

DESKTOP CARD On the phone

Start with:

- (1) Greeting, and the name of your Unit/Office*

Dia D(h)uit (Audio file 1)

[Note that the pronunciation aid for departmental names are in a separate file]

When you hear the caller asking for a named person reply:

- (2) "Thank you, who's calling please"?

Go raibh maith agat, cé atá ag caint? (Audio file 2)

- (3) "Can I take your name"?

Cén t-ainm atá ort? (Audio file 3)

Then you can put them through and ask them to:

- (4) Hold on please

Nóiméad amháin le do thoil (Audio file 4)

If the named person is not in or if the caller did not ask for a named person don't panic!!
Simply explain:

- (5) "Sorry I don't have much Irish myself but if you give me your name and number, I'll get an Irish speaker to call you back. Otherwise, if you don't mind I can deal with your query now in English."

Is oth liom nach bhfuil mórán Gaeilge agam féin ach má fhágann tú d'ainm agus d'uimhir agam, iarrfaidh mé ar chainteoir Gaeilge glaoch ar ais ort. Nó, más maith leat, is féidir liom do ghnó a phlé leat i mBéarla anois díreach. (Audio file 5)

or

you could explain that the person that usually deals with Irish medium queries is not in the office at the moment:

- (6) "I'm sorry but Máire, the person who normally deals with Irish medium queries is not available at the moment".

Is oth liom nach bhfuil an té a bhíonn ag plé le ceisteanna i nGaeilge ar fáil faoi láthair. (Audio file 6)

The following are some questions you might ask the caller:

- (7) "Would you like to leave a message in English?"

Ar mhaith leat teachtaireacht a fhágaint i mBéarla? (Audio file 7)

- (8) "Would you like to make an appointment to meet him?"

Ar mhaith leat coinne a dhéanamh leis? (Audio file 8)

- (9) "Would you like to make an appointment to meet her?"

Ar mhaith leat coinne a dhéanamh léi? (Audio file 9)

- (10) "Can I take a phone number for you, please?"
An bhféadfá d'uimhir theileafóin a thabhairt dom? (Audio file 10)

Some other useful phrases are

- (11) "Seán will be back at x o'clock"
Beidh Seán ar ais ar a x a chlog. (Audio file 11)
- (12) "He will be back to the office later"
Beidh sé ar ais san oifig níos déanaí. (Audio file 12)
- (13) "She will be back to the office later"
Beidh sí ar ais san oifig níos déanaí. (Audio file 13)
- (14) "He will be back after lunch"
Beidh sé ar ais tar éis lóin. (Audio file 14)
- (15) "She will be back after lunch"
Beidh sí ar ais tar éis lóin. (Audio file 15)
- (16) "Thank You"
Go raibh maith agat. (Audio file 16)
- (17) "Bye"
Slán. (Audio file 17)
- (18) "All the best"
Go n-éirí leat (Audio file 18)

Where a call is taken by a bilingual individual, or if the call is transferred to that individual, **he/she should make it evident that he or she is bilingual**. The ensuing conversation will be in the caller's preferred language.

- (19) "Hello, how are you. I can deal with your query in Irish if you wish"
Conas atá tú? Is féidir liom labhairt i nGaeilge leat más mian leat. (Audio file 19)

Irish version of Departmental names/ Targeted Areas [Audio files no. 20-39]

Note that shortened versions are available for departments marked * (Audio files 78-82)

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|-----|---|--|
| 20. | Admissions | An Oifig Iontrála (AF20) |
| 21. | Access Office | An Oifig Rochtana (AF21) |
| 22. | Student Academic Administration | Riarachán Acadúil na Mac Léinn (AF22) |
| 23. | Finance Division | Rannóg an Airgeadais (AF23) |
| 24. | Human Resources Department | Roinn na nAcmhainní Daonna (AF24) (AF78) |
| 25. | Information Technology Division | Rannóg na Teicneolaíochta Faisnéise (AF25) (AF82) |
| 26. | Library & Information Services Division | Rannóg na Seirbhísí Faisnéise |

27.	Faculty of Arts, Humanities and Social Sciences	Leabharlainne (AF26) (AF79) Dámh na nDán, na nDaonnachtaí agus na nEolaíochtaí Sóisialta (AF27)
28.	Faculty of Science and Engineering	Dámh na hEolaíochta agus na hInnealtóireachta (AF28)
29.	Faculty of Education & Health Science	Dámh an Oideachais agus na nEolaíochtaí Sláinte (AF29)
30.	Faculty of Business	Dámh an Ghnó (AF30)
31.	Research Office	An Oifig Thaighde (AF31)
32.	Information and Compliance	Faisnéis agus Géilliúlacht (AF32)
33.	Department of Lifelong Learning and Outreach	An Roinn Buanoideachais agus For-rochtana (AF33) (AF80)
34.	Procurement and Contracts	Soláthar agus Conarthaí (AF34)
35.	Campus Life Services	Seirbhísí Beatha Campais (AF35)
36.	Co-Operative Education and Careers Division	Rannóg an Chomharoideachais agus na nGairmeacha (AF36) (AF81)
37.	Buildings and Estates	Foirgnimh agus Eastáit (AF37)
38.	Dean's Office	Oifig an Déin (AF38)
39.	Faculty Office	Oifig na Dáimhe (AF39)

