

# English for Telephoning A–Z word list

	Word	Phonetics	Translation
A	to accept	[ək'sept]	
	according to	[ə'kɔ:diŋ tə]	
	action, to take ~	[teɪk 'ækʃn]	
	actually	['æktʃuəli]	
	advice	[əd'vaɪs]	
	agency	['eɪdʒənsi]	
	agenda	[ə'dʒendə]	
	aggressive	[ə'ɡresɪv]	
	to agree with	[ə'ɡri: wɪð]	
	agreement	[ə'ɡri:mənt]	
	air freight	['eə freɪt]	
	to allow	[ə'laʊ]	
	annoying	[ə'noɪɪŋ]	
	answering machine	['ɑ:nsərɪŋ məʃi:n]	
	answerphone (BE)	['ɑ:nsəfəʊn]	
	to apologize	[ə'pɒlədʒaɪz]	
	apparently	[ə'pærəntli]	
	appointment	[ə'pɔɪntmənt]	
	to appreciate	[ə'pri:ʃieɪt]	
	to arrange	[ə'reɪndʒ]	
	arrangement	[ə'reɪndʒmənt]	
	asap (as soon as possible)	[eɪ es eɪ 'pi:]	
	attitude	['ætɪtju:d]	
	audit	['ɔ:dɪt]	
	available	[ə'veɪləbl]	
B	ballpark figure	[ˌbɔ:lpɑ:k 'fɪɡə]	
	battery (rechargeable)	['bætəri ,ri:tʃɑ:dʒəbl]	
	beep, after the ~	[ˌɑ:ftə ðə 'bi:p]	
	bill	[bɪl]	
	blank	[blæŋk]	
	body language	['bɒdi læŋɡwɪdʒ]	
	boss	[bɒs]	
	to break up	[ˌbreɪk 'ʌp]	
	to bring forward	[ˌbrɪŋ 'fɔ:wəd]	
	to bring sth to sb's attention	[ˌbrɪŋ tu ə'tenʃn]	
	business card	['bɪznəs kɑ:d]	
	business contact	['bɪznəs kɒntækt]	
	business trip	['bɪznəs trɪp]	
	busy (AE)	['bɪzi]	
	by the way	[baɪ ðə 'weɪ]	
C	call, to give sb a ~	[ɡɪv ə 'kɔ:l]	
	to call again later	[kɔ:l əˌɡen 'leɪtə]	
	to call back	[kɔ:l 'bæk]	
	caller	['kɔ:lə]	
	to calm down	[ˌkɑ:m 'daʊn]	
	campaign	[kæm'peɪn]	
	can't complain	[kɑ:nt kəm'pleɪn]	
	to cancel	['kænsəl]	
	carefully	['keəfəli]	
	case	[keɪs]	
	cash register	['kæʃ redʒɪstə]	
	to catch	[kætʃ]	
	cell phone (AE)	['sel fəʊn]	
	CEO	[ˌsi: i: 'əʊ]	
	certainly	['sɜ:tnli]	
	challenge	['tʃælɪndʒ]	
	challenging	['tʃælɪndʒɪŋ]	
	chance, to have the ~	[həv ðə 'tʃɑ:ns]	
	charge	[tʃɑ:dʒ]	
	to chat	['tʃæt]	
	clarification	[ˌklærəfɪ'keɪʃn]	
	client	['klaɪənt]	
	to come up	[ˌkʌm 'ʌp]	
	common	['kɒmən]	

Word	Phonetics	Translation
communication	[kə,mju:nɪ'keɪʃn]	
company culture	[ˌkʌmpəni 'kʌltʃə]	
to compare	[kəm'peə]	
compensation	[ˌkɒmpen'seɪʃn]	
competition	[ˌkɒmpə'tɪʃn]	
to complain	[kəm'pleɪn]	
complaint	[kəm'pleɪnt]	
component	[kəm'pəʊnənt]	
confident	['kɒnfɪdənt]	
to confirm	[kən'fɜ:m]	
connection, to lose the ~	[lu:z ðə kə'nekʃn]	
connection, to make a ~	[meɪk ə kə'nekʃn]	
considerate	[kən'sɪdərət]	
consignment	[kən'saɪnmənt]	
constantly	['kɒnstəntli]	
contact details	['kɒntækt di:teɪlz]	
contact, to have ~	[həv 'kɒntækt]	
