

*Including telephone  
expressions!*

# 250

WAYS TO SAY  
IT IN BUSINESS  
ENGLISH

*By Andrew D.  
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# 250 WAYS TO SAY IT IN BUSINESS ENGLISH

## FOREWORD

I started compiling these expressions when a student asked me for a list of “phrases to say” in different business situations. He had gone through a few English courses and felt that teachers had always taught him the same functions. “I’ve learnt how to ask someone to open a window several times,” he commented, “but no one has told me what to say when I have to give bad news.”

250 Ways to Say It in Business English is for people who want a quick guide on what to say in common situations. Five examples have been written for each function to give readers the opportunity to find the phrase that suits their needs best.

The last thirty-three examples refer exclusively to telephoning. Language learners might consider printing and keeping the list near the phone so they can browse through it when they know an international call is coming.

All in all, a choice of one thousand two hundred and fifty phrases that, I hope, can help you speak business English more effectively.

## ABOUT THIS E-BOOK

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## 1. INTRODUCE YOURSELF FORMALLY

**I'd like to introduce myself**

I'd like to introduce myself. I'm Jack Todd from Dynacore.

**Let me introduce myself**

Let me introduce myself. Dr Steve Perkins.

**How do you do?**

How do you do? My name is Helen Byrne. I run the HR division.

**Nice to meet you**

Nice to meet you. John Bloor. We spoke on the phone last week,

**I'm delighted to meet you**

I'm delighted to meet you. My name is Jeffers.

## 2. INTRODUCE YOURSELF LESS FORMALLY

**I'm**

I'm Jack, Susan's cousin.

**Hi**

Hi. Nice to meet you. I'm Susan but everyone calls me Sue.

**Hello**

Hello. Sam Patrick from Sales.

**Jack**

Jack, from Geneva.

**My name is**

My name is Liz, Liz Trevor.



### 3. REPLY TO A FORMAL INTRODUCTION

**Nice to meet you**

Nice to meet you, Colonel Wrigley.

**Pleased to meet you**

Pleased to meet you, Angela. I'm Dr Slithers.

**I'm delighted to meet you.**

I'm delighted to meet you. Welcome to London.

**How do you do?**

How do you do? Have you had a good trip?

**It's an honour**

It's an honour, Ambassador.

### 4. REPLY TO AN INFORMAL INTRODUCTION

**Hi**

Hi. I'm Sam.

**Hello**

Hello. Andrew Damson.

**Good to meet you too**

Good to meet you too. I'm Sarah.

**Lovely to meet you**

Lovely to meet you. Would you like a drink?

**How are you?**

How are you? It's good to get to know you at last!



## 5. INTRODUCE YOURSELF BEFORE A SPEECH

**I am**

I am Dr. Jack Smith from Barcelona. I work at our R&D facility.

**I'd like to introduce myself**

I'd like to introduce myself. I am Steve Platt, Chief of Maintenance.

**Let me introduce myself**

Let me introduce myself. Tom Salinger.

**My name is**

My name is John Styles. I run Riversoft's European operations.

**I'm called**

I'm called Roberta Woodall. Robbie to my friends.

## 6. INTRODUCE PEOPLE TO THE PUBLIC

**This is**

This is Amy Stevens.

**May I introduce?**

May I introduce Sally Young? Sally's our PR officer.

**Let me introduce**

Let me introduce John Oats. He will be joining our sales team.

**I'd like you to meet**

I'd like you to meet Dr Li. She's the Head Surgeon at BC Hospital.

**Have you already met Maria Jones?**

Have you already met Maria Jones? She runs the Moscow office.

## 7. SAY HELLO

**Hi**

Hi, John.

**Hello**

Hello. May I come in?

**How are you?**

How are you, Betsy?

**Good morning**

Good morning, Mr Hendricks.

**Nice to see you**

Nice to see you again, Paul

## 8. SIGNAL THE START OF A SPEECH

**Right. Shall we start?**

Right Ladies and Gentlemen. Shall we start with our presentation?

**OK. Let's get going.**

OK everybody. Let's get going. We only have twenty minutes.

**Right then. We are ready**

Right then. We are ready. The first point in the agenda is cost-cutting.

**Is everybody already here?**

Fine. Is everybody here? Let's get on then.

**Time to begin**

Well, time to begin. We'll set off with an outline.

