She wants you to call her back.

= She's expecting your call.

= She wants you to call her.

6. He said he wants to talk to you today.

Ex) He said he wants to talk to you today.

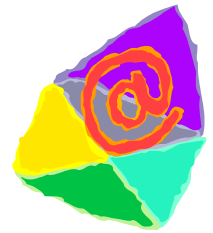
All right, I'll call him right now.

7. Here's the number.

Ex) I don't know the number of his cellular.

Here's the number.

I have here his number.





メッセージを本人に伝える (No.13-12)

Tell a message to the person himself 2

1. The answering machine is flashing.  
= Maybe you have a message.
2. But there's no message.  
= I can't see any message from here.
3. I wonder who called me.  
= Who do you think called me?
4. Did I get any phone calls while I was in the meeting?  
= Any phone calls during the meeting.  
= Did Mr. Tanaka call me this morning?
5. You had a couple of calls.  
= There were some calls for you.  
= You have 5 calls from the head office.
6. I put a note on your desk.  
= I made a note for you. It's on your desk.
7. He said it's urgent.  
=He said it's emergency  
=He said it's very important.
8. He wants you to call his secretary.  
Ex) How can I get in contact with him?  
He wants you to call his secretary.
9. He called to confirm tomorrow's appointment with you.  
= He called you for confirmation of your trip.  
= He called up to ask about your meeting tomorrow.

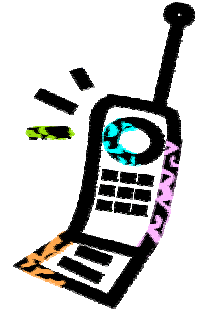




## 電話の切り出し・終わりの文 (No.13-13)

### Ring off/ the end of a telephone 1

1. Is this a good time to talk to you?
  - = May I talk to you now?
  - = Can I talk to you?
2. I hope I'm not disturbing you.
  - Ex) I hope I'm not disturbing you.
    - No, not at all.
    - No, it's all right.
3. Sorry to bother you when you're working.
  - = Sorry for bothering your work.
4. Sorry for calling you this early.
  - = Oh sorry for the early call.
5. Did I wake you up?
  - Ex) Did I wake you up?
    - No, I've been awake.
6. I haven't talked with you for a long time.
  - Ex) I haven't talked with you for a long time.
    - Yeah, how have you been?
    - Yes, how are you?
7. I heard your message on my answering machine.
8. Thank you for calling me back.
  - = Thank you for returning my call.
  - = Thank you for your return call.
  - = Thank you for calling me.





## 電話の切り出し・終わりの文 (No.13-14)

### Ring off/ the end of a telephone 2

I received your message.

=I read your message.

1. I'm sorry, but I'm tied up right now.

Ex) May I talk to you now?

I'm sorry, but I'm tied up right now.

I can't talk to you now. I'm busy.

2. Could I call you back in 25 minutes or so?

Ex) Could I call you back in 25 minutes or so?

Okay, I'll wait for your call.

Okay, I'll expect for your call.

3. I was expecting your call.

= I was waiting for your call.

= I'm waiting for your call.

4. I'm calling you about the party next week.

= I would like to confirm for the party next week.

5. Could you hold on a second? Somebody is at the door.

= Just a second. I have to answer the door.

= Wait, somebody is knocking the door.

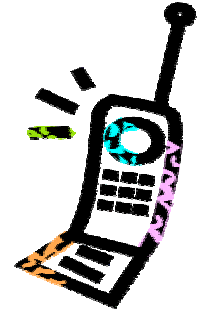
6. I have to go now.

= I'm going now.

7. Nice talking to you.

= It was good talking to you.

= I have a great time talking to you.





## 電話でのアクシデント (No.13-15)

### Accident in telephone 1

7. You've got the wrong number.

= You've dialed the wrong number.

= The number you dialed is incorrect.

8. What number are you calling?

= What is the number you are calling?

9. There's no one here by that name.

Ex) May I speak to Ms.Stella ?

There's no one here by that name.

I don't know about her. Wrong number.

10. There's no Helen in the office.

= There's no one named Helen in this office.

= We only have Hazel in our office. But no Helen.

11. Sorry, I've dialed the wrong number.

= Sorry, I must have misdialed.

= Oh, the number I dialed is wrong.

12. You sound far away.

= Whom are you calling for?

13. There's noise on the line.

Ex) Can you hear me?

Not very well. There's noise on the line.

I can't hear you clearly.

14. I think we have a bad connection.

= Your line is too noisy. Please try to check it.





## 電話でのアクシデント (No.13-16)

### Accident in telephone 2

1. I'm very sorry. The line was disconnected.
  - = I'm very sorry, we were cut off.
  - = I'm sorry, I was disconnected.
2. Someone who speaks English will talk with you.
  - = One of our English-speaking staff will talk with you.
  - = Someone will talk to you in English.
3. Can I talk to someone who speaks in Japanese?
  - = Is there someone who speaks Japanese.
  - = Is there any Japanese speaker there?
4. We're calling Tokyo, but there is no answer.
  - = We called you but nobody answered.
5. Could you try again, later?
  - = Please call again later.
6. Ex) I want to make a complaint.
  - What is it, Sir?
  - There is something wrong with the product I've got.
  - Oh, I am really sorry, sir.
  - Oh, we're so sorry for that sir. We'll just change it.
7. I'm sorry .I did not hear what you said, come again?
  - = Kindly repeat what you've said. I didn't hear it clearly.
8. Could you please speak a little louder?
  - = Speak slowly please.
  - = I didn't get what you mean. Speak slowly.

