

# ACTIVE OFFER PHRASEBOOK

*Gwneud Ymdrech*  
*Making the Effort*

Bwrdd Partneriaeth  
Ranbarthol Powys  
Iechyd a Gofal  
Cymdeithasol



Powys Regional  
Partnership Board  
Health and  
Social Care

**PAVO**

Powys Association of Voluntary Organisations  
Cymdeithas Mudiadau Gwirfoddol Powys

This short phrasebook is to help you better understand what to say in certain situations where the Active Offer is required and to increase your understanding and appreciation for the Welsh Language. Included in this handy phrasebook is the Welsh, the phonetics and the *English translation*.

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## Basic Greetings/Cyfarchion Sylfaenol

Cymraeg	Phonetic	English
Bore da	boh-reh dah	<i>Good morning</i>
Prynhawn da	prin-houn dah	<i>Good afternoon</i>
Noswaith dda	noss-why-th tha	<i>Good evening</i>
Nos da	noss dah	<i>Good night</i>
Croeso	croy-so	<i>Welcome/ You're welcome</i>
Sut mae?	sit-my	<i>How are things?</i>
Sut ydych chi?	sit-ydeech chi	<i>How are you? (formal)</i>
Sut wyt ti?	sit oo-eat tee?	<i>How are you? (informal)</i>
Neis cwrdd â chi	neiss-coorth ah chi	<i>Pleased to meet you</i>
Diolch am aros	dee-olch am ah-ross	<i>Thanks for waiting</i>
Sori am gadw chi	sorry am gah-doo chi	<i>Sorry for keeping you</i>
Mae'n ddiwrnod bendigedig heddiw!	mine thew-r-nod ben-dee-gedig heh-thew	<i>It's a beautiful day today!</i>



## Greetings – continued/ Cyfarchion - parhad

Cymraeg	Phonetic	English
Da iawn diolch, a chithau? (Reply to 'How are you?')	dah ee-awn dee-olch, ah cheeth-aye	<i>Good thanks, and you? (formal)</i>
Da iawn diolch, a tithau? (Reply to 'How are you?')	dah ee-awn dee-olch, ah teeth-aye	<i>Good thanks, and you? (informal)</i>
Beth ydy'ch enw chi?	beth –uddy-ch en-oo chi?	<i>What's your name?</i>
Sut gallaf eich helpu heddiw?	sit gah-ll-av ey-ch hel-pee hedd-yoo	<i>How can I help you today?</i>
Un eiliad os gwelwch yn dda	een ey-lee-ad oss gwel- ooch un tha	<i>One moment please</i>
Ydych chi'n siarad Cymraeg?	uddy-ch chi-een sha-rad Cymraeg	<i>Do you speak Welsh?</i>
Gadewch i mi nol rhywun sy'n siarad Cymraeg	gad-eh-oo-ch e me naul rhieu-een sin sha-rad Cymraeg	<i>Let me go get someone that speaks Welsh</i>
Sut mae pawb adre?	sit my pah-oob ad-rare	<i>How's everyone at home?</i>
Beth sydd ar yr agenda?	beth see-th ar yr agenda	<i>What's on the agenda?</i>

# A<sup>B</sup>C Pronouncing Vowels and Consonants

<i>Vowel</i>	Pronunciation
<i>A</i>	Like 'pat' and 'father'
<i>E</i>	Like 'pet' and 'pear'
<i>I</i>	Like 'machine' and 'mean'
<i>O</i>	Like 'bore' and 'more'
<i>U</i>	Like 'i' in 'in'
<i>W</i>	Like 'u' in 'put' and 'oo' in 'moon'
<i>Y</i>	Like 'u' in 'under' and 'i' in 'pit'

<i>Consonant</i>	Pronunciation
<i>B</i>	Like 'b' in 'but'
<i>C</i>	Like 'c' in 'cat'
<i>Ch</i>	Like 'ch' in German 'Bach' or Scottish 'loch'
<i>D</i>	Like 'd' in 'dragon' and 'dud'
<i>Dd</i>	Like 'th' in 'the'
<i>F</i>	Like 'v' in 'van'
<i>Ff</i>	Like 'f' in 'fun'
<i>G</i>	Like 'g' in 'goal'