## 9. START A MEETING

### **Let's get started**

Let's get the meetings started. John, would you like to begin?

### **We need to discuss**

We need to discuss whether the campaign is aimed at the right target.

### **We will talk about**

We will talk about the hazards involved in our Gulf of Mexico drilling.

### **What brings us here?**

What brings us here today? The hope of finding solutions.

### **We will study**

We will carefully study all the projects that were brought forward.

## 10. INTRODUCE A SUMMARY

### **To put it briefly**

To put it briefly, we have a problem with sales.

### **In a few words**

In a few words, Chandler is leaving the company.

### **In a nutshell**

In a nutshell, the contract will be finished next month.

### **To summarise**

To summarise, we face an imminent strike in our Heathrow facilities.

### **It all comes down to**

It all comes down to Sam's behaviour at the warehouse.

## 11. EXPLAIN YOUR PURPOSE FORMALLY

**The reason**

The reason I travelled here is to discuss productivity.

**My aim**

My aim now is to increase sales in Britain.

**What I'd like**

What I'd like to do is appoint a new CFO.

**My objective**

My objective is to reduce advertising costs by at least ten percent.

**We intend**

We intend to redefine our marketing campaign.

## 12. EXPLAIN YOUR PURPOSE INFORMALLY

**I want to**

I want to let you know I'll stand by you.

**I'd just like to**

I'd just like to tell you that we'll do what we can.

**I'm here to**

I'm here to talk about plant organization.

**We're going to**

We're going to spend all day reviewing our techniques.

**I'll put it simply.**

I'll put it simply. We must decide on what to do about Alex.

## 13. PRESENT THE FIRST ITEM

### **Let's start by the beginning**

Let's start by the very beginning. France is our top priority.

### **First things first**

First things first. Now we'll discuss this week's problem.

### **Item one**

Item one in our agenda will be corporate responsibility.

### **Point A**

Point A is our relationship with the government.

### **The opening issue**

The opening issue today is worker benefits.

## 14. PRESENT THE NEXT ITEM

### **Let's move onto**

Let's move onto item two.

### **We can now**

We can now discuss the next topic.

### **We need to go on**

We need to go on. Chapter B deals with economics.

### **The next item**

The next item on my list will only take a few minutes.

### **Shall we continue?**

Shall we continue? The second subject concerns our own future.

## 15. PRESENT EVIDENCE FORMALLY

**I'd like you to see**

I'd like you to see this graph.

**Let me show you**

Let me show you our new product line.

**Please observe**

Please observe how the new design is more aerodynamic.

**If you watch**

If you watch this video closely you'll see it was filmed last year.

**Have a look**

Have a good look at this chart.

## 16. PRESENT EVIDENCE LESS FORMALLY

**Look here**

Just look over here. This is the new tractor.

**Can you see?**

Can you see Joe? He's the third from the left.

**Watch this**

Watch this scene. Can you spot our product in the background?

**We want you to see**

We want you to see the difference from the old to the new edition.

**Here you have**

Here you have the first picture of my wedding.

## 17. PRESENT DATA IN ORDER

|                 |                   |                    |
|-----------------|-------------------|--------------------|
| Firstly         | Secondly          | To end             |
| To start with   | Then              | To conclude        |
| Initially       | Next              | Finally            |
| In first place  | Following on from | To finish          |
| Let us begin by | Afterwards        | Last but not least |

### **Firstly, secondly and to end**

**Firstly** we'll tackle costs; **secondly** we'll view the balance sheet and, **to end**, we'll discuss this year's sales.

### **To start with, then and to conclude**

Henry will **start** with a presentation. **Then** he'll answer questions and, **to conclude**, we will walk round the grounds so you can see the building.

### **Initially, next and finally.**

We had **initially** planned to visit France. The **next** idea was to go to Spain – though we **finally** travelled nowhere.

### **In first place, following on from and to finish**

**In first place**, we never asked her to represent us – so **following on from** that we decided to take her to court. Anyhow, we **finished** it all by reaching an agreement.

### **Let us begin by, afterwards and last but not least**

**Let us begin** by setting the goals. We can talk about the budget **afterwards** and – **last but not least** – name a project coordinator.

## 18. PRESENT APPARENTLY CONTRASTING DATA

### **Although A seems fine, B is better**

Although your proposal seems fine, John's is better.

