

## VOCABULARY · EPISODE 78

## 5 Min Survival Kit The Phone Call

Key words &amp; expressions · English + ■■■■■

10 words

Your English Toolbox

1

## Could you repeat that, please?

دینک رارکت دیناوتلیم ای؟ افطل دیوگب هرابود دیناوتلیم ای

DEF

a polite request to hear something again because you did not hear or understand it the first time

*Could you repeat that, please?* is one of the most essential phrases for phone calls in English — phone audio is often imperfect and the absence of visual cues makes listening harder. Using this phrase confidently signals you are a competent speaker.

یدی هفن ای دینشن لوا هع فد نوچ یزیچ هرابود دینش یارب هنادبؤم تس اوخرد کی  
تسا ایسی لگنا هب ینفلت تاملاکم یارب تارابع نیرتلی رورض زا یکی

**If you miss something on the phone, say 'Could you repeat that, please?' — it is natural and polite.**

رد یزیچ رگا ، ،

افطل دیوگب هرابود دیناوتلیم ای آوگب تفر ت تسد زانفلت

**She used 'Could you repeat that, please?' three times on her first English phone call — and that was perfectly fine.**

یلکش مآلاماک و درک هدف تسا ایسی لگنا ینفلت سامت نیلوا رد راب هس ارت رابع نی .

دوبن .

2

## to hold the line

ندن ام رظتنم و نتشاذگن اریشوگ نندن ام طخ رد

DEF

to wait on the telephone without hanging up, usually while someone goes to find information or transfer you

*Hold the line* is essential phone English — you will hear it constantly from call centres, doctor's surgeries, and banks. The phrase comes from military communication (keep the connection open). Knowing how to respond confidently ('Of course', 'Certainly') is just as important as understanding it.

اروت ای دنک ادیپ یتاعالطا دورلیم یسک هک یلاح ردآلومعم ،ندرک عطق نودب نفلت تشپ نندن ام رظتنم  
دهد لاقتنا

یونشلیم ار نامدم اهکاناب و اهبطم ،سامت زکارم زا تسای رورض ینفلت یسی لگنا

**Could you hold the line for a moment while I check our records? — You will hear this on almost every English phone call.**

رد هظحل کی دیناوتلیم ای آ

منک یسررب ار قب اوس ات دینامب طخ

**She learned to say 'Of course, I'll hold' without panic — and it changed every phone call she made in English.**

دیوگب تشحو نودب تفرگ دای . ،

مناملیم رظتنم و مرانگیمن اریشوگ هتبل ا

3

## to put someone through

سامت لاقتناب ندرک ل صو یرگی دی ل خاد ای صخش هب ار هدنری گاسامت کی ندرک ل صو

DEF

to connect a caller to another person or extension — by transferring the call

*Put someone through is the telephone transfer phrase. When you call a company and are transferred, the phrase used is 'I'll put you through to...' or 'Let me put you through to the right department'. The equivalent response when waiting is 'I'm being put through'. This is a core telephone English phrase — knowing it signals professional telephone competence.*

سامت لاقتناب ندرک ل صو یرگی دی ل خاد ای صخش هب هدنری گاسامت کی ندرک ل صو

ینفلت لاقتناب ترابع

**When asked 'I'll put you through' — say 'Thank you' and wait; the silence is normal.**

تس ای عی ب ط تو کس؛ دینک ربص و دی یوگب دش هت فگ ی تقو

**She was told the receptionist would put her through to customer services and was connected within thirty seconds.**

درک ده اوخ ل صو نایرترشم تامدخ هب ار وایشنم هک دش هت فگ وا هب .

دش ل صو هیناث یس ضرع رد و

4

## to leave a message

ندرک ل قتنم ای تبث تسین سرتسد رد هک یسک یارب ار ی تاعالطانت شاذگ مایپ

DEF

to record or communicate information for someone who is unavailable — so they can receive it when they return

*Leave a message is the voicemail and receptionist phrase. When someone is unavailable on the phone, you are typically asked 'Would you like to leave a message?' The response involves giving your name, number, and reason for calling, clearly and at a moderate pace. For English learners, leaving a clear, well-structured voicemail is a practical skill that requires specific formulaic language.*

تفایردن تشگرب ی تقو ار اهن دن او تبث ات تسین سرتسد رد هک یسک یارب ی تاعالطانت ای تبث دننک

ی شنم و ی توص ی تسپ قودنص ترابع

**When leaving a message, state your name, number, and purpose clearly — and speak slower than you think you need to.**

و دینک نایب حضاو ار ناتفده و هرامش، مان دیراذگی مایپ ی تقو .