Some other useful phrases [Audio files 40-71]

40. Are you looking for someone in particular?
An bhfuil duine faoi leith uait? (AF40)
41. Can I help you?
An féidir liom cabhrú leat? (AF41)
42. Could you give me a reference number?
An dtabharfá an uimhir thagartha dom? (AF42)
43. Have you made an appointment?
An bhfuil coinne agat? (AF43)
44. Do you know what Department he is in?
An bhfuil a fhios agat cén Roinn ina bhfuil sé? (AF44)
45. Do you know what Department she is in?
An bhfuil a fhios agat cén Roinn ina bhfuil sí? (AF45)
46. Excuse me
Gabh mo leithscéal (AF46)
47. He will be with you shortly
Beidh sé chugat gan mhoill (AF47)
48. She will be with you shortly
Beidh sí chugat gan mhoill (AF48)

49. He is on the way
Tá sé ar a shlí (AF49)
50. She is on the way
Tá sí ar a slí (AF50)
51. I'll find out if she is available
Gheobhaidh mé amach an bhfuil sí ar fáil (AF51)
52. I'm sorry for the delay
Maith dom an mhoill (AF52)
53. She is at extension 343
Is é 343 an fholíne s'aici 343 (AF53)
54. He is at extension 343
Is é an fholíne s'aige 343 (AF54)
55. The line is engaged
Tá an uimhir gafa (AF55)
56. There is no answer
Níltear ag freagairt (AF56)
57. The information is available on our website
Tá an t-eolas ar fail ar an suíomh idirlín (AF57)
58. Good morning / Good afternoon
Dia duit (AF58)
59. I'm learning Irish
Tá mé ag foghlaim Gaeilge (AF59)
60. Sorry but I don't understand what you've said
Is oth liom nach dtuigim é sin (AF60)
61. Would you mind repeating that again please?
Ar mhiste leat é sin a rá arís? (AF61)
62. Turn right
Cas ar dheis (AF62)
63. Turn left
Cas ar chlé (AF63)
64. Go upstairs
Téigh suas an staighre (AF64)
65. You have to go to another building
Caithfidh tú dul go dtí foirgneamh eile (AF65)

66. Thanks a million
Go raibh maith agat (AF66)
67. You're welcome
Tá fáilte romhat (AF67)
68. Don't mention it!
Ná habair é! (AF68)
69. You're welcome (alternative)
Go raibh maith agat féin (AF69)
70. Would you mind calling back later
Ar mhiste leat glaoch ar ais ar ball? (AF70)
71. Extension 343
Folíne 343 (AF71)

Press Office / Speeches – standard welcome phrases [Audio files 72-74]

- (72) "Hello everyone and welcome to the University of Limerick"
Dia daoibh go léir agus fáilte romhaibh go hOllscoil Luimnigh (AF72)
- (73) "Guests, friends, students and colleagues I would like to welcome you all here this evening to the University of Limerick"
A aíonna, a chairde, a scoláirí agus a chomhghleacaithe, ba mhaith liom fáilte a chur romhaibh go léir anseo go hOllscoil Luimnigh tráthnóna. (AF73)
- (74) "It is my pleasure to welcome you all to the University of Limerick"
Tá áthas orm fáilte a chur romhaibh go léir go hOllscoil Luimnigh (AF74)

Standard voicemail [Audio Files 75-77]

75. Hello, this is Seán. I am unable to take your call at the moment but if you leave a brief message and your contact number, I'll call you on my return.
Dia duit, Seán anseo. Nílím ar fáil faoi láthair ach fág teachtaireacht agus d'uimhir agus glaofaidh mé ar ais ort nuair a fhillfidh mé. (AF75)
76. Hello, this is Máire. I am on annual leave at the moment. Please contact my colleague Síle at 061-203344
Dia duit. Máire anseo. Tá mé ar saoire faoi láthair. Is féidir glaoch ar mo chomhghleacaí, Síle, ar 061-203344 (AF76)
77. You've reached the voicemail of Síle Ryan at the Kemmy Business School. Please leave a message and I'll get back to you as soon as I can.
Síle Ryan anseo i Scoil Ghnó Kemmy. Fág teachtaireacht le do thoil agus cuirfidh mé glaoch ar ais ort chomh luath agus is féidir (AF77)

Appendix 1

Guidelines on inserting a síneadh fada (accent in Irish)

Press '**Alt Gr**' and the vowel you require **or**

Press '**Ctrl**' '**Alt**' and the vowel you require **or**

Insert 'symbol' (main toolbar) and choose vowel you require **or** insert symbol and pick out the symbol you require and press shortcut keys. Choose the buttons you wish to use in order to make a shortcut for the desired letter.