### **In spite of the evidence, I'd like to say**

In spite of the evidence, I'd like to say that you could be wrong.



**We could opt for A. On the other hand**

We could opt for option A. On the other hand, option B is also interesting.

**I like your idea. However, I prefer**

I like your new idea. However, I prefer to continue with the same plan.

**Instead of praising**

Instead of praising Jim we should be worrying about his future.

## 19. ASK FOR INFORMATION

**Could you please?**

Could you please give me all the data you have?

**Would you mind?**

Would you mind informing me of the consequences?

**I wonder if you could**

I wonder if you could hand me the fact sheet on Dynacore.

**What do you know about?**

What do you know about Peter's background?

**Do you have?**

Do you have any information on the Lambeth Square project?

## 20. ASK FOR EVIDENCE

**Could you provide?**

Could you provide us with the hard facts?

**Why don't you?**

Why don't you give us an example?

**Can you illustrate that?**

Can you illustrate that with a real-life case?

**What evidence?**

What evidence do you have?

**How will you back that up?**

How will you back up your proposal?

## 21. ASK FOR ADDITIONAL INFORMATION

**May we have?**

May we have further details?

**Could you elaborate on?**

Could you elaborate on how you intend to make this work?

**Is there any additional?**

Is there any additional aspect to consider before we vote?

**We need more**

We need more data. One projection is just not enough.

**Could you provide?**

Could you provide some extra information on the touch-screen market?

## 22. ASK FOR FURTHER DETAILS

**Could you add?**

Could you add more details to the second point, please?

**Could we have more particulars?**

Could we have more particulars on your experience in mechatronics?

**Could you give us further details?**

Could you give us further details on this scheme?

**What else?**

What else can you add to convince us better?

**Any more information?**

Do you have any more info or have you already shown us everything?

## 23. ASK ABOUT MEALS

**Is it included in the price?**

Is breakfast included in the price?

**What time?**

What time is dinner served?

**Do you have a special menu?**

Do you have a vegetarian menu at the restaurant?

**Jim is intolerant to gluten**

Jim is intolerant to gluten. Is there anything for people with celiac disease?

**I'm allergic to**

I'm allergic to nuts. Do you have any nut-free ice cream?

## 24. ASK HOW TO CONTACT

**Could I contact you?**

Could I contact you at the agency later on?

**How do I get in touch with you?**

How do I get in touch with you if I have a problem with the system?

**How can I reach you?**

How can I reach you at the weekend? I don't have your home number.

**What's your?**

What's your e-mail?

**Could I have your?**

Could I have your office address please?

## 25. ASK FOR CLARIFICATION

**What do you mean?**

What do you exactly mean when you say taxes will be raised?

**Could you clarify?**

Could you clarify whether coffee is or isn't good for you?

**I didn't understand**

I didn't quite understand that last step. Could we go over it again?

**Could you explain?**

Could you explain to me how that is going to work?

**I don't follow you**

I just don't follow you. Why do you insist on discontinuing the line?

## 26. ASK FOR INSTRUCTIONS

**How do you?**

How do you operate this machine?

**What is the best way?**

What would you say is the best way to start this letter?

**Can you show me?**

Can you please show me how to fill this form?

**Do you know?**

Do you know anything about taxes? Could you help me fill out my return?

**How should I go about it?**

How should I go about asking for a raise? Shall I speak to Jack first?

## 27. ASK FOR QUESTIONS

**Would you like to ask?**

Would you like to ask anything?

**Do you have any query?**

Do you have any query on my presentation?

**Is it clear?**

Is everything clear?

**I'm ready to answer**

I'm ready to answer any question you might have.

**Is there anything you'd like?**

Is there anything else you'd like me to explain?

## 28. ASK SOMEONE TO SPEAK

**Would you like to come to the stand?**

Lenny, would you like to come over to the stand?

**Allow me to give the floor to**

Allow me to give the floor to our next speaker.

**I would like to invite**

I'd like to invite Reverend Reynolds to give us his opinion.

**I'd like to call on**

I'd like to call on Dr Richards. Are you here, Doctor?

**I believe someone would like to make a point.**

I believe James would like to make a point. What is it, James?

## 29. ASK SOMEONE TO ANSWER QUESTIONS

**Could you reply to that?**

Edith, could you reply to that, please?

**Would you care to question?**

Would you care to question Mr Jones? He's better qualified.

