



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

# Shw'mae!

# Let's use our Welsh!

Cymraeg

## *Ring Ring, Ring Ring...*

Members of the public have a right under Welsh law to access our services in either English or Welsh. The majority of callers will want to speak with us in English, but there may be occasion where the caller speaks, or asks to speak in Welsh. SBU is committed to being able to meet this need. If you are a Welsh speaker or learner, go for it. The caller will appreciate your effort.

Regardless of ability, it is Health Board policy that all calls are answered with a Welsh greeting. You may only have very basic Welsh and that's ok. Politely explain this to the caller. We should offer to locate a Welsh speaking colleague, offer a time for them to call back and be able to speak in Welsh, or be able to offer a call back by a Welsh speaker.

If you, or a member of your team need support, please contact the Welsh Language Services team.

## **Bore da / Prynawn da** \_\_\_\_\_

Hold please

I don't speak Welsh

Can you say that again?

What's your date of Birth?

Do you have an appointment?

Would you like to order...?

I shall speak to my colleague

They will call you back

**Thanks for calling, goodbye**

**Daliwch os gwelwch yn dda**

**Dwi ddim yn siarad Cymraeg**

**Eto, os gwelwch yn dda?**

**Beth yw'ch dyddiad geni?**

**Oes apwyntiad gyda chi?**

**Ydych chi eisiau archebu.....?**

**Bydda i'n siarad â fy nghydweithiwr**

**Byddan nhw'n ffonio chi nôl**

**Diolch am ffonio, hwyl fawr**

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