

BUSINESS ENGLISH VOCABULARY

Telephone

Useful telephone vocabulary and phrases in English.

<p>Making contact</p>	<ul style="list-style-type: none"> • Hello / Good morning / Good afternoon ... • This is John Brown speaking • Could I speak to please? • I'd like to speak to • I'm trying to contact
<p>Giving more information</p>	<ul style="list-style-type: none"> • I'm calling from Tokyo / Paris / New York / Sydney ... • I'm calling on behalf of Mr. X ...
<p>Taking a call</p>	<ul style="list-style-type: none"> • X speaking. • Can I help you?
<p>Asking for a name / information</p>	<ul style="list-style-type: none"> • Who's calling please? • Who's speaking? • Where are you calling from? • Are you sure you have the right number / name?
<p>Asking the caller to wait</p>	<ul style="list-style-type: none"> • Hold the line please. • Could you hold on please? • Just a moment please.
<p>Connecting</p>	<ul style="list-style-type: none"> • Thank you for holding. • The line's free now ... I'll put you through. • I'll connect you now / I'm connecting you now.
<p>Giving negative information</p>	<ul style="list-style-type: none"> • I'm afraid the line's engaged. Could you call back later? • I'm afraid he's in a meeting at the moment.

	<ul style="list-style-type: none"> • I'm sorry. He's out of the office today. / He isn't in at the moment. • I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here • I'm sorry. There's nobody here by that name. • Sorry. I think you've dialled the wrong number./ I'm afraid you've got the wrong number.
<p>Telephone problems</p>	<ul style="list-style-type: none"> • The line is very bad ... Could you speak up please? • Could you repeat that please? • I'm afraid I can't hear you. • Sorry. I didn't catch that. Could you say it again please?
<p>Leaving / Taking a message</p>	<ul style="list-style-type: none"> • Can I leave / take a message? • Would you like to leave a message? • Could you give him/her a message? • Could you ask him/her to call me back? • Could you tell him/her that I called? • Could you give me your name please? • Could you spell that please? • What's your number please?