**I'd rather she answered to that**

I'd rather Lorna answered to that. Would you mind, Lorna?

**Why don't we ask?**

Why don't we ask Peter? He is the expert in shipping.

**Let's address this query to**

Let's address this query to Sam. Are you ready, Sam?

## 30. ASK FOR OPINION

**Can we get your input?**

Can we get your input, Alex?

**How do you feel about?**

How do you feel about lengthening the contract?

**What's your opinion?**

What's your opinion on wearing loafers to the meeting?

**What do you think?**

What do you think we should do with the Carnegie affair?

**Do you have any suggestions?**

Do you have any suggestions for this committee?

## 31. ASK ABOUT A COMPANY

**What does your company do?**

What exactly does your company do?

**What are your main products?**

What are your main products in the detergent category?

**Which do you specialize in?**

Which sector do you specialise in?

**Which services do you provide?**

Which services could you provide for us?

**Where are you located?**

Where are your headquarters located in Europe?

## 32. ASK ABOUT A PRODUCT OR SERVICE

**Could you give me some information?**

Could you give me some information on your services?

**What can you tell me about?**

What can you tell me about this dynamo?

**What features does it have?**

What features does this hydraulic press have?

**What are the specifications?**

What are the specifications of the switchboard?

**Where can I buy it?**

Where can I buy the MXC lava lamp?



## 33. ASK ABOUT PRICE

### **What's the price?**

What's the price for one thousand units?

### **How much does it cost?**

How much does the whole system cost?

### **What do you charge?**

What do you charge for a hundred grams?

### **Could you give me your fees?**

Could you give me your fees for the high season, please?

### **What are you asking for this?**

What are you asking for this vase? It can't be very much...

## 34. ASK ABOUT RESPONSIBILITY

### **Who is in charge?**

Who is in charge of operations?

### **Who is running?**

Who is running the Saudi Arabia division now?

### **Who is accountable for this?**

Who is accountable for this mistake?

### **Who will be blamed?**

Who will be blamed? I'm sure it will be me!

### **Under whose responsibility?**

Under whose responsibility was the test conducted?

## 35. ASK SOMEONE TO WAIT

### **Would you mind waiting?**

Would you mind waiting outside, please? There's a couch by the window.

### **Could you hold on?**

Could you hold on? I'll finish this and shall be with you in a minute.

### **Just a second, please**

Just a second, please. Yes, how can I help you?

### **Could you remain?**

Could you remain here for minute, please? I'll get the manager.

### **Just hang around**

Just hang around for a while. I'll try to sneak you in through the back door.

## 36. ASK ABOUT WAITING TIMES

### **How long will?**

How long will it be before you fix the leak?

### **Is he going to take a long time?**

Is the Doctor going to take a long time?

### **How delayed?**

How delayed is the flight?

### **Do you think we should wait?**

Do you think we should wait? It's eleven and nothing has happened yet.

### **When will?**

When will the speech end? I'm tired of sitting here!

## 37. ASK ABOUT DELIVERY TIMES

**When could we receive?**

When could we receive the goods?

**What are your shortest delivery times?**

What are your shortest delivery times for Madagascar?

**How long will it take to arrive?**

How long will it take to arrive at our factory?

**When can we count on having it?**

When can we count on having it ready for shipping?

**Could we get it by?**

Could we get it into port by next Tuesday?

## 38. ASK ABOUT PAYMENT TERMS

**What are your payment conditions?**

What are your standard payment conditions?

**Could we talk about payment terms?**

Could we talk about payment terms later? I'm in a hurry now.

**How do you normally get paid?**

How do you normally get paid? We generally send a cheque.

**Would a letter of credit be all right?**

Would a letter of credit be all right? It's the best method.

**What about paying in instalments?**

What about paying in instalments? We do need some financing.

## 39. ASK FOR PAYMENT

**When is your next payment date?**

When is your next payment date? I can't wait forever.

**When will my cheque be ready?**

When will my cheque be ready? On Monday?

**According to our records**

According to our records you still owe us € 4,500.

**Your instalment is past due**

Your monthly instalment is past due. Do you have any problem?

**When shall I pass by to collect?**

When shall I pass by to collect? I do need the cash.

## 40. ASK FOR A PHYSICAL DESCRIPTION

**What does it look like?**

What does the building look like?

**How big is it?**

How big are the offices?

