

## Informal Vocabulary



In contrast, with the use of informal vocabulary, the speaker wants to emphasize a personal connection with the listener. The speaker usually assumes that the listener fully agrees with how the speaker's choice of words and does not worry as much about being misunderstood or offending the listener. Informal vocabulary in business telephone is normally used by people who have a casual relationship and often includes words and phrases like these:

### Informal Telephone Vocabulary

- I want
- Can I
- I just called to...
- Thanks
- Man
- Dude

