KR

KOREAN LESSON

Basic Conversation 2 · Chapter 10 · Phone Calls

Korean Basic Conversation 2

Chapter 10 · Phone Calls & Making Appointments

📞 Phone Calls & Making Appointments — 전화와 예약

*A phone call is one of the hardest things to do in a new language: no gestures, no faces, and a speaker on the other end who expects a particular kind of politeness. This chapter gives you the opening and closing phrases, the words for **booking, changing and cancelling**, and a first look at the **formal business register** (-ㅂ니다/-습니다 plus honorific and humble verbs). It ends with **KakaoTalk**, where most Korean communication actually happens. Dialogs carry a **Hard words** note, and the tables keep the "Say it" column.*

eo = ㅓ (short, open "uh") **eu** = ㅡ (unrounded "oo")

kk, tt, pp, ss, jj = tense (tight, unaspirated) consonants

[ ] = how the word is actually said, where it differs from the spelling

① Answering — 김민수 씨 계세요?

A:

여보세요?

Hello?

B:

안녕하세요. 김민수 씨 계세요?

Hello. Is Kim Minsu there?

A:

전데요. 누구세요?

Speaking. Who's calling?

B:

저는 박지은입니다. 내일 회의 때문에 전화드렸어요.

I'm Park Jieun. I'm calling about tomorrow's meeting.

Hard words: 여보세요 yeo-bo-se-yo · 계세요 gye-se-yo · 전데요 jeon-de-yo · 누구세요 nu-gu-

② Not at His Desk — 지금 안 계세요

A:

여보세요? 이 부장님 계세요?

Hello? Is Department Head Lee there?

B:

지금 자리에 안 계세요. 전해 드릴까요?

He's not at his desk right now. Shall I pass on a message?

A:

아니에요. 제가 나중에 다시 전화드리겠습니다.

No, that's all right. I'll call again later.

B:

네, 알겠습니다. 안녕히 계세요.

Yes, understood. Goodbye.

Hard words: 부장님 bu-jang-nim · 자리 ja-ri · 전해 드릴까요 jeon-hae deu-ril-kka-yo · 다시 da-si ·

se-yo · 때문에 ttae-mu-ne ("because of; about") · 전화드렸어요 jeon-hwa-deu-ryeo-sseo-yo

전화드리겠습니다 jeon-hwa-deu-ri-get-sseum-ni-da

③ A Bad Line — 잘 안 들려요

A:

여보세요? 잘 안 들려요.

Hello? I can't hear you well.

B:

죄송해요. 지금 지하철이에요.

Sorry. I'm on the subway right now.

A:

다시 한번 말씀해 주세요.

Please say that once more.

B:

잠시 후에 다시 전화할게요.

I'll call you back in a moment.

Hard words: 들려요 deul-lyeo-yo · 다시 한번 da-si han-beon · 말씀 mal-sseum · 잠시 후 jam-si hu · 전화할게요 jeon-hwa-hal-ge-yo

④ Booking an Appointment — 예약하고 싶어요

A:

네, 한빛병원입니다.

Hanbit Hospital, hello.

B:

안녕하세요. 진료 예약하고 싶어요.

Hello. I'd like to book an appointment.

A:

성함이 어떻게 되세요? 언제가 가능하세요?

What is your name? When would suit you?

B:

김민수예요. 이번 주 금요일 오후 세 시에 가능해요?

Kim Minsu. Is Friday at three this week possible?

A:

네, 가능합니다. 연락처도 말씀해 주세요.

Yes, that's possible. Please also give me your contact number.

B:

공일공 일이삼사 오육칠팔이에요.

010-1234-5678.

A:

확인했습니다. 금요일 세 시에 뵙겠습니다.

Confirmed. See you on Friday at three.

Hard words: 한빛병원 han-bit-byeong-won · 진료 jil-lyo · 성함 seong-ham · 가능 ga-neung · 연락처 yeol-lak-cheo · 뵙겠습니다 boep-get-sseum-ni-da

⑤ Changing a Booking — 예약을 변경하고 싶어요

A:

안녕하세요. 토요일 예약을 변경하고 싶어요.

