

## Useful phrases

### Directory enquiries (BE), Assistance (AmE) / Telefonauskunft

- Could you please give me the number of ...
- What's the country code, area code of ...
- You must omit the 0 (ausgesprochen [o] BE und »zero« AmE) before the area code.
- I would like to make a reverse charge call (BE) / collect call (AmE).
- I'd like to book a person to person call.

### Starting the call / Das Gespräch beginnen

- Hello, this is ...
- Could I speak to ...?
- Could you put me through to ...?
- I'm calling about / to ...

### Making an appointment, arranging a date / Termine vereinbaren

- I'd like to make an appointment with ...
- Would the 28th of August suit you / be convenient / be OK?
- Could we meet on Friday the 28th?
- How about Friday the 28th?

## Changing appointments / Termine verschieben

- I'm afraid that / sorry but ...
- I have to change / postpone our verschieben appointment.
- I can't make it on Monday.
- Could we arrange another date?
- I'm afraid I have to cancel the meeting.

## Problems / Probleme

- We have a bad connection.
- Would you speak a little louder / more slowly please?
- You've got the wrong number.
- I've dialed the wrong number.
- I'm sorry, he's not available, try again later.
- I beg your pardon?
- I didn't catch that, would you repeat that please?

## Closing the call / Das Gespräch beenden

- Right / So / Well / OK!
- Thank you for calling / the information / your help.
- Goodbye!
- I look forward to hearing from you again.
- I'll talk to you later / soon.

## Answering machine, answerphone / Anrufbeantworter

- The number you're calling is momentarily unavailable.
- Please, leave a message after the tone / signal / beep.
- We'll call you back as soon as possible.

## E-mail / E-Mail

Um den E-Mail-Verkehr zu optimieren, haben sich folgende Abkürzungen in der Betreffzeile durchgesetzt: RE (bezüglich) beim Beantworten einer E-Mail, REQ (request), wenn Ihre E-Mail dringend ist und eine Reaktion fordert, FYI (for your information) und BTW (by the way), um dem Empfänger deutlich zu machen, dass Sie keine direkte Reaktion oder Handlung erwarten und ihn nur informieren möchten.

### EXAMPLE

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RE: Your request for list of conference participants

REQ: reservation hotel accommodation

FYI: interesting sights in Chicago

BTW: 29th is a Bankholiday.

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## Useful abbreviations / Abkürzungen

asap – as soon as possible

attn – for the attention of

cfm – confirm

dlvry – delivery

eta – expected time of arrival

pchsing dept – purchasing Department

pls – please

qt – quantity

rcpt / rcvd – receipt / received

re – referring to

rgds – regards

yr – your

U – you

## List of vocabulary

acknowledge	bestätigen (Empfang)
annually	jährlich
appreciate	zu schätzen wissen
area code	Ortsnetzkennzahl
collect call (AmE)	R-Gespräch
confidential	vertraulich
confirm	bestätigen
convenient	günstig, passend
country code	Landeskennzahl
directory assistance (AmE)	Telefonauskunft
directory inquiries (BE) / assistance	Telefonauskunft

enclosure	Anlage
extension number	Durchwahl
for the attention of	zu Händen von
hesitate	zögern
hold the line	am Apparat bleiben
in advance	im Voraus
in reply to	mit Bezug auf
leave	hinterlassen
line	Verbindung
long distance call (AmE)	Ferngespräch
occasion	Gelegenheit
postpone	verschieben
put through; connect	verbinden
receipt	Empfang
reference	Bezug
regards	Grüße
reply; response	Antwort
request	Anfrage
reverse charge call (BE)	R-Gespräch
salutation	Anrede
spell	buchstabieren
subject line	Betreffzeile
suit	passen
trunk call (BE)	Ferngespräch