**How much does it weigh?**

How much does this container weigh?

**How high is it?**

How high is the whole structure?

**What's it made of?**

What are the pens made of? Metal or plastic?

## 41. ASK ABOUT FACILITIES

**What does it include?**

What does the rental contract include?

**Is furniture provided?**

Is furniture for the stand provided or do we have to bring our own?

**Is there?**

Is there a crane we could rent? Our machines are very heavy.

**Do the facilities have?**

Do the facilities have a parking lot?

**What features?**

What special features does the venue have?

## 42. ASK FOR DIRECTIONS

**Where is?**

Excuse me, where is the market?

**How can I get?**

How can get from Bloor Street to Lambeth Square?

**Could you give me directions?**

Could you give me direction to the Royal Albert Hall?

**What's the best way to get reach?**

What's the best way to reach London? On the M1 or the M40?

**Which route do you recommend?**

Which route do you recommend from Burlington to Boston?

## 43. ASK ABOUT ABILITIES

**Could he?**

Could he lead a team of ten experienced salesmen?

**Are you able to?**

Are you able to work under pressure?

**How well do you?**

How well do you know the UNIX system?

**What about her?**

What about her experience in public relations? Could she handle the press?

**Do her skills include?**

Do her skills include touch typing?

## 44. ASK FOR STRENGTHS & WEAKNESSES

**What are their strengths?**

What are their main strengths? Marketing? We can beat them there.

**What do you do best?**

What do you do best? I need to know before I help you write your CV.

**Don't they have any weak point?**

Doesn't this team have any weak point? Are they *all* great players?

**What is she good at?**

What is Betsy good at? Selling. She's a pro at that.

**Aren't they vulnerable at all?**

Aren't they vulnerable at all? What if we reduce all our prices?

## 45. ASK ABOUT WHAT IS NEEDED

**What do you need?**

What do you need a new plotter for?

**What are the requisites?**

What are the requisites? For instance, can a foreigner buy property here?

**What is required?**

What documents are required for the whole importation process?

**Is this necessary?**

Is it necessary to spend so much money in new equipment?

**Is it a must?**

Is a coffee machine a must? Can't we just all have tea at the office?

## 46. ASK TO BORROW

**Could you lend me?**

Could you lend me \$100? I'm broke!

**May I borrow?**

May I borrow your ski clothes? I'm going to Aspen this weekend.

**Do you mind if I use?**

Do you mind if I use the Jeep this evening?

**Will you let me have?**

Will you let me have your boat over the weekend?

**I would need to use**

I would need to use a Mac for the presentation. Do you have one?



## 47. ASK FOR PERMISSION

**Could I?**

Could I have a look at the new designs?

**May I?**

May I use your washroom?

**Do you mind?**

Do you mind if we borrow your printer for a couple of hours?

**Is it okay?**

It is OK to bring Lenny with me the next time?

**Would it be all right?**

Would it be all right for Dan to use your car tomorrow?

## 48. ASK FOR HELP POLITELY

**Could you help me?**

Could you help me with this report?

**Would you mind helping me out?**

Would you mind helping me out? My math skills are not that good.

**Could you possibly assist me?**

Could you possibly assist me? I can't understand this ATM.

**Can you spare a few minutes?**

Can you spare a few minutes? I need a bit of support here.

**Could I ask you for a favour?**

Could I ask you for a favour? How does this programme work?

## 49. ASK FOR HELP LESS POLITELY

**I could use your help.**

I could use your help. Can't you see I'm carrying heavy boxes?

**I need some help**

I need some help. I know you understand this better than I do.

**Help!**

Help! Can anyone explain Economics to me?

**I need a favour**

I need a favour. Do you see those books? Can you bring them down?

**Could you lend me a hand?**

Could you lend me a hand? I tried to fix this by myself but couldn't.

## 50. ASK ABOUT PROJECTS

**What are your?**

What are your current projects in the solar energy sector?

**What are you developing?**

What is the R&D department developing nowadays?

**What are your initiatives?**

What are your initiatives in the field?

**What are you up to?**

What exactly are you up to? A new type of windmill?

**Have you come up with anything?**

Have you come up with any exciting new idea recently?

## 51. ASK FOR THE PURPOSE

**Why?**

Why do we need another flavour? We already manufacture forty-one!

**What can you use this for?**

What can consumers use this product for?

