

925 English – Lesson 36: Ending a Phone Call

Hi, Tim here with another 925 English lesson. In today's lesson, we're going to learn how to end a phone call in English.

Last time, we looked at lots of useful expressions for answering the phone and starting a call. But what about *ending* a call? If you've finished your conversation, what can you say to end the call politely?

Well for starters, one thing you want to *avoid* is just suddenly saying goodbye. To end a business call professionally, there are three simple steps to follow. First you signal that you want to end, secondly, you review your action points, and finally you say goodbye.

Now, signaling that you want to end a call often starts with a word like "well," "so," or "okay." These words show that you want to change the subject. Then you can thank the person, and say you need to go, or make a general comment.

Let's practice some of these ways of showing that you want to end a call. Listen to each example, then repeat it for yourself. Ready? Let's get started!

- Well, I should probably get going.
- It's been great to chat.
- So, thanks for all the information.
- Okay, I've got to run here.

As you can hear, these types of comments signal an end to the conversation. You might have noticed two different expressions that mean you have to leave a situation. First was "I should probably get going," and the second was "I've got to run." These are just friendly ways of saying "I need to leave."

Now, a business call is like a little meeting. So the second step in ending a call is reviewing the actions you've discussed. Often this means stating what you will do next, like "I'll send you the file tomorrow." And if you want to confirm what the *other* person will do, or what you'll both do, you can turn your statement into a question using a tag. That might sound like "so, you'll review the proposal next week, right?"

Let's try some other examples of reviewing next steps. Remember to repeat the examples after you hear them.

- So, I'll send you that file tomorrow, and you can let me know what you think.
- All right, so we'll be chatting again next week, right?
- I'll have that package sent off right away.
- I'll look out for your email later today.

One expression you might have noticed there is "I'll," or "I will," "have that package sent off" for example. What does it mean to "have something done?" It means you make sure the thing is done. It might be you, it might be someone else. But you will make sure it's done.

All right, so you've signaled that you want to end the call, and you've reviewed next steps, now you're ready to sign off, or say goodbye. There are many ways to say goodbye in English. You can wish someone a "great day" or a "good weekend" or "good luck" with something. And we often say "take care" or mention when we'll talk again.

Let's practice some more ways to sign off at the end of a call. Once again, repeat the examples after you hear them.

- Have a great day. Bye now.
- Take care, Amy, we'll talk again soon.
- All right then have a good weekend.
- Good luck with your presentation.

Did you hear that expression "bye now?" You might also hear people say "bye for now" or maybe "bye then." These are just common and friendly ways of saying "goodbye."

So we've practiced some useful expressions but how do these sound in a conversation? Let's listen to a short dialog between Mark and Leslie. Both people are signaling they want to end the conversation and using expressions to sign off. Let's listen.

Mark: Well, I hope your interview goes well.

Leslie: Thanks Kevin. It's been great to chat.

Mark: For sure. Glad we could catch up.

Leslie: All right then have a good weekend.

How did that sound? Leslie thanks Kevin for saying he hopes her interview goes well, then she makes a comment about their conversation. Mark responds with his own comment, and Leslie signs off by wishing him a good weekend.

Now it's your turn to practice. We'll repeat the dialog, but this time we're going to beep out the second speaker's words. You will have to say those parts yourself. Remember to thank Kevin and say it's been great to chat. Then you'll wish him a good weekend after using the expression "all right then."

Mark: Well, I hope your interview goes well.

Leslie: Thanks Kevin. It's been great to chat.

Mark: For sure. Glad we could catch up.

Leslie: All right then have a good weekend.

Well, that's all for this lesson! We've learned a three-step process to ending a business call. This includes signaling you want to end the call, reviewing next steps, and saying goodbye. We'll be back soon with some more useful English expressions.

Until then, so long and happy learning!

Language Review

A. Have something done

If you “have something done,” it means you make sure somebody does it. It might be you, it might be somebody else. But somebody does it. Just remember that you need to use the right form of the verb to use this expression. We say have something “done,” which is the past participle of “do.” Complete the sentences below with the correct form of the correct verb.

send

read

fix

make

1. I’m still going through your report, but I should have it _____ by 3:00.
2. I’ll have the package _____ this afternoon, and you should receive it by Thursday.
3. With my new position, I guess I’ll have to have new business cards _____.
4. If the photocopier is broken, then why don’t you have it _____?

B. Review Quiz

1. Which TWO of the following phrases could replace the phrase in **bold** below?
*Well, I should probably **leave now**.*
 - a) get going
 - b) run
 - c) take over
 - d) have gone
2. Which of the following is NOT a common word to change the topic of conversation?
 - a) okay
 - b) well
 - c) so
 - d) but

3. Complete the sentence below to turn the statement into a tag question, confirming next steps.

“So, we’ll both have a look at the proposal by Friday, _____?”

- a) well
 - b) right
 - c) straight
 - d) later
4. Which of the following are ways of saying “goodbye” in English?
- a) Have a good day.
 - b) Lucky you.
 - c) Now bye.
 - d) Take care.
 - e) Bye then.
 - f) Have a great weekend.
 - g) Bye for now.
5. What are the three steps to ending a phone call in English?
- a) Saying goodbye, wishing good luck, hanging up.
 - b) Signaling you want to end, reviewing actions, saying goodbye.
 - c) Reviewing the discussion, saying goodbye, expressing thanks.
 - d) Discussing actions, signaling thanks, saying goodbye.

Language Review Answers

A. Have something done

1. read
2. sent
3. made
4. fixed

B. Review Quiz

1. a, b; 2. d; 3. b; 4. a, d, e, f, g; 5. b