

Telephoning and electronic messaging



Telephoning

- Hello.
- Caller** — *Hello, is that Rachel Davies?*
- Yes, speaking.
- Caller** — *Oh, hello, it's Mark Turnbull from Print Systems here. I'm calling about the order you placed last week.*
- Caller** — *Hello, could I speak to Amy, please?*
- Yes, of course. May I ask who's calling?
- Caller** — *It's Kate.*
- OK, just a minute, please...
- Caller** — *Good morning. This is Alison Savage. Could I speak to Tina Marks, please?*
- I'm afraid she's on the other line. Shall I ask her to call you back?
- Caller** — *No, I'd like to leave a message. Could you let her know that I'll be fifteen minutes late for our meeting?*
- Caller** — *Good afternoon. Could I speak to Professor Dawson, please?*
- I'm afraid she's away from her desk at the moment. Can I take a message?
- Caller** — *Would you ask her to call me when she's back? My number is...*
- Good afternoon. Planet Warehouse. How can I help you?
- Caller** — *Could you put me through to Customer Services, please?*
- Yes, hold the line please.
- Good afternoon, Customer Services. Shelley speaking. How may I help you?
- Caller** — *Hello, I'm having trouble with the fridge I bought from you yesterday.*
- Good morning. Bistro 21. Can I help you?
- Caller** — *Good morning. I'd like to book a table for two for 8.30 on Friday please.*
- Certainly. May I take your name and a contact phone number?
- Caller** — *It's Blair, Mrs Blair. That's B-L-A-I-R and my daytime phone number is 02234 659920.*
- Thank you madam, we look forward to seeing you on Friday.



Electronic messaging

Text messages, chat room messages and sometimes emails can be written using the smallest number of letters possible. Pronouns, prepositions and articles may be omitted and abbreviations are widely used. These are some examples of how words might be shown in a message:

You can show how you are feeling by using symbols to represent a face. These are called **emoticons**:

2DAY	today	LOL	lots of love/luck/laughing out loud	:-) happy	(a 'smiley')
2MORO	tomorrow	MSG	message	:-(unhappy	
2NITE	tonight	MYOB	mind your own business	;-) winking	
ASAP	as soon as possible	NO1	no one	:-D laughing	
ATB	all the best	PCM	please call me	:-Q I don't understand	
B4	before	PLS	please	:-(crying	
B4N	bye for now	SOM1	someone	:- bored	
BBL	be back later	SPK	speak	:-* kiss	
BTW	by the way	THX	thanks	:-O surprised	
CUL8R	see you later	WAN2	want to	:-X my lips are sealed	(I won't tell anyone)
F2F	face to face	WKND	weekend		
FWIW	for what it's worth	X	kiss		
FYI	for your information	XLNT	excellent		
GR8	great	XOXO	hugs and kisses		
HAND	have a nice day	YR	your/you're		
ILU	I love you				
IMHO	in my humble opinion				
KIT	keep in touch				