<i>Ng</i>	Like 'ng' in 'finger' and 'pong'
<i>H</i>	Like 'h' in 'heart'
<i>L</i>	Like 'L' in 'Link'
<i>Ll</i>	Place tongue at the top of the mouth and blow. Similar to Mutley's laugh from Wacky Races.
<i>M</i>	Like 'm' in 'meat'
<i>N</i>	Like 'n' in 'never'
<i>P</i>	Like 'p' in 'pen'
<i>Ph</i>	Like 'ph' in 'philosophy'
<i>R</i>	Like 'r' in 'run', usually well-rolled
<i>Rh</i>	Like 'r' but followed with a 'h' sound
<i>S</i>	Like 's' in 'super'
<i>Sh</i>	NOT a consonant, but a sound, like 'sh' while 'shushing'
<i>T</i>	Like 't' in 'timber'
<i>Th</i>	Like 'th' in 'think'



# Seasons, Months, Days of the Week and Numbers

## Seasons

Y gwanwyn	goo-wahn-win	<i>Spring</i>
Yr haf	haa-ve	<i>Summer</i>
Yr hydref	hud-rev	<i>Autumn</i>
Y gaeaf	gay-ave	<i>Winter</i>

\*'y' and 'yr' means 'the' in Welsh

## Months

Ionawr	yona-oor	<i>January</i>
Chwefror	ch-wevror	<i>February</i>
Mawrth	mah-oorth	<i>March</i>
Ebrill	eb-ree-ll	<i>April</i>
Mai	my	<i>May</i>
Mehefin	meh-hev-een	<i>June</i>
Gorffennaf	gorph-ennav	<i>July</i>
Awst	oust	<i>August</i>
Medi	med-ee	<i>September</i>
Hydref	hud-rev	<i>October</i>
Tachwedd	tach-weth	<i>November</i>
Rhagfyr	r-hag-vir	<i>December</i>

## Days of the Week

Dydd Llun	dee-th lleen	<i>Monday</i>
Dydd Mawrth	dee-th mah-oorth	<i>Tuesday</i>
Dydd Mercher	dee-th merch-air	<i>Wednesday</i>
Dydd Iau	dee-th yai	<i>Thursday</i>
Dydd Gwener	dee-th gwen-air	<i>Friday</i>
Dydd Sadwrn	dee-th sad-oorn	<i>Saturday</i>
Dydd Sul	dee-th seal	<i>Sunday</i>

\*'Dydd' is Welsh for 'day'.

## Days of the Month

<b>Ordinal</b>	<b>Phonetic</b>	<b>Abbreviation</b>
y cyntaf	y cun-tav	1af / 1st
yr ail	yr ah-eel	2il / 2nd
y trydydd	y treu-deeth	3ydd / 3rd
y pedwerydd	y ped-weh-reeth	4ydd / 4th
y pumed	y pim-ed	5ed / 5th
y chweched	y ch-wech-ed	6ed / 6th
y saithfed	y sae-th-ved	7fed / 7th
yr wythfed	yr whith-ved	8fed / 8th
y nawfed	y nah-oo-ved	9fed / 9th
y degfed	y degg-ved	10fed / 10th
yr unfed ar ddeg	yr een-ved ar th-eg	11eg / 11th
y deuddegfed	y deu-theg-ved	12fed / 12th



