

## ANSWERING THE PHONE TUTORIAL

Opening the Conversation:

**Madainn Mhath / Feasgar Math** *company name*, **Seònaid a' bruidhinn**  
Good Morning / Afternoon *company name*, Janet speaking

Correspondent:

**Madainn Mhath / Feasgar Math, am faod mi bruidhinn ri/le Tormod Dòmhnallach?**  
Good Morning / Afternoon, may/can I speak to/with Norman MacDonald?

Now you have a choice of two replies depending on the availability of the person being called.

Answer, if the person is available:

**Cuiridh mi troimhe sibh.**  
I'll put you through.

\* *Conversation ends*

Answer, if the person is NOT available:

**Tha mi duilich ach chan eil e/i a-staigh/saor an-dràsta. A bheil sibh airson teachdaireachd fhàgail?**  
I'm sorry but he/she is not in/available just now. Would you like to leave a message?

Correspondent:

**Tha \_\_\_ / Chan eil**  
Yes \_\_\_ / No

Answer:

**Glè mhath**  
Very well / good

Answer, if you are unable to understand their message:

**Gabhaibh mo leisgeul, tha mi ag ionnsachadh Gàidhlig.**  
You'll have to excuse me, I'm learning Gaelic.

They will understand and will be pleased that you spoke using Gaelic.

End the conversation with a thank you and goodbye.

**Tapadh leibh / Mar sin leibh**  
Thank you / Goodbye

or

**Tioraidh**  
Bye