

Taking a call -Hello/Good morning/Good afternoon. [Company name], [your name] speaking, how may I help you? -[Company name], [your name] speaking	Leaving messages -Could you please take a message? Please tell her/him that... -I'd like to leave her/him a message. Please let her/him know that...
Making a call -Hello, this is [your name] from [company name]. -Hi, it's [your name] from [company name]. -May/Could I speak to [person's name]? -Could you put me through (person's name)? -I'd like to speak to [person's name], please. -I'm calling to ask about/discuss/clarify... -Could you tell me...?	Taking messages -I'm sorry, she/he's not here today. Can I take a message? -I'm afraid he/she's not available at the moment. Can I take a message? -Could I ask who's calling, please? -You can use this phrase to politely find out who is calling. -I'll give him/her your message as soon as he/she gets back.
Asking when somebody will be available -When is a good time to call? -When is she/he going to be back?	Asking for information -Could I ask what company you're with? -Could you give your mobile number, please.
Asking the other person to repeat information -Could you spell that for me, please? -How do you spell that, please? -Let me see if I got that right. -Would you mind speaking up a bit? I can't hear you very well. -I'm sorry, I didn't catch your first name.	Making arrangements -Shall we say January 20? -How about the following week? -Would the week of January 18 work for you?
Ending the call -Thank you for your help. Good-bye. -Thank you for your time. Good-bye.	