



Phrases for making and answering phone calls

Introducing yourself

Hello.
Hi.
Thank you for calling Skřivánek language school.
Ashley speaking. How can I help you?
Skřivánek language school office.
Skřivánek language school.
Hi. Can I speak to Ashley Connor please?
Hi. This is Sarah Madison.
Hello. This is Sarah Madison calling.

Ahoj! (neutrální)
Ahoj! (neformální)
Děkuji, že voláte jazykovou školu Skřivánek.
Tady Ashley. Jak vám mohu pomoci?
Kancelář jazykové školy Skřivánek.
Jazyková škola Skřivánek.
Ahoj! Můžu mluvit s Ashley Connoorovou, prosím?
Ahoj! Tady Sarah Madison.
Ahoj! Tady Sarah Madison.

Questions and answers

Would Ashley Connor be available?
Yes. Speaking.
This is he/she.
Who's this?
Who's calling please?
It's Sarah Madison here.
My name is Sarah Madison.
What can I do for you?
How can I help?

Je tam Ashley Connor?
Ano. To jsem já.
Mluvíte s ním/ní.
Kdo je to?
Kdo volá, prosím?
Já jsem Sarah Madison.
Jmenuji se Sarah Madison.
Co pro vás/tebe mohu udělat?
Jak vám/ti mohu pomoci?

Doplňte fráze do konverzace.

1. Phone ringing

A: Hello. Ashley speaking. How _____ ?
B: Hi. Can _____ Kate _____ ?
A: Who's _____ ?
B: _____ Jane Foster _____ .

2. Phone ringing

A: Thank _____ the marketing department. Lisa speaking. How _____ ?
B: Hello. Would Karl Patrick _____ ?
A: Yes. Who's _____ ?
B: My _____ Eva Patterson.

Klíč:
1. can I help
I speak to, please
this
it's, here
2. you for calling, can I help you
be available
be available
calling please
name is