Hello. I'd like to change my Saturday booking.

B:

성함이 어떻게 되세요?

What is your name?

A:

박지은이에요.

Park Jieun.

B:

네, 토요일 두 시에 예약이 있으시네요. 언제로 변경해 드릴까요?

Yes, you have a booking on Saturday at two. When shall I change it to?

A:

일요일 오전 열한 시에 가능해요?

Is Sunday at eleven in the morning possible?

B:

잠시만 기다려 주세요. 네, 가능합니다.

Please wait a moment. Yes, that's possible.

Hard words: 변경 byeon-gyeong · 있으시네요 i-sseu-si-ne-yo · 언제로 eon-je-ro ("to when") · 잠시만 jam-si-man · 가능합니다 ga-neung-ham-ni-da

⑥ Two Friends on KakaoTalk (casual) — 카톡 봤어?

A:

오늘 저녁에 시간 돼?

Are you free tonight?

B:

응, 돼! 어디서 볼까?

Yeah! Where shall we meet?

A:

강남역에서 보자. 도착하면 카톡해!

Let's meet at Gangnam Station. Message me when you arrive!

B:

ㅇㅋ! 이따 봐!

OK! See you later!

Hard words: 시간 돼 si-gan dwae · 강남역 gang-nam-yeok · 도착하면 do-cha-ka-myeon ("when you arrive") · 카톡 ka-tok · ㅇㅋ "o-kei" · 이따 i-tta ("later")

🔑 Key Phrases — 중요한 표현

SITUATION	POLITE	FORMAL (BUSINESS)
Is Mr Kim there?	김 선생님 계세요? *gim seon-saeng-nim gye-se-yo?*	김 선생님 계십니까? *gim seon-saeng-nim gye-sim-ni-kka?*
Who is calling?	누구세요? *nu-gu-se-yo?*	실례지만 누구십니까? *sil-lye-ji-man nu-gu-sim-ni-kka?*
Please wait a moment.	잠깐만 기다려 주세요. *jam-kkan-man gi-da-ryeo ju-se-yo.*	잠시만 기다려 주십시오. *jam-si-man gi-da-ryeo ju-sip-si-o.*
I'll call back.	다시 전화할게요. *da-si jeon-hwa-hal-ge-yo.*	다시 전화드리겠습니다. *da-si jeon-hwa-deu-ri-get-sseum-ni-da.*
I'd like to book.	예약하고 싶어요. *ye-ya-ka-go si-peo-yo.*	예약하고 싶습니다. *ye-ya-ka-go sip-sseum-ni-da.*
Understood.	알겠어요. *al-ge-sseo-yo.*	알겠습니다. *al-get-sseum-ni-da.*

🔤 Three Verbs for the Phone — 동사

VERB	EVERYDAY POLITE (-요)	FORMAL (-ㅂ니다)	CASUAL
to phone (전화하다)	전화해요 *jeon-hwa-hae-yo*	전화합니다 *jeon-hwa-ham-ni-da*	전화해 *jeon-hwa-hae*
to receive; to answer (받다)	받아요 *ba-da-yo*	받습니다 *bat-sseum-ni-da*	받아 *ba-da*
to hang up; to cut off (끊다)	끊어요 *kkeu-neo-yo*	끊습니다 *kkeun-sseum-ni-da*	끊어 *kkeu-neo*

Common phone collocations: 전화를 걸다 (to make a call), 전화를 받다 (to answer), 전화를 끊다 (to hang up), 통화 중이에요 (the line is busy; "in a call"), 전화가 끊겼어요 (the call dropped).