دینک تبحص تسامزال دینکلی م رکف هچن آ زارتدنک

**She left a message with the receptionist and received a call back within the hour.**

درک تفایرد سامت خساپ تعاس کی ضرع رد و تشاذگ مایپ ی شنم دزن

## 5 to be on hold

5

تیریدم از یزیچ ل باقم فرط هک ی لاج رد نفلت طخ رد راظتنا نیح رد ندوب راظتنا تل لاج رد دنکایم

### DEF

to be waiting on a telephone line while the other party deals with something — typically with music or a recorded message playing

*On hold is the telephone waiting state. Being put on hold is one of the most common telephone experiences and one of the most frustrating. Key phrases: 'You are being placed on hold', 'We will be with you shortly', 'Your call is important to us'. For English learners, the challenge of being on hold is that when the line finally connects, you must be ready to speak clearly and quickly.*

ما پی ای یقی سوم اب الوم عم دنکایم تیریدم از یزیچ ل باقم فرط هک ی لاج رد ندوب رظنتم نفلت طخ رد ه دش طبض

ینفلت راظتنا تل لاج

**Stay focused while on hold — the connection can happen suddenly and you need to be ready.**

دیش اب هدام آ دیاب امش و دتفی ب قافتا ی ناهگان دن او تلم ل اصتا دینام بزکرمتم راظتنا نیح رد .

**She was put on hold for twenty minutes and used the time to prepare exactly what she needed to say.**

دیاب هچن آقی قد ندرک هدام آ ی ارب نامزن آ زا و تفرگ رارق راظتنا تل لاج رد هقی قد تسیب .  
درک هدافتسا تفگیلیم

6

## 6 to get cut off

ندش عطق ینفلت سامت کی لوط رد ناهگان ندش عطق

### DEF

to be suddenly disconnected during a telephone call

*Get cut off is the call disconnection phrase. In telephone English, being cut off means the call ended unexpectedly — not that the other person hung up deliberately. It is useful to distinguish: 'We got cut off' (technical disconnection) versus 'They hung up on me' (deliberate ending). If you get cut off mid-conversation, standard practice is for the person who placed the original call to call back.*

ندش طاب ترا عطق ینفلت سامت کی لوط رد ناهگان

سامت عطق ترا بع

**If you get cut off, call back immediately — it signals competence and commitment.**

دهدلم ناشن ار دهت و یگتسایش دینزب گنز هرابود آروف دیش عطق رگا

**She got cut off in the middle of explaining the problem and had to call back and start again.**

دنک عورش لوازا و دنزب گنز هرابود دش روجم و دش عطق لکشم حیضوت طس و رد .

## to speak up

7

ل باقم فرط نوچ بلغا ندرک تبحص رتاجضاو ای رتدنلب ی ادص اب ندرک تبحص رتدنلب  
دونشب بوخ دن اوتلی من

### DEF

to talk more loudly or clearly — often because the other person cannot hear well

*Speak up is the volume request phrase. On the telephone, background noise, poor connections, and differences in accent can all reduce intelligibility. 'Could you speak up?' is a polite, professional way to ask someone to be louder. For English learners, it is important to know both how to make this request ('Could you speak up a little?') and how to respond to it without becoming flustered.*

دونشب بوخ دن اوتلی من ل باقم فرط نوچ بلغا ندرک تبحص رتاجضاو ای رتدنلب ی ادص اب

ادص تس اوخرد ترابع

**If you cannot hear, say 'Could you speak up a little? I'm having trouble hearing you' — it is polite and professional.**

دی وگب دی و ن ش ب دی و ن اوتلی من رگا .  
تسا ی اه فرح و ه ناب دؤم

**She asked the caller to speak up because the background noise on their end made it impossible to hear.**

اهن آ فرط زا هن می ژاس پ ی ادص و رس نوچ دنک تبحص رتدنلب تس اوخ ه د ن ری گاس امت زا .  
درکلی من کم ریغ ار ن دینش

## to call back

8

ای دیداد تسد زا ار ی لصا سامت نوچ نداد تشگر ب ار ی نفلت سامت کی نداد سامت خ س اپ  
دی ری گب سامت ه ر اب ود ادع ب دش ه تس اوخ

### DEF

to return a telephone call — either because you missed the original call or because you were asked to call again later

*Call back is the return call phrase. It is used in two directions: 'I'll call you back' (the person you are speaking to will call you again later) and 'Could you call back tomorrow?' (you are asking the caller to try again). Knowing the difference between 'call back' and 'call again' is a small but important telephone competence detail.*

امش زا هک لیل د نی ا ه ب ای دیداد تسد زا ار ی لصا سامت هک لیل د نی ا ه ب ای ی نفلت سامت کی نداد تشگر ب  
دی ری گب سامت ه ر اب ود ادع ب دش ه تس اوخ