context	['kɒntekst]	
continually	[kən'tɪnjuəli]	
contract	['kɒntrækt]	
correct	[kə'rekt]	
couple of, a ~	[ə 'kʌpl əv]	
current	['kʌrənt]	
customer	['kʌstəmə]	
customer care	['kʌstəmə keə]	
customer service	[ˌkʌstəmə 'sɜ:vɪs]	
to cut off	[kʌt 'ɒf]	
<b>D</b>		
dash	[dæʃ]	
date	[deɪt]	
deadline	['dedlaɪn]	
to deal with	['di:l wɪð]	
definitely	['defɪnətli]	
delivery address	[dɪ,lɪvəri ə'dres]	
department	[dɪ'pɑ:tmənt]	
depends, that ~	[ðət dɪ'pendz]	
diary	['daɪəri]	
digit	['dɪdʒɪt]	
discount	['dɪskaʊnt]	
to discuss	[dɪ'skʌs]	
disruption	[dɪs'rʌpʃn]	
distraction	[dɪ'strækʃn]	
to disturb	[dɪ'stɜ:b]	
to double-check	[ˌdʌbl'tʃek]	
doubt	[daʊt]	
to drop	[drɒp]	
<b>E</b>		
echoing	['ekəʊɪŋ]	
effectively	[ɪ'fektɪvli]	
efficiently	[ɪ'fɪʃntli]	
engaged	[ɪn'geɪdʒd]	
entirely	[ɪn'taɪəli]	
equipment	[ɪ'kwɪpmənt]	
exception	[ɪk'sepʃn]	
excerpt	['eksɜ:pt]	
excuse	[ɪk'skju:s]	
existing	[ɪg'zɪstɪŋ]	
to expect	[ɪk'spekt]	
expensive	[ɪk'spensɪv]	
experience	[ɪk'spɪəriəns]	
explanation	[ˌeksplə'neɪʃn]	
extension	[ɪk'stenʃn]	
<b>F</b>		
face to face	[ˌfeɪs tə 'feɪs]	
factory	['fæktəri]	
family name	['fæməli neɪm]	
fast	[fɑ:st]	
fault	[fɔ:lt]	
feasible	['fi:zəbl]	
feedback	['fi:dbæk]	
to figure sth out	[ˌfɪgər 'aʊt]	

	Word	Phonetics	Translation
	<b>file</b>	[faɪl]	
	to <b>fire away</b>	[ˌfaɪər əˈweɪ]	
	to <b>fix</b>	[fɪks]	
	to <b>forget</b>	[fəˈɡet]	
	<b>frustration</b>	[frʌˈstreɪʃn]	
<b>G</b>	to <b>get back to sb</b>	[ˌɡet ˈbæk]	
	to <b>get through</b>	[ˌɡet ˈθruː]	
	<b>gradually</b>	[ˈɡrædʒuəli]	
<b>H</b>	<b>hang on a moment</b>	[hæŋ ɒn ə]	
	to <b>hang up</b>	[ˌhæŋ ˈʌp]	
	to <b>happen</b>	[ˈhæpən]	
	<b>hedge</b>	[hedʒ]	
	to <b>highlight</b>	[ˈhaɪlaɪt]	
	to <b>hire</b>	[ˈhaɪə]	
	to <b>hold (on)</b>	[ˈhəʊld]	
	<b>honest</b>	[ˈɒnɪst]	
	to <b>hurry</b>	[ˈhʌri]	
	<b>hyphen</b>	[ˈhaɪfən]	
<b>IJ</b>	<b>I'm afraid</b>	[aɪm əˈfreɪd]	
	<b>I'm sorry</b>	[aɪm ˈsɒri]	
	<b>ill</b>	[ɪl]	
	<b>immediately</b>	[ɪˈmiːdiətli]	
	<b>impolite</b>	[ˌɪmpəˈlaɪt]	
	to <b>improve</b>	[ɪmˈpruːv]	
	<b>inconvenient</b>	[ˌɪnkənˈviːniənt]	
	<b>ink cartridge</b>	[ɪŋk ˈkɑːtrɪdʒ]	
	to <b>install</b>	[ɪnˈstɔːl]	
	<b>instructions</b>	[ɪnˈstrʌkʃnz]	
	<b>insurance</b>	[ɪnˈʃʊərəns]	
	<b>internal</b>	[ɪnˈtɜːnl]	
	to <b>interrupt</b>	[ˌɪntəˈrʌpt]	
	<b>invention</b>	[ɪnˈvenʃn]	
	<b>investment</b>	[ɪnˈvestmənt]	
	<b>invoice</b>	[ˈɪnvɔɪs]	
	to <b>involve</b>	[ɪnˈvɒlv]	
