**Week 1: Common Phrases for Routines, Phone Conversations & Home**

*Routines*

**In the Morning**

* I wake up at 6 am.
* I drink a cup of coffee/tea.
* I take a taxi/an Uber/the bus/the subway/the tram.
* I press the snooze button twice before I turn my alarm off.
* I read the newspaper.
* My mom/dad/husband/wife gives me a ride to work/school.
* I get up around 6:30 am.
* I check my social media.
* I answer my emails.I make my bed.I check my emails.
* I attend meetings.
* I take a shower.
* I walk my dog.
* I have a snack around 10 am.
* I get dressed.
* I go to the gym.
* I have lunch at home/at the cafeteria/on the go.
* I do my hair and makeup.
* I go to work/school.
* I go home and make lunch.
* I brush my teeth.
* I work from home.
* I wash/do the dishes.
* I make breakfast.
* I wait for the bus.
* I put the dishes away.
* I eat/have breakfast.
* I drive to work/school.
* I take a nap after lunch.

**In the Evening**

* I buy groceries after work.
* I brush my teeth.
* I take off my makeup.
* I get home from work/college/school at 5 pm.
* I put on my pajamas.
* I set the alarm clock.
* I clean up the house.
* I plan the next day.
* I charge my phone.
* I make dinner.
* I check the weather.
* I put my phone away.
* I order dinner.
* I watch Netflix.
* I meditate.
* I take out the trash after dinner.
* I listen to music.
* I turn off the lights.
* I feed my dog/cat.
* I read a book before bed.
* I go to bed.
* I take my medication.
* I lock the doors.
* I fall asleep.
* I take a warm bath.
* I tuck my kids in.
* I sleepwalk.

From [PrepEng](https://prepeng.com/daily-routine-in-english/)

*Phone Conversations*

**Answering the phone**

* Good morning/ afternoon/ evening. ABC Limited. Alex Case speaking. How can I help you?

**Saying who you are (caller)**

* My name is Francis Cripps. I work for JUPG PLC.
* This is Francis Cripps (again), (calling) from JUPG PLC.
* Hi Alex. It’s Francis Cripps (from Finance/…) (again).

**Small talk**

* How’s it/ the conference/ your week/ your project/… going?
* Did you have a good weekend/ trip/ holiday/…?
* How’s business?
* I heard that the weather there is much cooler/ that…
* I guess that you are really busy/ that…
* I’m (so) glad/ sorry/ happy/ relieved/ … to hear that.
* (That) sounds great/ terrible/ awful/ interesting/ nice/ encouraging/ fun/ …
* How about you?

**Being polite**

* Thanks for calling me back.
* Thanks for getting back to me (so quickly).
* Sorry to phone so early in the morning (but…)
* Sorry it took me so long to get back to you.
* Sorry to ring again so soon (but…)
* Sorry to trouble you again (but…)

**Ending the small talk/ Smoothly getting down to business/ Moving towards the topic**

* So, what can I do for you today?
* Anyway, have you got a minute (to talk)?

**Talking about the reason for the phone call**

* I just got your message.
* I’m returning your call.
* Someone phoned me from this number.
* Anyway, I’m phoning about the meeting next week/ about…
* I’m calling to ask about the meeting next week/ to…
* So, did you see my email about the delivery/ about…?
* Well, just a quick call to say…
* Well, I was given your number by…
* I found your number…

**Asking to speak to someone**

* Can I speak to Kim Smith (in the Sales Department), please?
* Is Kim (Smith) there?
* I’d like to speak to someone about replacing our photocopiers/ about…
* I need to speak to someone in the shipping department/ in…

**Asking about the caller’s name**

* Sorry, I didn’t catch your name.
* May I ask who is calling?

**Asking about the receiver**

* Sorry, who am I speaking to, please?
* Is that Kim (Smith)?
* Is this the right number for the HR department/ for…?
* Is that the… department/ division/ section/ team?
* Are you the right person to speak to about…?

**Connecting the caller to the right person**

* Can I ask what it is concerning?
* Of course. I’ll (just) check if he’s available.
* Okay. I’m putting you through.
* I’ll connect you to… She should be able to help.

**Negative answers to requests to speak to someone**

* I’m sorry but she’s away from her desk/ out of the office/ out of the country/ not in today. (She should be back…)
* I’m afraid he’s on another line/ her line is busy/….