🧱 Five Tools for the Phone

1. Opening, middle and closing a call

MOMENT	KOREAN	SAY IT	MEANING
Answering	여보세요?	*yeo-bo-se-yo*	Hello? (phone only)
Business answer	네, 한빛병원입니다.	*ne, han-bit-byeong-wo-nim-ni-da*	Hanbit Hospital, hello.
Asking for someone	…씨 계세요?	*…ssi gye-se-yo*	Is … there?
"That's me"	접니다. / 전데요.	*jeom-ni-da / jeon-de-yo*	Speaking.
Not there	지금 안 계세요.	*ji-geum an gye-se-yo*	He/she isn't here right now.
Wrong number	전화 잘못 거셨어요.	*jeon-hwa jal-mot geo-syeo-sseo-yo*	You have the wrong number.
Can't hear	잘 안 들려요.	*jal an deul-lyeo-yo*	I can't hear well.
Repeat	다시 말씀해 주세요.	*da-si mal-sseum-hae ju-se-yo*	Please say it again.
Slower	천천히 말씀해 주세요.	*cheon-cheon-hi mal-sseum-hae ju-se-yo*	Please speak slowly.
Closing	안녕히 계세요.	*an-nyeong-hi gye-se-yo*	Goodbye.

2. Booking, changing and cancelling

To book, use the wish from Chapter 3, **-고 싶어요**: 예약하고 싶어요 ("I'd like to book"). To change or cancel, name the thing and the wish: 예약을 변경하고 싶어요, 예약을 취소하고 싶어요. The person on the line will ask for your name and phone number and ask what time suits you: 성함이 어떻게 되세요?, 연락처가 어떻게 되세요?, 언제가 가능하세요?. Answer with **…에 가능해요?** ("is … possible?") or **…에 괜찮으세요?** ("is … all right?").

Phone numbers use Sino-Korean digits, with **공** for 0: **010-1234-5678** is said 공일공 일이삼사 오육칠팔 (Korean Basic Conversation 1, Chapter 3).

3. The formal business register

Business and official calls use the formal endings **-ㅂ니다/-습니다** (statements), **-ㅂ니까/-습니까?** (questions) and **-(으)십시오** (requests): 가능합니다, 가능합니까?, 기다려 주십시오. They also use **honorific** and **humble** words that show respect to the other person. You do not need to produce all of them yet, but you should recognise them:

PLAIN	RESPECTFUL FORM	SAY IT	USED FOR
있다 to be (a person)	계시다	*gye-si-da*	the other person is somewhere
먹다 to eat	드시다	*deu-si-da*	the other person eats
말하다 to say	말씀하시다	*mal-sseum-ha-si-da*	the other person speaks
주다 to give	드리다 (humble)	*deu-ri-da*	I give or do something for them
보다 to see (a person)	뵙다 (humble)	*boep-tta*	I meet them
이름 name	성함	*seong-ham*	the other person's name

The honorific -(으)시- is also built into endings like 계세요, 가능하세요, 오셨어요. Use these about other people, never about yourself.

4. Typing on KakaoTalk — 카카오톡

Many Koreans prefer to text than to call. **카톡** (KakaoTalk) is the main messaging app, and a message is **카톡** or **문자** (SMS): 카톡 보낼게요 ("I'll message you"), 카톡해! ("message me"), 답장 주세요 ("please reply"). Chat is casual, so friends shorten words to consonants:

TYPED	STANDS FOR	MEANING
ㅋㅋ	the sound of laughing	haha
ㅎㅎ	a soft laugh	hehe
ㅠㅠ	tears	crying; sad
ㅇㅇ	응응	yes
ㅇㅋ	오케이	OK
ㄱㅅ	감사	thanks
ㅈㅅ	죄송	sorry

Use these only with friends, never in business messages. In a message to a colleague or someone older, use full polite sentences.

5. Making the call itself: -(으)면 and 이따

Dialog 6 uses **-(으)면** in its ordinary meaning "if / when": 도착하면 카톡해! ("message me when you arrive"). You already know the pattern from -(으)면 안 돼요 (Chapter 8): stem + **-면** after a vowel and **-으면** after a consonant. **이따** means "later (today)": 이따 봐! ("see you in a bit!").