	<b>just in case</b>	[dʒʌst ɪn ˈkeɪs]	
<b>L</b>	<b>landline</b>	[ˈlændlaɪn]	
	<b>latest</b>	[ˈleɪtɪst]	
	<b>latest, at the ~</b>	[ət ðə ˈleɪtɪst]	
	to <b>let sb know</b>	[let ˈnəʊ]	
	<b>line, on another ~</b>	[ɒn əˈnʌðə laɪn]	
	<b>line, bad ~</b>	[bəd ˈlaɪn]	
<b>M</b>	to <b>make sure</b>	[ˌmeɪk ˈʃʊə]	
	to <b>manage</b>	[ˈmænɪdʒ]	
	<b>market research</b>	[ˌmɑːkɪt rɪˈsɜːtʃ]	
	<b>marketing</b>	[ˈmɑːkɪtɪŋ]	
	<b>meaning</b>	[ˈmiːnɪŋ]	
	to <b>mention</b>	[ˈmenʃn]	
	<b>message, to leave a ~</b>	[li:v ə ˈmesɪdʒ]	
	<b>message, to take a ~</b>	[teɪk ə ˈmesɪdʒ]	
	<b>mistake, by ~</b>	[baɪ mɪˈsteɪk]	
	<b>mix-up</b>	[ˈmɪks ʌp]	
	<b>mobile (phone)</b>	[ˌməʊbaɪl ˈfəʊn]	
	to <b>move</b>	[muːv]	
	to <b>move forward</b>	[ˌmuːv ˈfɔːwəd]	
<b>N</b>	<b>necessary, if ~</b>	[ɪf ˈnesəsəri]	
	to <b>negotiate</b>	[nɪˈɡəʊʃieɪt]	
	<b>network</b>	[ˈnetwɜːk]	
	<b>nightmare</b>	[ˈnaɪtmeə]	
	<b>noise, beeping ~</b>	[ˌbiːpɪŋ ˈnɔɪz]	
	<b>noise, to make a ~</b>	[meɪk ə ˈnɔɪz]	
	<b>note, to make a ~</b>	[ˌmeɪk ə ˈnəʊt]	

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O	office hours	[ˈɒfɪs aʊəz]	
	office space	[ˈɒfɪs speɪs]	
	operative	[ˈɒpərətɪv]	
	opinion	[əˈpɪniən]	
	order, to place an ~	[ˈplɛɪs ən ˈɔːdə]	
	out of stock	[aʊt əv ˈstɒk]	
	over budget	[ˌəʊvə ˈbʌdʒɪt]	
P	PA	[ˌpiː ˈeɪ]	
	packaging	[ˈpækɪdʒɪŋ]	
	to pay attention	[peɪ əˈtenʃn]	
	payment, means of ~	[ˈmiːnz əv ˈpeɪmənt]	
	to pencil sb in	[ˌpensl ˈɪn]	
	personal assistant	[ˌpɜːsənl əˈsɪstənt]	
	phone, over the ~	[ˌəʊvə ðə ˈfəʊn]	
	phone, to switch off the ~	[ˌswɪtʃ ˈɒf fəʊn]	
	phone call, to make a ~	[ˌmeɪk ə ˈfəʊn kɔːl]	
	phone call, to receive a ~	[ˌriːsɪv ə ˈfəʊn kɔːl]	
	to pick up	[ˌpɪk ˈʌp]	
	pitch, lower ~	[ˌləʊə ˈpɪtʃ]	
	place name	[ˈpleɪs neɪm]	
	planner (AE)	[ˈplænə]	
	point, to get to the ~	[get tə ðə ˈpɔɪnt]	
	pointless	[ˈpɔɪntləs]	
	possible	[ˈpɒsəbl]	
	post code	[ˈpəʊst kəʊd]	
	to postpone	[pəˈspəʊn]	
	prepared to, to be ~	[bi prɪˈpeəd tə]	
	pretty	[ˈprɪti]	
	previous	[ˈpriːviəs]	
	probably	[ˈprɒbəbli]	
	product	[ˈprɒdʌkt]	
	production	[prəˈdʌkʃn]	
	to pronounce	[prəˈnaʊns]	
	proposal	[prəˈpəʊzl]	
	prospective	[prəˈspektɪv]	
	provisionally	[prəˈvɪʒənəli]	
	purchasing	[ˈpɜːtʃəsɪŋ]	
	to put sb through	[ˌpʊt ˈθruː]	
Q	quietly	[ˈkwaɪətli]	
	quotation	[kwəʊˈteɪʃn]	
R	radio operator	[ˌreɪdiəʊ ˈɒpəreɪtə]	
	to reach an agreement	[riːtʃ ən əˈɡriːmənt]	
	to reach sb on	[kən ˈriːtʃ ɒn]	