**Leaving messages/ Dictating**

* Can I leave a message?
* Can you tell her that…?
* Can you ask her to send me six hundred and fifty HYDV765s/ to…?
* My office number/ work number/ landline/ mobile (number)/ home phone is oh one double six treble one.
* My (postal) address is twenty three black new word bird park new line midtown capital b capital b capital p capital m.
* The URL is http colon double slash high dash life dot com slash alex underscore case.
* My (work/ personal) (e)mail address is alexcase all one word at outlook dot com.

**Taking messages/ Taking dictation**

* Does she have your number?
* Can I take a message?
* Shall I ask her to call you back?
* (Okay.) Got it (now) (,thanks).

**Other responses to someone not being there**

* No, that’s okay, thanks. I’ll (just) call again later. (Do you know when she will be available?)
* Actually, it’s quite urgent. Could you give me his mobile number?
* Is there anyone else I can speak to about…?
* Can I help you at all?

**Asking people to wait**

* Please hold the line. I’ll connect you to a member of our customer service staff/ I’ll check if she’s available/ I’ll…
* Just a moment while I get a pen and some paper/ while I find the file/ while I…. Okay, please go ahead.
* Just a minute. I’m (just) getting your account up on the screen/ I’m (just)…

**Checking/ Clarifying/ Not understanding/ Dealing with communication problems**

* Can I check that back?
* Sorry, could you say that again (a little more slowly)?
* Sorry, can you repeat the first word/ the last part/…?
* … Is that right?
* Sorry, could you spell your family name/… (for me), please?
* Just to (double) check,…
* Sorry, is that B for Bobby (or V for virgin)/ one five (or five oh)/ two words (or all one word)/ …. (or…)?
* “There’s a lot of background noise – I can barely hear you.”
* “You’re breaking up. Could you call me back?”  
  (breaking up = you can only hear parts of what the other person is saying)
* “We have a bad connection.”
* “Sorry – I didn’t catch what you just said.”
* “Could you speak a little louder?”  
  (say this if the person is speaking too quietly)
* “Could you speak a little more slowly?”  
  (say this if the person is speaking too fast)
* “What did you say?” (informal)
* “Could you repeat that?” / “Could you say that again?” (more formal)
* Would you mind spelling that for me?
* Would you mind slowing down?
* Would you mind speaking a little more slowly?

**Talking about written sources (documents, webpages etc)**

* Do you have the information in front of you now?
* I’m sending you the document/ … right now.
* If you turn to page (number) three and look at the second paragraph,…

**Ending taking messages**

* Okay, I’ll make sure (that) he gets your message. (I’m sure he will get back to you soon.)

**Checking that the other person has finished and responding to that**

* So, is there anything else (that I can help you with) (today)?
* (Okay then,) was there anything else (that you’d like to ask)?
* No, that’s all (for now), thanks.
* Actually, there is just one more thing….

**Smoothly ending a phone call (giving reasons for finishing the call, etc)**

* Anyway, it’s been great to talk, but I’m afraid I have a meeting in a few minutes/ I’m afraid I… (so…)
* I’d like to talk more about this but I’m afraid someone has just come in/ I’m afraid… (so…)
* That seems to have covered everything, thanks.
* That’s been really helpful, thanks.
* Okay, I won’t keep you any longer, then.

**Talking about the next contact between you/ Talking about the future**

* Can I call you back (a little) later?
* Could you possibly call again (a little) later?
* I’ll email you by the end of business today/ later (today)/ in the next couple of days/…
* (I can’t hear you very well). Shall we hang up and try again?
* I’ll check (…) and call you (right) back.
* Could you (possibly) find out and call me back?
* Please call again if you have any other questions/ problems/...
* I look forward to your call.
* Looking forward to hearing from you.
* Speak to you then/ tomorrow/ soon/ later/… (, then).
* See you then/ tomorrow/ soon/ on Monday/ there/… (, then).

**Polite and/ or friendly language at the end of the call**

* Thanks for (all) your help.
* Thanks for calling/ your call.
* Sorry I couldn’t be more help.
* Have a good evening/ day/ weekend/….
* Bye (for now).

From [Using English](https://www.usingenglish.com/articles/100-most-useful-telephoning-phrases.html), [Espresso English](https://www.espressoenglish.net/telephone-english-phrases/), and [SpeakConfidentEnglish](https://www.speakconfidentenglish.com/telephone-calls-in-english/)