

Telephoning English - Sometimes you did not understand **the person on the phone**, and the reasons could be a bad connection, somebody speaks too fast or with a heavy accent. Maybe somebody simply does not speak loud enough. Then again, perhaps you yourself were interrupted (unterbrochen) by a colleague or some noise in the background. Lots of people now make phone- or skype calls in their car. Instead of NOT asking to repeat, you should **simply ask in a polite and professional way**. Here are some typical phrases for you:



Sound professional and

ask simple questions!

First say...

Sorry, I didn't catch that.

Sorry, ich habe es nicht mitbekommen.

Sorry, I didn't get that.

Sorry, ich habe es nicht verstanden.

Sorry, I was interrupted.

Sorry, ich wurde unterbrochen

Sorry Pat, I didn't catch that. Sagen Sie ruhig den Namen.

Sorry, Tom, I got interrupted.

Then say...

Could you speak a bit slower, please?

Could you speak up, please?

Could you repeat that, please?

...

Where were we?

Ask for something specific (place, time, person etc.), then you can simply):

- **Sorry, where did you say?**
- **Sorry, when did you say?**
- **Sorry, who did you say? ... I see, thanks.**