



English for the Office

Week 4

1. *Wie Sie jemanden weiter verbinden*
2. *Wie Sie sich vergewissern, dass Sie alles verstanden haben*

1. PUTTING SOMEONE THROUGH *(weiter verbinden)*

Hier sind einige Beispiele:

- a. Just a moment. **I'll** put you through to Petra Schmidt.
- b. Just a second, please. **I'll** see if Ms Schmidt is in the office / available. *(zu sprechen)*
- c. One moment please. **I'll** connect you to our technician. *(Techniker)*
He'll be able to help you.

Vergessen Sie nicht „I'll“ zu sagen, wenn Sie etwas für Ihren Gesprächspartner tun wollen.

SAYING THE LINE IS BUSY *(besetzt)*

- a. I'm afraid the line is busy *(oder)* engaged.
- b. I'm sorry, Ms Schmidt is on another line. Would you like to hold? *(warten)*
- c. Would you like to ring back later? Her extension is 741 *(Durchwahl)*
- d. I'm afraid Ms Schmidt is out of the office until tomorrow. Can I take a message?

„Ms“ (ausgesprochen miz) benutzt man heutzutage anstatt „Mrs“ und „Miss“.

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SAYING YOU'LL RING BACK

- a. Could Ms Schmidt call you back this afternoon? May I take down (*notieren*) your telephone number?
- b. I'm afraid Petra has got visitors at the moment. Could she ring you back later or would you like to speak to her colleague?
- c. I'm sorry, Ms Schmidt is not in the office just now. She's expected in (*erwartet*) at 4.30h. (16.30h)
Would you like to speak to someone else? (*jemand anders*)
- d. Ms Schmidt is on a business trip but you can reach her on her mobile. (*nicht Handy!*) (US: cell phone). **I'll** give you the number.

HELPFUL HINTS (*hilfreiche Hinweise*)

Versuchen Sie daran zu denken, Hilfe anzubieten, wenn der gewünschte Gesprächspartner nicht zu sprechen ist.

„Ms Schmidt is in a meeting“ *ist nicht hilfreich.*

„She's in the factory. (*Werk*) Shall I ask her to call you back?“

“She'll be back tomorrow. Can I give her a message?“ – *sind positive Reaktionen, weil Sie Ihren Gesprächspartner informieren und Optionen geben.*

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2. HOW TO MAKE SURE YOU HAVE UNDERSTOOD EVERYTHING

(Hier sind einige Beispiele):

- a. I'm sorry, I didn't catch your name. ("catch" ist besser als "understand")
- b. Sorry, may I ask your name again, please?
- c. Could you repeat your e-mail address, please?
- d. "Jones"? Could you just spell it for me? (buchstabieren)
- e. Is that "N" **for** "November" ?
- f. Is that "I" **as in** "India" ?
- g. I'll just repeat that : (0044) 742-347 623
- h. May I repeat that?
- i. Sorry, I didn't get that. Could you slow down a bit, please?
English is my second language.
- j. Could you speak a bit louder. This is a bad line.

Sagen Sie "**L" as in** „London“ oder „**L" for** „London“ jedoch **nicht** "L" like „London“.

Examples for the alphabet:

A	America	B	boy	C	Canada	D	door
E	East	F	father	G	golf	H	hotel
I	India	J	Juliet	K	kilo	L	London
M	mother	N	November	O	October	P	people
Q	queen	R	Romeo	S	South	T	Telephone
U	uniform	V	Victor	W	whiskey	X	X-ray
Y	yes	Z	Zulu				