**Phone Conversation**

Generally speaking, when you are calling in a business context **– formal conversation** (making calls related to employment, finances, law, health or applications of any sort), you should show politeness by using words like:

*could, would, can, may, please, thank you, thank you very much.*

It is also okay to use some of the informal features of the English language such as short forms, phrasal verbs and words like **okay** and **bye** – in other words, everyday English! So phrases like:

* *‘I’m off to a conference, okay, bye’,*
* *‘Hang on a moment, I’ll put you through’*

are perfectly acceptable, as long as the overall tone of your voice is polite and friendly.

If it is more of an **informal phone conversation** (speaking to a friend, family member, close work colleague or even a friend of a friend), then a high level of formality is usually not required, but you should still speak with a polite manner, as it is seen as respectful.

It’s fine to use less formal phrases in these conversations, such as

* *‘thanks’, ‘cheers’, ‘bye’, ‘okay’, ‘no problem’*

Another useful thing to remember is, it’s better to ask for help or clarification when you’re having a telephone conversation, than to pretend you understand something that you didn’t. It is absolutely fine to use phrases like:

* *‘Could you repeat that please?’*
* *‘Could you speak a little more slowly please?’*
* *‘Would you mind spelling that for me please?’*
* *‘I’m afraid the line is quite bad’, -*if you can’t hear very well.

### Introduction / Making Contact

If answering a business call, start by introducing yourself or if the caller fails to identify themselves, then you could ask them to state who they are by using the following phrases:

**Formal Informal**

* ‘Hello’ *‘Hello’*
* ‘Good Morning’ *‘Hi, it’s \_\_\_ here’*
* ‘Good Afternoon’ *‘I am trying to get in touch with \_\_\_’*
* ‘This is \_\_\_ speaking’ *‘Is \_\_\_ there please?’*
* ‘Could I speak to \_\_\_ please?’
* ‘I would like to speak to \_\_\_’
* ‘I’m trying to contact \_\_\_’

**Passing the information to someone**

* *“Okay, I’ll tell him that you called“*
* *„ I’ll pass your message onto him.“*
* *„ I’ll make sure he gets your message (as soon as I can).“*
* *„ I’ll stick a Post-it on his monitor.”*
* *...I’m sure he will get back to you soon.”*
* *“Is there anything else…?” phrases above.*

**Finishing the conversation politely**

* *“Well, it’s been great to talk, but I have a meeting in about ten minutes. I’ll call again*

*tomorrow.”*

* *“So, I’d love to talk more/ chat more but my client has just arrived.“*
* *“I have a call on another line.”*
* *“I have to catch a train at four thirty.”*
* *“Someone has just come in.”*
* *“I’ll text you when I get there.”*
* *“I’ll check with my boss and get back to you as soon as possible.”*
* *“I’ll phone again as soon as I know.”*
* *“I’ll write this up and email you a copy by the end of today.”*
* *“I’ll email you the link that we discussed straightaway.”*
* *“Can you send me a copy of the report when it’s finished?”*
* *“Please call again if you have any other problems/ questions.”*
* *“Please let me know if you have any trouble…”*
* **Final lines in phone calls**
* *As well as the standard “Thanks for (all) your help”/ “Thanks for your call”.“Thanks for calling.” (but not “Thanks for your calling” X)*
* *“Thanks for the information.”* **Informal**
* *“Thanks for your (great) advice/ feedback.” “It was great to hear from you (again).”*
* *“Thanks for your understanding/ patience.” “It was really nice to hear about…”*
* *“Thanks for agreeing to…”*
* *“Thanks for getting back to me so quickly.”*
* *“Thank you for your cooperation” -* **is not used**

**Expressing apology**

There are also times when an apology is more suitable than thanks in the final polite phrase, for example:

* *“Sorry I couldn’t be more help”*
* *“Sorry I didn’t have more time to talk”*
* *“Again, please accept our apologies for…”*

Mentioning future contact is also quite common right at the end of the call. As well as the phrases like “I’ll email you tomorrow” that are used when you give reason for ending the call, you can say:

* *“I look forward to hearing from you.”/ “I look forward to your call.”*
* *“Speak to you then/ on Monday/ tomorrow/ soon/ later.”*
* *“See you then/ tomorrow/ soon/ later.”*