📖 Vocabulary — 어휘

#	KOREAN	SAY IT	ENGLISH	TYPE
1	전화	*jeon-hwa*	phone; phone call	noun

#	KOREAN	SAY IT	ENGLISH	TYPE
2	전화번호	*jeon-hwa-beon-ho*	phone number	noun
3	휴대폰	*hyu-dae-pon*	mobile phone	noun
4	문자	*mun-ja*	text message (SMS); character	noun
5	카톡	*ka-tok*	KakaoTalk (message)	noun
6	예약	*ye-yak*	booking; reservation	noun
7	진료	*jil-lyo*	medical consultation	noun
8	성함	*seong-ham*	name (respectful)	noun
9	연락처	*yeol-lak-cheo*	contact details	noun
10	변경	*byeon-gyeong*	change; alteration	noun
11	취소	*chwi-so*	cancellation	noun
12	확인	*hwa-gin*	confirmation; check	noun
13	잠시	*jam-si*	a moment	adverb
14	받다	*bat-tta*	to receive; to answer	verb
15	끊다	*kkeun-ta*	to hang up; to cut off	verb
16	걸다	*geol-da*	to make (a call); to hang	verb
17	가능하다	*ga-neung-ha-da*	to be possible	adjective
18	계시다	*gye-si-da*	to be (somewhere) (respectful)	verb
19	드리다	*deu-ri-da*	to give (humble)	verb
20	여보세요	*yeo-bo-se-yo*	hello (on the phone)	phrase

여보세요 Is for Phones Only

여보세요 is how you answer or start a phone call, never how you greet someone in person (that is 안녕하세요). Businesses and offices usually answer with a name and 입니다 (네, 한빛병원입니다) rather than just 여보세요. Callers often begin with 안녕하세요, ...입니다 before saying why they are calling.

End the Call Properly

The usual way to end a call is 안녕히 계세요 (the person who stays), often repeated by both sides. Also common: 들어가세요 ("go in", a warm goodbye), and between friends 끊을게 ("I'll hang up now"). Cutting a call off with no goodbye sounds rude or angry.

카톡 Culture

Most group planning happens in a **단톡방** (group chat room) on KakaoTalk, and people often prefer to message rather than call. If someone reads your message and does not answer, Korean has a slang word for it: **읽씹** (읽고 씹다, "read and ignore"). In work chats, keep to the polite register and avoid the consonant abbreviations.

As Heard in Dramas — 드라마에서

A drama call often starts with a tense 여보세요? and no answer. A character who is angry hangs up with no goodbye, and the phone-in-the-hand moment before a confession is a standard scene. Listen for 전화 받아! ("pick up!") and 연락해! ("get in touch!").

Grammar Pointer

The wish ending -고 싶어요 is from Chapter 3; the honorific -(으)세요 is from Chapters 6 and 8 and the past tense from Chapter 9. The formal endings were first met in Korean Basic Conversation 1 (감사합니다, 처음 뵙겠습니다), and the numbers for phone numbers are in Korean Basic Conversation 1, Chapter 3. Chapter 11 turns to opinions.

✍️ Try It Yourself — 연습

Say each answer out loud first, then click to check.

1. You phone an office. Say "Hello? Is Mr Kim there?"

▼ Show answer

여보세요? 김 선생님 계세요?

2. Someone phones you by mistake. Say "I'm sorry, you have the wrong number."

▼ Show answer

죄송합니다. 전화 잘못 거셨어요.

3. Say "I'd like to book an appointment for Friday afternoon."

▼ Show answer

금요일 오후에 예약하고 싶어요.

4. The line is bad. Say "I can't hear well. Please say it again."

▼ Show answer

잘 안 들려요. 다시 말씀해 주세요.

5. In formal business Korean, say "I will call again later."

▼ Show answer

나중에 다시 전화드리겠습니다.

6. Text a friend: "Are you free tonight? Message me when you arrive!"

▼ Show answer

오늘 저녁에 시간 돼? 도착하면 카톡해!