Telefonieren am Empfang

Die wichtigsten Wendungen für ein Telefonat auf Englisch, nach Gesprächsphasen geordnet

Wer sagt was?

Phase	Empfang	Anrufer, Anruferin
Melden	*Firma*, *Name* speaking. How can I help you?	Hello, this is *Name* from *Firma*.
Verbinden	One moment, please. I'll put you through. · Please hold the line.	Could I speak to *Name*, please? · Is *Name* there, please?
Nicht da	I'm afraid she's in a meeting · on another line · out of the office.	When will she be back?
Nachricht	Would you like to leave a message? · Can I take a message?	Could you ask him to call me back, please?
Nachfragen	Could I have your name, please? · Could you spell that, please? · Let me read that back.	Sorry, could you say that again, please?
Termin	Which day would suit you? · He's free on Monday at 3 p.m. Would that suit you?	I'd like to make an appointment with *Name*. · Thursday would be fine.
Abschluss	Thank you for calling. Goodbye. · You're welcome.	Thanks for your help. Speak to you soon.

> ***Höflich klingt es mit ganzen Sätzen.*** *Could you …?, Would you like …?, I'm afraid … und please machen den Ton. Ein einzelnes Wort wie Name? ist nicht falsch, wirkt am Telefon aber barsch.*

Buchstaben, Zahlen, Adressen

Was	So sagst du es
Buchstaben, die anders klingen	A äi · E i · I ei · J dschäi · G dschie · R aa · W double u · Y wai · Z sedd
Alphabet	Alpha, Bravo, Charlie, Delta, Echo, Foxtrot, Golf, Hotel, India, Juliett, Kilo, Lima, Mike, November, Oscar, Papa, Quebec, Romeo, Sierra, Tango, Uniform, Victor, Whiskey, X-ray, Yankee, Zulu
Nummern	Ziffer für Ziffer, kurze Pause nach jedem Block. 0 = oh, 44 = double four, Durchwahl = extension (ext.)
E-Mail	@ at · . dot · - hyphen oder dash · _ underscore

Typische Fehler

Nicht so	Sondern so
Here is Tom.	This is Tom. · Tom speaking.
I telephone with her every week.	I phone her every week. · I call her every week.
My handy number is …	My mobile number is …
Who is there?	Who's calling, please?
I have a date with Mr Lee.	I have an appointment with Mr Lee.
… when he becomes time	… when he has time
Thank you! Please!	Thank you! You're welcome!