

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 need 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 win-win situation.**
- **I am sure we can reach an agreement.**

