



**Telephone Conversation Review & Additional Useful Expressions**  
 (電話での会話まとめ&発展表現)

**A. Exercise 1**

Follow the instructions :  
 指示に従いましょう。

1. Study the words and divide them into categories in the table below.:  
 単語を勉強して、以下の表現をカテゴリ別に分類しましょう。

2. Add two expressions for each category.:  
 それぞれのカテゴリに2つずつ表現を加えましょう。

I'm sorry but I can't hear you clearly.	May I please speak to Mr. Jones?	Could you please speak a little louder?
	I'd like to speak to...	How can I help you?
I'll put you through, one moment please.	I'm sorry, I didn't catch what you said. Could you say that again please?	I'm calling for the Manager of Bizza Ltd. Is this his office?
	Please stay on the line while I connect you.	Marcia speaking, how can I help you?

**Answering the Phone**

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**Asking for someone**

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**Making Connections**

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**Problems**

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**B. Exercise 2**

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Complete the conversation with appropriate responses. Choose from the table Below.:  
下の表から適切な返事を選んで、会話を完成させましょう。

- a. Okay, then. Bye.
- b. Hello, can I speak to Brian Watson, please?
- c. So when's convenient for you?
- d. Three o'clock is difficult. But I could make it after four.
- e. Well, I need to see him before he goes away.

Ariah: Mr Watson's office!

Jim: \_\_\_\_\_

Ariah: I'm afraid he's in a meeting until lunchtime. Can I take a message?

Jim: Well, I'd like to arrange an appointment to see him, please. It's

Jim Jefferson here.

Ariah: Could you hold on for a minute, Mr Jefferson. I'll just look in the diary.  
\_\_\_\_\_

Jim: Some time next week if possible. I gather he's away the following week.

Ariah: Yes, that's right, he's on holiday for a week.

Jim: \_\_\_\_\_ So would next Wednesday be okay?

Ariah: Wednesday...let me see... he's out of the office all morning. But he's free in the afternoon, after about three.

Jim: \_\_\_\_\_

Ariah: So shall we say 4:15 next Wednesday, in Mr Watson's office?

Jim: Yes, that sounds fine. Thanks very much.

Ariah: \_\_\_\_\_

**Additional Useful Expressions:**

<p><b>Introduction:</b></p> <ol style="list-style-type: none"> <li>1. Hello, _____.</li> <li>2. _____, good morning/good afternoon.</li> <li>3. This is _____.</li> <li>4. This is _____ from _____.</li> <li>5. _____ speaking.</li> </ol>	<p><b>Asking to speak to someone:</b></p> <ol style="list-style-type: none"> <li>1. Could I speak to _____, please?</li> <li>2. Can I speak to _____, please?</li> <li>3. May I speak to _____, please?</li> <li>4. I would like to speak to _____, please.</li> </ol>
<p><b>Asking for someone's name:</b></p> <ol style="list-style-type: none"> <li>1. Who is calling please?</li> <li>2. Who should/shall I say is calling?</li> </ol>	<p><b>If the person is available:</b></p> <ol style="list-style-type: none"> <li>1. Hold on. I'll connect you.</li> <li>2. Hold on. I'll put you through (the line).</li> <li>3. Hang on a moment.</li> <li>4. Just a moment, please.</li> </ol>
<p><b>If the person is not available for the moment:</b></p> <ol style="list-style-type: none"> <li>1. I'm sorry, but he/she's not available for the moment.</li> <li>2. I'm afraid he/she's on the other line.</li> <li>3. I'm afraid he/she's in _____.</li> <li>4. I'm afraid he/she's on holiday/vacation.</li> <li>5. I'm afraid he/she's in a meeting.</li> <li>6. I'm afraid he/she's off sick.</li> <li>7. Can you call back _____?</li> </ol>	<p><b>Callback/leaving a message:</b></p> <ol style="list-style-type: none"> <li>1. I'll call back later.</li> <li>2. What is the best time to call back?</li> <li>3. Could you take a message?</li> <li>4. Could you give him/her a message?</li> </ol>
<p><b>Setting up and Confirming an appointment:</b></p> <ol style="list-style-type: none"> <li>1. What time would suit you/ be convenient for you?</li> <li>2. When would suit you/ be convenient for you?</li> <li>3. I'm afraid I cannot make it/manage it.</li> <li>4. I'm afraid I'm tied up.</li> <li>5. Will you select another date/time?</li> <li>6. I will look forward to seeing you on _____, then.</li> <li>7. See you on _____, then.</li> </ol>	<p><b>Asking to reschedule an appointment:</b></p> <ol style="list-style-type: none"> <li>1. Do you mind if we put it off to another date?</li> <li>2. Let's see if we can find another day when we could get together.</li> <li>3. Could we push it back?</li> <li>4. Could we push it back slightly?</li> <li>5. Could we move up the meeting a few days?</li> <li>6. Could we move it up slightly?</li> <li>7. Could we move it up _____ hour?</li> </ol>