y trydydd ar ddeg	y trudd-ith ar th-eg	13eg / 13th
y pedwerydd ar ddeg	y ped-where-ith ar theg	14eg / 14th
y pymthegfed	y pum-theg-ved	15fed / 15th
yr unfed ar bymtheg	yr een-ved ar bum-theg	16eg / 16th
yr ail ar bymtheg	yr ah-eel ar bum-theg	17eg / 17th
y deunawfed	y dey-nah-oo-ved	18fed / 18th
y pedwerydd ar bymtheg	y ped-where-ith ar bum-theg	19eg / 19th
yr ugeinfed	yr ee-gain-ved	20fed / 20th
yr unfed ar hugain	yr een-ved ar hig-ain	21ain / 21st
yr ail ar hugain	yr ah-eel ar hig-ain	22ain / 22nd
y trydydd ar hugain	y trudd-ith ar hig-ain	23ain / 23rd
y pedwerydd ar hugain	y ped-where-ith ar hig-ain	24ain / 24th
y pumed ar hugain	y pim-ed ar hig-ain	25ain / 25th
y chweched ar hugain	y ch-wech-ed ar hig-ain	26ain / 26th
y seithfed ar hugain	y say-th-ved ar hig-ain	27ain / 27th
yr wythfed ar hugain	yr oo-ith-ved ar hig-ain	28ain / 28th
y nawfed ar hugain	y now-ved ar hig-ain	29ain / 29th
y degfed ar hugain	y deg-ved ar hig-ain	30ain / 30th
yr unfed ar ddeg ar hugain	yr een-ved ar theg ar hig-ain	31ain / 31st



## On the phone

When answering the phone, answering bilingually is a necessary aspect of the Active Offer. If you can't continue the conversation in Welsh make sure you know someone within your organisation that is able to take a Welsh speaking caller and provide service through the medium of Welsh with no delay.

Cymraeg	Phonetic	English
Bore da / prynhawn da, Rydych yn siarad efo ( <i>your name</i> ), o ( <i>organisation name</i> ),	boh-reh da/ prin-houn dah, ruddy-ch un sha-rad air-vo ____, o ____,	<i>Good morning / good afternoon, You're speaking to (your name) of (organisation name),</i>
sut allai eich helpu heddiw?	sit ah-ll-aye ey-ch help-ee heth-ewe	<i>How can I help you today?</i>
Beth yw eich rheswm dros ffonio?	beth ewe ey-ch r-hes -oom dros ph-on- eeo	<i>What's your reason for calling?</i>
Beth yw pwrpas eich galwad?	Beth ewe poo-r-pass ey-ch gal-wad	<i>What's the purpose for your call?</i>



## On the phone - example

Here is a small role-play describing how a call should be carried out if the caller wishes to have her/his services through the medium of Welsh.

**(Service Provider/Caller)**

**Bore da, rydych yn siarad efo (your name) o (Org. Name) sut allai eich helpu heddiw? Good morning, you're speaking to \_\_ of \_\_, how can I help you today?**

**Helo fy enw i yw \_\_, dwi'n ffonio heddiw i ofyn os mae eich mudiad ar gael i helpu efo... ayyb.**

*(Hello, my name is \_\_, I'm calling today to enquire if your organisation is available to help with...etc.)*

*If you are not confident to continue this conversation in Welsh then it is acceptable for you to transfer them to a colleague who is comfortable and available to do so.*

**Ocê, gad i mi nol rhywun i'ch helpu chi efo hwnna, un eiliad os gwelwch yn dda.../daliwch y lein os gwelwch yn dda**

*(Ok, let me go get someone who can help you with that, one moment please.../hold the line please)*

*Without mentioning the language barrier, you have transferred the caller so that they can continue to receive service through the medium of Welsh.*

*If there is no colleague available then apologise to the caller and ask them if they would mind continuing in English, but don't forget to add one or two Welsh words in to show them that you are making the effort!*

### **Ymddiheuriadau, rwyf yn dysgu'r Gymraeg, ydio'n iawn i barhau â'r sgwrs yn Saesneg?**

*(Apologies, I'm learning Welsh, is it ok if we continue this conversation in English?)*

*Chances are the caller will agree to proceed with his enquiry in English, if not, then suggest your Welsh speaking colleague will call him back ASAP.*

At the end of your telephone exchange, thank and farewell the caller bilingually!

