

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. A coffee cup is on the table. The image is overlaid with a large orange and blue graphic.

# **NEW BUSINESS ENGLISH 4**

**Unit 2 Lesson 4**  
**Connecting Someone**  
**Over the Phone**



# Review

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Assume that you are a graphic designer and have a logo design project.

## *Requirements:*

- *Give the client a call to update them on the design of the logo for the new ad project.*
- *Clarify information about the logo you need to make.*





# LEARNING GOALS

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- ◆ Asking to Speak to Someone
- ◆ Putting the Caller on Hold
- ◆ Connecting Someone Over the Phone



## Situational Dialogue

- ▶ Caleb is looking for Bruce to give an update on the new project. He is calling Lina Lin, the media planner.



Caleb Park



Lina Lin







Hello, Lina. Good morning.  
This is Caleb from the  
Creative Department.

Good morning, Caleb.  
What can I do for you?

May I speak to Mr. Fisher?  
I'll give him an urgent  
update on the new project.





Hang on a moment.  
I'll see if Mr. Fisher is in.

Sure.

Mr. Fisher is in his office. I'll  
put you through to him now.





## Key Vocabulary

Learn the new words and answer the questions.



### give an update on

*(ph. v.) give someone the latest information about something*

e.g. Please **give** me an **update on** your report.



### hang on

*(ph. v.) to informally ask someone to wait for a short period of time*

e.g. **Hang on** while I confirm your name on the list.



### put through

*(ph. v.) to connect someone on a phone call to another person*

e.g. I can **put** you **through** to our supervisor now.

## Dialogue Review

Have a role play and answer the questions.



*Caleb is looking for Bruce to **give an update on** the new project.  
He is calling Lina Lin, the media planner.*

**Caleb :** Hello, Lina. Good morning. This is Caleb from the Creative Department.

**Lina :** Good morning, Caleb. What can I do for you?

**Caleb :** May I speak to Mr. Fisher?

I'll give him an urgent update on the new project.

**Lina :** **Hang on** a moment. I'll see if Mr. Fisher is in.

**Caleb :** Sure.

(10 seconds later)

**Lina :** Mr. Fisher is in his office. I'll **put you through** to him now.



# Learning Goals

Let's check the learning goals!



*Caleb is looking for Bruce to give an update on the new project.  
He is calling Lina Lin, the media planner.*

**Caleb :** Hello, Lina. Good morning. This is Caleb from the Creative Department.

**Lina :** Good morning, Caleb. What can I do for you?

**Caleb :** **May I speak to Mr. Fisher?**



**1. Asking to Speak to Someone**

*I'll give him an urgent update on the new project.*

**Lina :** **Hang on a moment.** I'll see if Mr. Fisher is in.

**Caleb :** Sure.



**2. Putting the Caller on Hold**

*(10 seconds later)*

**Lina :** Mr. Fisher is in his office. **I'll put you through to him now.**



**3. Connecting Someone Over the Phone**

## Learning Goals

Learn the key expressions and sentence structures.

### ∴ Asking to Speak to Someone

- **Could I speak to** *(name)* **of** *(company/ department/ office)*?
- **Can I speak to** *(name)* **of** *(company/ department/ office)*?
- **May I speak to** *(name)* **of** *(company/ department/ office)*?

Example sentences:

- Could I speak to Mr. Bruce of Warner Company?
- Can I speak to Jane of the HR department?
- May I speak to your supervisor?

**“May I speak to...”**  
is considered to  
be the most polite  
expression.

*Ask if the manager is available and say why you wish to speak to him/her.*



## Learning Goals

Learn the key expressions and sentence structures.

### ∴ Putting the Caller on Hold

- Could you hold on for a minute?
- Hang on a moment.
- Give me a second.
- Give me a minute, please.
- One moment, please.

- **Give me a second**

It does not literally mean to wait for just one second.

*What is the longest time you put someone on hold?*

## Learning Goals

Learn the key expressions and sentence structures.

### ∴ Connecting Someone Over the Phone

➤ I'll put you through to *(name/ office)*.

Example sentences:

- I'll put you through to Miss Williams.
- I'll put you through to customer service.

You can also use:

- I'll connect you to ...

e.g.

I'll connect you now to Mr. Fisher.

I'll connect you now to our Sales Department.

*How do you respond to a caller who wishes to speak to your boss?*



# Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

**Scenario:** You get a call and the caller asks to speak to your team leader.

**Transfer the call to your team leader.**

∴ You can refer to the following key expressions:

- Could you hold on for a minute?
- Hang on a moment.
- I'll put you through to (name/ office).



# Coffee Break

Learn the different expressions in connecting someone.

## ⋮ How to Connect Someone Over the Phone



The person you are trying to connect to is available.

Hang on a moment. I'll see if Ms. Smith is in her office.  
I'll put you through to her now.

The person you are trying to connect to is unavailable.

Thank you for patiently waiting for Ms. Smith but she  
is not available right now. May I have her call you back?



1. How long are you willing to wait to be put on hold?
2. How do you express to the caller if the person they want to speak with is not available?



# Overview

## Keywords and expressions:

*give an update on/ hang on/ put through*

*Could/ May/ Can I speak to (name) of (company/ department/ office)?*

*Could you hold on for ...?/ Hang on a moment.*

*I'll put you through to (name/ office).*

