



Confirmation

Repeat

Check Details

Confirm

Sorry,
could you
say that
again?

Do you
mind saying
that again,
please?

Can you
repeat that,
please?

Is that
"17" or
"70"?

How do
you spell
that?

Did you
say 2, or 3
o'clock?

Let me
read that
back to
you.

Let me
confirm.

Is that
correct?

Is that
right?

A: What is your phone number?

B: It's 555-3462-4966.

A: **Sorry, could you say that again, please?**

B: Sure, it's 555-34-62-49-66.

A: **Let me confirm.** That's 555-34-62-49-66. **Is that correct?**

B: Yes, that's right.

A: When are you open?

B: We're open from **8 to 8 on weekdays** and 8 to 10 on weekends.

A: **Ok, so that's 8 to 8 every day. Is that right?**

B: No. It's 8 to 10 on weekends.

A: I see! Thank you.

A: What is your family name?

B: It's Woljciech.

A: **How do you spell that?**

B: It's Wo-lj-ci-ech.

A: **Let me check.** That's Wo-lj-ci-ech. **Is that correct?**

B: Yes, that's it.

A: What is your street address?

B: It's 1445 Billows Street.

A: **How do you spell that?**

B: It's Bi-ll-ows.

A: **Can I check? Bi-ll-ows. Is that right?**

B: Yes, that's correct.



Confirmation



Spell It Out

When spelling a names or phone numbers, use small, easy pieces:

X 09039521684

O 090-39-52-16-84

A: Can I have your name please?

B: Sure it's Tim Anderson.

A: **Could you spell that please?**

B: Sure, it's an-der-son.

A: **Let me check.** That's an-der-son.

Is that correct?

B: Yes, that's right.

Practice

| | | |
|---|---|---|
| Name: Allen Blazeets Phone: 212-555-6721 Address: 18 Cherry street | Name: Patty Heirier Phone: 717-555-9917 Address: 721 Avenue B | Name: T's Hair Salon Phone: 717-555-7273 Address: 124 Box street |
| Name: Tony Carlton Phone: 570-555-4523 Address: 22 Smith street | Name: Marge Kiloran Phone: 212-555-8762 Address: 72 Nezbitt street | Name: Rob Gonzales Phone: 570-555-9472 Address: 994 Avenue A |
| Name: Steven Frye Phone: 212-555-3344 Address: 75 Burton street | Name: Anthony Veiser Phone: 717-456-7954 Address: 134 9th Avenue | Name: Al's Tattoo Parlor Phone: 676-898-2343 Address: 156 South street |
| Name: Billy Horton Phone: 345-345-1616 Address: 212 James Street | Name: Ellen Abrovius Phone: 570-453-1224 Address: 99 Nardstrom st | Name: Jesse Chadwick Phone: 570-546-5434 Address: 112 Avenue A |
| Name: Tony's Pizza Phone: 212-555-2945 Address: 15 Broad Street | Name: Maggie Stoversh Phone: 717-555-1834 Address: 100 5th Avenue | Name: ABC Mart Phone: 746-555-7434 Address: 14 Broadway Ave |