Here are some examples on how to end a call in Welsh:

Diolch am ffonio!	dee-ol-ch am pho-niio	<i>Thanks for calling!</i>
Hwyl/ Hwyl fawr!	who-ill/ who-ill va-oor	<i>Bye/ Good-bye!</i>
Hwyl am nawr!	who-ill am now-rr	<i>Bye for now!</i>
Tan tro nesa!	tan tr-awe ness-ah	<i>Until next time!</i>

If you want the caller to call back at a later time or what the caller needs is not available at the time you can tell them any of these phrases listed below:

Allwch chi ffonio nol wedyn?	ah-ll-oo-ch ch-ee phon-eeo naul wed-in	<i>Can you call back later?</i>
Allai gymryd neges?	ah-ll-aye gum-ryd negg-ess	<i>Can I take a message?</i>
Nai ffonio chi nol__	Nah-ee phonn-eeyo ch-ee knoll__	<i>I'll call you back__</i>
Mewn pum munud/	Meh-oon pim min-yd/	<i>In five minutes/</i>
Mewn awr/ Fory	Meh-oon ah-oor/ Voh-ree	<i>In an hour/ Tomorrow</i>



## E-MAIL

Emailing bilingually is a sure way of letting others know that your organisation is supplying the Active Offer.

Listed are some phrases you can include in your email if it isn't completely bilingual:

Email Greetings	Cymraeg	English
	Annwyl _____,	<i>Dear _____,</i>
	Sut ydych chi?	<i>How are you?</i>
	Diolch am gysylltu	<i>Thanks for getting in touch</i>
	Sut mae pethau?	<i>How are things?</i>
Sut ydych chi wedi bod?	<i>How have you been?</i>	

Email Enders	Cymraeg	English
	Hoffwn i glywed beth sydd ganddoch i ddweud	<i>I'm keen to hear what you have to say</i>
	Hoffwn i wybod beth rydych chi'n feddwl	<i>I'm keen to hear what you think</i>
	Edrych ymlaen i glywed gennych	<i>Looking forward to hearing from you</i>
Cofion	<i>Regards</i>	

Cofion	<i>Regards</i>
Cofion gorau/cofion cynnes	<i>Best regards/Warm regards</i>
Mwynha'r penwythnos/ mwynha dy benwythnos	<i>Enjoy the weekend/enjoy your weekend</i>
Hwyl	<i>Bye</i>
Cymerwch ofal	<i>Take care</i>
Diolch am eich ysytyriaeth	<i>Thanks for your consideration</i>
Diolch am eich amser	Thanks for your time
Cofiwch fi at...	Give my regards to...



## More Basic Phrases

When it comes to everyday conversation, be it on text, via e-mail or verbally, here are some more phrases that you could use:

<b>Cymraeg</b>	<b>Phonetic</b>	<b>English</b>
Diolch am ddod	dee-ol-ch am thawed	<i>Thanks for coming</i>
Sut daethoch chi i wybod amdana ni?	Sit thigh-thawe-ch chee ee wib-odd am-dahna knee	<i>How did you find out about us?</i>
Hoffech chi baned o dê/coffi?	hoff-ech chee ban-ed awe dare/coffee	<i>Would you like a cup of tea/coffee?</i>
Sut mae'r tywydd?	sit mair tow-ith	<i>How's the weather?</i>
Ydy hi'n glawio?	uddy heen glaoo-yo	<i>Is it raining?</i>
Mae'n braf yn dydi hi?	my-n brav un duddy he	<i>It's sunny today?</i>



Hoffech chi bach o fwyd?	hoff-ech ch-ee bach awe voo-eed	<i>Would you like a bit of food?</i>
Bisgedi, creision, brechdan, diod, dŵr, cacen	biss-geddy, cray-shon, breh-ch-dan, dee-od, doo-r, cack-enn	<i>Biscuit, crisps, sandwich, drink, water, cake</i>
Ymha ffordd gallwn ni eich helpu?	Um-ha phor-th ah-ll-oon nee ey-ch help-ee	<i>In what way can we help you?</i>
Diolch am eich amser ac eich diddordeb	Dee-olch am ey-ch am-sair acc ey-ch dee-thor-deb	<i>Thank you for your time and interest</i>
Mae eich barn yn bwysig i ni	My ey-ch bahrn un boo-ee-sig e nee	<i>Your views are important to us</i>
Mae croeso i chi rannu eich barn	My croy-so e ch-ee ran-ee ey-ch bahrn	<i>We welcome you to share your opinion</i>