سامت خ س اپ ترابع

**If someone says 'I'll call you back' without a time — it is polite to ask 'When can I expect your call?'**

دی سر پ ب تس ا ه ناب دؤم تفگ نامز رکذ نودب ی س ک رگا

**She was unable to speak at that moment and asked the caller to call back in twenty minutes.**

سامت ه ر اب ود رگی د ه ق ی قد تس ی ب تس اوخ ه د ن ری گاس امت زا و دنک تبحص تس ن اوتلی من ه ظ حل ن آ رد .  
دی ری گب

## to spell something out

9

ی ت س ر د ه ب ا ر ن آ د ن ا و ت ب ه د ن و ن ش ا ت ن ت ف گ ک ی ا ه ب ا ک ی ا ر ه م ل ک ک ی ف ر ح ر ه ن د ر ک ی ج ه  
د س ی و ن ب

DEF

to say each letter of a word individually — so that the listener can write it down correctly

*Spell something out (telephone sense) — on the telephone, names and addresses must often be spelled out letter by letter. The NATO phonetic alphabet (Alpha, Bravo, Charlie...) is often used for professional clarity. Standard English telephone spelling uses everyday words ('S for Sierra, or S for sugar'). Being able to spell your name confidently on the phone is a basic but important telephone competence for language learners.*

د س ی و ن ب ی ت س ر د ه ب ا ر ن آ د ن ا و ت ب ه د ن و ن ش ا ت ه ن ا گ ا د ج ت ر و ص ه ب ه م ل ک ک ی ف ر ح ر ه ن ت ف گ

د ن و ش ی ج ه ف ر ح ه ب ف ر ح د ی ا ب ب ل غ ا ا ه ل س ر د آ و ا ه ل م ا ن ن ف ل ت ر د

**When giving your name on the phone, offer to spell it out before being asked — it prevents errors.**

ی ج ه ا ر ن آ د ی ه د د ا ه ن ش ی پ د و ش ه ت س ا و خ ه ک ن ی ا ز ا ل ب ق د ی ه ل ی م ن ف ل ت ر د ا ر ن ا ت م ا ن ی ت ق و .  
د ن ک ل ی م ی ر ی گ و ل ج ا ه ا ط خ ز ا د ی ن ک

**She spelled her surname out letter by letter and used simple words to make each letter clear.**

د ش ا ب ح ض ا و ف ر ح ر ه ا ت د ر ک ه د ا ف ت س ا ه د ا س ت ا م ل ک ز ا و د ر ک ی ج ه ف ر ح ه ب ف ر ح ا ر ش ی گ د ا و ن ا خ م ا ن .

## to wrap up a call

10

ه ک ن ی ا ن د ا د ن ا ش ر ن ن د ن ا س ر ه ج ی ت ن ه ب ا ر ی ن ف ل ت ه م ل ا ک م ک ی ن د ن ا س ر م ا م ت ا ه ب ا ر س ا م ت  
د ی ه د ن ا ی ا پ ا ر س ا م ت د ی ه ا و خ ی م

DEF

to bring a telephone conversation to a conclusion — signalling that you are about to end the call

*Wrap up a call is the telephone closure phrase. Ending a phone call gracefully in English requires specific phrases: 'Well, I think that covers everything', 'Is there anything else I can help you with?', 'Thanks for calling, I'll let you go'. These phrases signal closure without abruptness. Many non-native speakers end calls too abruptly or struggle to find the exit — knowing these phrases makes the ending as smooth as the beginning.*

د ی ت س ر ه س ا م ت ه ب ن د ا د ن ا ی ا پ ف ر ش ر د ه ک ن ی ا ن د ا د ن ا ش ر ن ه ج ی ت ن ه ب ی ن ف ل ت ه م ل ا ک م ک ی ن د ن ا س ر

ی ن ف ل ت ن ا ی ا پ ت ر ا ب ع

**Wrap up a call with a clear summary of what was agreed — it prevents misunderstandings and sounds professional.**

ه ب د ش ق ف ا و ت ه ج ن آ ز ا ح ض ا و ی ا ه ص ا ل خ ا ب ا ر س ا م ت .  
د س ر ل ی م ر ظ ن ه ب ی ا ه ف ر ح و د ن ک ل ی م ی ر ی گ و ل ج م ه ا ف ت ا و س ز ا د ی ن ا س ر ب ن ا ی ا پ

**She wrapped up the call by confirming the next steps and thanking the client for their time.**

د ن ا س ر م ا م ت ا ه ب ن ا ش ت ق و ی ا ر ب ی ر ت ش م ز ا ر ک ش ت و ی د ع ب ل ح ا ر م د ی ا ت ا ب ا ر س ا م ت .