**What does it do?**

What does this new engine do that makes it more efficient?

**What the purpose?**

What's the purpose of hiring new salespeople if demand is slow?

**Could you explain the object?**

Could you explain the object of calling for yet another meeting?

## 52. ASK ABOUT JOBS

**What do you do?**

What do you do? I'm a teacher.

**What business are you in?**

What business are you in? Stocks? Bonds? Mutual funds?

**What's your line of work?**

What's your exact line of work? All I know is that you're an engineer.

**What's your job?**

What's your job? Are you in the advertising world too?

**Where do you work?**

Where do you work? Also at Dynacore? Well, this is a coincidence!

## 53. ASK ABOUT PRESENT ACTIVITIES

**What's up?**

What's up? Why have the lines stopped production?

**What's happening?**

What's happening in Detroit? Haven't they finished the assignment yet?

**What are you working on?**

What are you working on now? Still on the MRT routine?

**Anything new?**

Anything new in the merchandising world?

**What's the current situation?**

What's the current situation in the metrology field?

## 54. ASK ABOUT THE FUTURE

**What are your plans?**

What are your plans for next year?

**What's your projection?**

What's your projection on developments in the field?

**What's your forecast?**

What's your forecast for this coming season?

**What do you expect?**

What do you expect will happen once Murphy takes office?

**What do you anticipate?**

What do you anticipate? Will the new model outsell the old one?

## 55. ASK FOR A SUBSTITUTE

**Could you replace me?**

Could you replace me tomorrow? I've got an appointment with the dentist.

**Would it be possible for you to take over?**

Would it be possible for you to take over from me? I don't feel well.

**You might have to stand in for**

You might have to stand in for Colum. He has to travel to Ireland.

**We need a substitute**

We need a substitute teacher for a few days. Could you come in?

**Can you take my place?**

Can you take my place for an hour? I'm meeting Ian at the station.

## 56. ASK FOR AN EXPLANATION

**Could you explain?**

Could you explain your reasons for delivering the goods late?

**How can you justify?**

How can you justify this price increase?

**I don't understand why**

I don't understand why we always have problems with quality.

**Why is it that?**

Why is it that you're charging us a commission?

**How come?**

How come your cheque always gets lost in the post?

## 57. ASK FOR REPETITION

**Sorry, I didn't catch that**

Sorry, I didn't catch your last sentence. It's too noisy here.

**I missed that. Could you repeat it, please?**

I missed your explanation. Could you repeat it, please?

**Pardon?**

Pardon? I didn't get what you said about Harvey.

**Excuse me**

Excuse me. Could you read that once again please?

**What did you say?**

What did you say? I think I understood you wrongly.

**What was that again?**

What was that again? I'm afraid I'm a bit deaf.

## 58. ASK FOR SOLUTIONS

**What should we?**

What should we do now?

**How can we work it out?**

How can we work it out? Do you think you have the answer?

**What's the way?**

What's the best way to solve this crisis?

**What is the solution?**

What is the solution? Shall we reset the system?

**How do we?**

How do we fix the engine?

## 59. ASK FOR CONFIRMATION

**Do you actually mean that?**

Do you actually mean that Dynacore will be taken over?

**Is it true that?**

Is it true that Jo is leaving?

**Are you certain about this?**

Are you completely certain that these figures are right?

**Is it sure?**

Is the takeover sure?

**Are you one hundred percent positive?**

Are you one hundred percent positive? If so, we'll buy the stock.

## 60. ASK TO COMMENT

**Could I make a point here?**

Could I make another point here? Apart from expensive, the car is ugly.

**I'd like add**

I'd like to add that Malone has generally been right in his forecasts.

**Could I say something?**

Could I say something about Hugh's proposal?

**May I interrupt?**

May I interrupt you for a minute, Jessica?

**I'd like to make a comment.**

I'd like to make a quick comment. We need to finish in ten minutes.



## 61. ASK FOR CONTRIBUTION FROM OTHERS

**What do you think?**

What do you think about this proposal?

**Would you like to add?**

Would you like to add anything, Cynthia?

**Has anyone else got anything?**

Has anyone else got anything to contribute?

**Are there any more?**

Are there any more comments?

**How do you feel?**

How do you all feel about this issue?

## 62. ASK FOR PRONOUNCEMENT

**Where do you stand?**

Where do you stand regarding Liam's attitude? Are you for or against him?

