

BUSINESS ENGLISH VOCABULARY

Telephone

Useful telephone vocabulary and phrases in English.

Making contact :	<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 ...
Giving more information:	<ul style="list-style-type: none">▪ I'm calling from Tokyo / Paris / New York / Sydney ...▪ I'm calling on behalf of Mr. ...
Taking a call :	<ul style="list-style-type: none">▪ X speaking.▪ Can I help you?
Asking for a name / information :	<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?
Asking the caller to wait :	<ul style="list-style-type: none">▪ Hold the line please.▪ Could you hold on please?▪ Just a moment please.
Connecting :	<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.
Giving negative information :	<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.▪ 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.
Telephone problems :	<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?
Leaving / Taking a message :	<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?