

# BUSINESS ENGLISH VOCABULARY

## Telephone

### Useful telephone vocabulary and phrases in English.

<b>Making contact :</b>	<ul style="list-style-type: none"><li>▪ Hello / Good morning / Good afternoon ...</li><li>▪ This is John Brown speaking.</li><li>▪ Could I speak to ... please?</li><li>▪ I'd like to speak to ...</li><li>▪ I'm trying to contact ...</li></ul>
<b>Giving more information:</b>	<ul style="list-style-type: none"><li>▪ I'm calling from Tokyo / Paris / New York / Sydney ...</li><li>▪ I'm calling on behalf of Mr. ...</li></ul>
<b>Taking a call :</b>	<ul style="list-style-type: none"><li>▪ X speaking.</li><li>▪ Can I help you?</li></ul>
<b>Asking for a name / information :</b>	<ul style="list-style-type: none"><li>▪ Who's calling please?</li><li>▪ Who's speaking?</li><li>▪ Where are you calling from?</li><li>▪ Are you sure you have the right number / name?</li></ul>
<b>Asking the caller to wait :</b>	<ul style="list-style-type: none"><li>▪ Hold the line please.</li><li>▪ Could you hold on please?</li><li>▪ Just a moment please.</li></ul>
<b>Connecting :</b>	<ul style="list-style-type: none"><li>▪ Thank you for holding.</li><li>▪ The line's free now ... I'll put you through.</li><li>▪ I'll connect you now / I'm connecting you now.</li></ul>
<b>Giving negative information :</b>	<ul style="list-style-type: none"><li>▪ I'm afraid the line's engaged. Could you call back later?</li><li>▪ I'm afraid he's in a meeting at the moment.</li><li>▪ I'm sorry. He's out of the office today. / He isn't in at the moment.</li><li>▪ I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here.</li><li>▪ I'm sorry. There's nobody here by that name.</li><li>▪ Sorry. I think you've dialled the wrong number. / I'm afraid you've got the wrong number.</li></ul>
<b>Telephone problems :</b>	<ul style="list-style-type: none"><li>▪ The line is very bad ... Could you speak up please?</li><li>▪ Could you repeat that please?</li><li>▪ I'm afraid I can't hear you.</li><li>▪ Sorry. I didn't catch that. Could you say it again please?</li></ul>
<b>Leaving / Taking a message :</b>	<ul style="list-style-type: none"><li>▪ Can I leave / take a message?</li><li>▪ Would you like to leave a message?</li><li>▪ Could you give him/her a message?</li><li>▪ Could you ask him/her to call me back?</li><li>▪ Could you tell him/her that I called?</li><li>▪ Could you give me your name please?</li><li>▪ Could you spell that please?</li><li>▪ What's your number please?</li></ul>