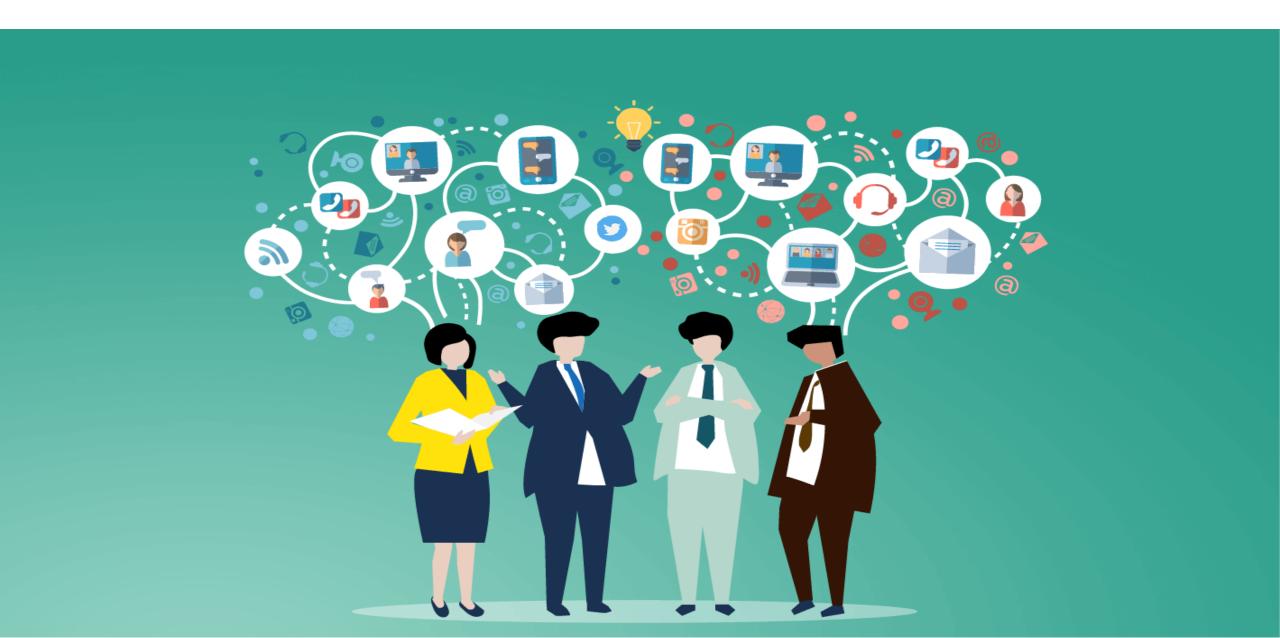
# **PHRASES**



## **GREETINGS AND INTRODUCTION**

Good morning/afternoon/evening (FORMAL)

Hey! Hi! Hello! (Casual)

I don't think we've been introduced. I'm .....

And your name is

(could you say your name again for me?)

(Sorry, but a moment ago I didn't hear your name)

Nice to meet you (Neutral)

**Very nice to meet you (Formal)** 

Pleased to meet you

Good to meet you

A: How are you?

B: I am great, how about you?

A: I am good too, thank you for asking



#### **AGREEING**

- That's how I see it too.
- I feel the same.
- I agree with (name).
- I have to agree with.
- I like (name)'s idea.
- I couldn't agree more.
- That make sense.
- I'd go along with that.



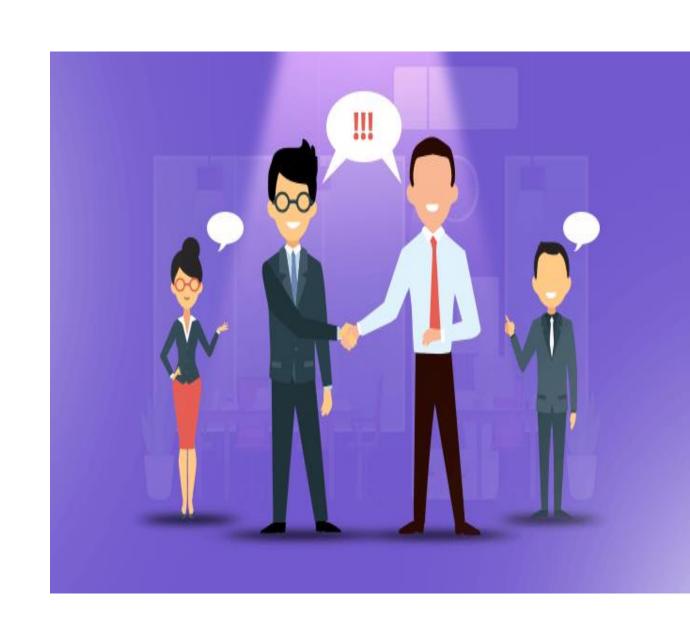
## **DISAGREEING**

- That may be true but,
- I am afraid I don't quite agree.
- I am not so sure about that because,
- I'd go in a different direction.
- It sounds good on the surface but,
- You have a good point but,
- I am sorry, I think
- I am afraid I can't go along with that.



## **COMPLIMENT**

- Genius
- Brilliant
- Impressive
- That's amazing
- Good point
- that's an interesting idea
- I couldn't have done without you
- You are an expert here
- You know more about it than I do
- You made an excellent point
- You are thinking out of the box
- I like that



#### **CONVERSATION**

•	A: Good evening all, my name is
•	B: Nice to meet you (A) I don't think we've been introduced. I'm C and D are part of this program
•	C: I am please to meet you(A)
•	D: Good to meet you(A)
•	B: So (C) you are called here as you are a customer service department head
•	C: Yes, Exactly.
•	B: and (D) as you are part of Research and development.
•	D: Thank you for making me a part of it.
•	B:(A) will be designing and conducting the training(D) could you run us through your research?
•	D: Sure. Through research it seems that customers are not happy with the services and
•	A: Sorry, can I just check how you come to know about it? (Asking question)
•	D: Yes, we have received lots of complaints.
•	C: Yeah, I feel the same. It seems that customers are not getting good services.
•	A: So are you saying that customers are leaving us due to inappropriate services from staff? (Paraphrasing)
•	D: Could be. Or is there any other reason(C)?
•	C: Sorry but I am not so sure about the reason.
	A: So do I nood to design a training program for staff?

#### INTERRUPTING

- Clearing throat
- Just a minute/moment...
- May I have a word?
- Excuse me for interrupting, but...
- Sorry but I have to say that...
- Let me interrupt a second.
- Can I just mention something.
- Just a moment. I'd like to.....
- Sorry to interrupt.....
- I don't mean to be rude but.....



## **RESOLVING CONFLICT**

- I think we can work this out.
- I think we can find a compromise.
- Let's take a break and calm down.
- I think you may have misinterpreted that.
- Please don't take that the wrong way.
- I believe we can take this into a winwin situation.
- I am sure we can reach an agreement.