	to read back	[ˌriːd ˈbæk]	
	to read out loud	[ˌriːd aʊt ˈlaʊd]	
	to rearrange	[ˌriːəˈreɪndʒ]	
	reason	[ˈriːzn]	
	reasonable	[ˈriːznəbl]	
	receipt	[riˈsiːt]	
	to refer	[riˈfɜː]	
	relationship	[ˌriːleɪʃnʃɪp]	
	relationship, close working ~	[ˌkləʊs ˈwɜːkɪŋ riːleɪʃnʃɪp]	
	relaxed	[rɪˈlæksɪt]	
	relay switch	[ˈriːleɪ swɪtʃ]	
	to rent out	[ˌrent ˈaʊt]	
	to repeat	[riˈpiːt]	
	to report	[riˈpɔːt]	
	to respond	[riˈspɒnd]	
	response	[riˈspɒns]	
	responsibility	[ˌriːspɒnsəˈbɪləti]	
	to revise	[riˈvaɪz]	
	to rewrite	[ˌriːˈraɪt]	
	right away	[ˌraɪt əˈweɪ]	
	to ring back	[ˌrɪŋ ˈbæk]	
	to rush	[rʌʃ]	

	Word	Phonetics	Translation
S	saline solution	[ˌseɪlɪn səˈluːʃn]	
	schedule	[ˈʃedjuːl]	
	to schedule	[ˈʃedjuːl]	
	to screen calls	[skrɪn ˈkɔːlz]	
	self-conscious	[ˌself ˈkɒŋʃəs]	
	semiconductor	[ˌsemɪkənˈdʌktə]	
	sent off, to get ~	[ˌget sent ˈɒf]	
	serial number	[ˈsɪəriəl nʌmbə]	
	seriously	[ˈsɪəriəsli]	
	set-up	[ˈsetʌp]	
	to shift	[ʃɪft]	
	shift work	[ˈʃɪft wɜːk]	
	to ship	[ʃɪp]	
	similarly	[ˈsɪmələli]	
	skill	[skɪl]	
	to solve	[sɒlv]	
	to sort sth out	[ˈsɔːt aʊt]	
	to speak up	[ˌspiːk ˈʌp]	
	to spell	[spel]	
	spontaneously	[spɒnˈteɪniəsli]	
	spreadsheet	[ˈspredʃiːt]	
	statement	[ˈsteɪtmənt]	
	status report	[ˈsteɪtəs rɪpɔːt]	
	step by step	[ˌstep baɪ ˈstep]	
	straight away	[ˌstreɪt əˈweɪ]	
	subject, to change the ~	[tʃeɪndʒ ðə ˈsʌbdʒɪkt]	
	subsidiary	[səbˈsɪdiəri]	
	successfully	[səkˈsesfəli]	
	suddenly	[ˈsʌdnli]	
	to suggest	[səˈdʒest]	
	suggestion	[səˈdʒestʃən]	
	to suit sb best	[suːt ˈbest]	
	suitable	[ˈsuːtəbl]	
	to summarize	[ˈsʌməraɪz]	
	supplier	[səˈplaɪə]	
T	tag	[tæg]	
	to talk business	[tɔːk ˈbɪznəs]	
	task	[tɑːsk]	
	technical support	[ˌteknɪkl səˈpɔːt]	
	tentatively	[ˈtentətɪvli]	
	tight	[taɪt]	
	time pressure	[ˈtaɪm preʃə]	
	time, at a ~	[ət ə ˈtaɪm]	
	tone, after the ~	[ˌɑːftə ðə ˈtəʊn]	
	total	[ˈtəʊtl]	
	touch, to get in ~	[get ɪn ˈtʌtʃ]	
	trade fair	[ˈtreɪd feə]	
	traffic, stuck in ~	[ˌstʌk ɪn ˈtræfɪk]	
	transceiver	[trænˈsiːvə]	
	to translate	[trænsˈleɪt]	
	to type	[taɪp]	
UV	unavailable	[ˌʌnəˈveɪləbl]	
	uncomfortable	[ˌʌnˈkʌmfətəbl]	
	unit	[ˈjuːnɪt]	
	unit price	[ˈjuːnɪt praɪs]	
	urgently	[ˈɜːdʒəntli]	
	useful	[ˈjuːsfəl]	
W	voicemail	[ˈvɔɪsmel]	
	welcome, you're ~	[jɔː ˈwelkəm]	
	whether	[ˈweðə]	
	white lie	[ˌwaɪt ˈlaɪ]	
	to worry	[ˈwʌri]	
	worst	[wɜːst]	
	wrong number, to have the ~	[həv ðə ˌrɒŋ ˈnʌmbə]	