

TELEPHONE EXPRESSIONS

Finding your correspondent

Can I/ Could I/ I'd like to speak to Mr Swinton, please.

Is Mr Jones there?

Can you put me through to Mr Jones?

Hello, is that Mr Mancini?

Identifying yourself

Hello, Jean Dupont speaking.

Hello, my name's Alan Johnson.

I'm calling from Liège, Belgium.

This is Tom Carter (speaking).

Tom Carter here.

Identifying the caller

Who's calling/ speaking please?

Could you give me your name, please?

Which company are you from?

Asking caller to wait

Hold on, please/ Hold the line, please.

I'm trying to connect you.

Who would you like to speak to?

Hold the line, please, I'll put you through.

I'm putting you through now to Mrs Thomas.

I'm connecting you.

Just a moment/ a minute/ a second, please.

Sorry to keep you waiting.

Could you call back later?

Can Mrs Carter call you back?

Explaining absence

I'm sorry, but Mr Martin is out/ not available/ in a meeting the moment.

I'm afraid Mr Martin is on the other line/ with a client/ off sick/ on holiday.

I'm afraid the line is engaged (Brit.)/ busy (U.S.).

He's away for a few days. Can I give him a message?

Would you like him/ her to ring (phone, call) you back later?

Would you mind ringing back later?

Leaving a message

*Could you take a message?
Could/ Can I leave a message?
Could I leave my number for him/ her to call me
back?
Would you ask him to ring me when he gets back?*

Taking a message

*Can I take a message?
Would you like to leave a message?
I'll pass on the message.
I'll give him/ her the message.*

Confirming arrangements

*When you've checked things at your end, would
let me know?
Can you confirm that by email?*

Dealing with problems

*I think you've got the wrong number.
I must have dialled the wrong number.
You gave me a wrong number.
I'm sorry, but I didn't catch what you said.
I'm sorry. I can't hear you.
It's a very bad line I'm afraid.
Could you speak up. It's a bad line.
Could you please speak a bit louder?
Could you say that again, please?
Sorry, I didn't hear what you said. Would you
mind repeating
the price?
Could you speak more slowly, please?
I can't get through.
We were cut off.
Their phone is out of order.
I've called them several times with no reply.
Could you spell that name, please?*

Ending the conversation

*Thank you very much for calling.
Thanks very much for your call.
Goodbye and thanks.
I look forward to your call/ seeing you/ your
email.
Bye for now.*