**Whose side are you on?**

Whose side are you on? Ours or theirs?

**Who do you intend to back?**

Who do you intend to back? Frank or Russ?

**Which one do you agree with?**

Which line of thought do you agree with, Malcolm?

**Make up your mind, please.**

Make up your mind, please. You have to choose between Eric and me.

## 63. CORRECT MISUNDERSTANDING

### **There's a misunderstanding**

I'm afraid there's been a misunderstanding. I said Mrs Figgs, not Mrs Pigs.

### **This isn't what I meant**

This isn't quite what I meant. Sales diminished but didn't plummet.

### **I don't think you've understood**

I don't think you've actually understood me. I am not against you.

### **It was not my intention**

It was not my intention to offend you. I am sorry.

### **I'm sorry about the confusion**

I'm sorry about the confusion. I thought *Taylor* was only a woman's name.

## 64. CORRECT WHAT'S WRONG

### **That is not right**

Sorry, that is not quite right. Toronto is not the capital of Canada.

### **It's wrong**

It's all wrong. Can't you see the formula's incorrect?

### **You've made a mistake**

You've made a mistake so it's your turn to set matters right.

### **That needs correction**

Those figures need correction. We need to add variable costs.

### **This is different to**

This is different to what we had agreed. You must change it.

## 65. KEEP A MEETING IN ORDER

**We can't all speak at once.**

We can't all speak at once. Heather, you start.

**Let's concentrate on**

Let's concentrate on the agenda for the day.

**Shall we take turns?**

Shall we take turns? We can vote one by one.

**Please lower your voice.**

Please lower your voice. You won't convince anyone by shouting.

**Will you let Maria speak?**

Jason, will you let Maria speak? She has important things to say.

## 66. KEEP A MEETING IN TRACK

**That's another subject**

Finance is another subject altogether. Now we'll just talk about sales.

**We can't discuss that issue**

We can't discuss that issue today. It's not on the agenda.

**That's outside the scope**

That's outside the scope of our meeting so we'll leave it for now.

**Let's get back on track**

Let's get back on track. We're wasting too much time.

**We're digressing**

We're digressing. I want to stick to the main subject.

## 67. COME BACK TO A TOPIC

**Now, where were we?**

Now, where were we? Yes, prime time ratings.

**What were we saying?**

What were you saying when Carol interrupted us?

**As I was explaining**

As I was explaining before lunch, higher prices don't always deter buyers.

**Return to**

Let's return to point five: Clay Corporation.

**This leads us back to**

This leads us back to the subject we were discussing yesterday.

## 68. POSTPONE AN ISSUE

**We'll defer**

We'll defer the matter till we have all relevant information.

**Let's leave**

Let's leave this issue aside for the time being.

**It's too late to**

It's too late to discuss advertising today. We'll have more time tomorrow.

**Shall we leave it for?**

Shall we leave the final decision for this afternoon's session?

**Let's postpone**

Let's postpone the discussion till everyone has arrived.

## 69. FOCUS ON THE MAIN ISSUE

**The major**

The only major problem we need to solve is absenteeism.

**Our primary concern is**

Our primary concern isn't only increased sales but better quality as well.

**What is the real issue?**

What's the real issue? Managers are *not* committed to their jobs.

**The most important**

The most important hurdle of this negotiation is to convince Mr Lewis.

**We really need**

We really need to look after our workforce.

## 70. EMPHASISE ON A POINT

**This is a key issue**

Labour relations are a key issue now.

**I'd like to emphasise on**

I'd like to emphasise on point three of my presentation.

**This is highly significant**

Norah's attitude is highly significant. She's certainly against us.

**This is vital**

Turning a profit this year is vital if we wish to survive.

**It's imperative**

It's imperative to solve this problem now.

## 71. PLAY DOWN A POINT

**This is a minor issue**

This is a minor issue. Price is the main concern.

**This is of secondary importance**

This is of secondary importance if we compare it with our real problem.

**Who cares?**

Who cares about PR when the whole business is in danger?

**It's irrelevant**

His view is irrelevant, completely worthless.

**It's not significant**

This matter is not significant at all. Let's move onto what is crucial.

## 72. SLOW DOWN A MEETING

**Before we move on**

Before we move on I believe we should hear Jackie's point of view.

**Wait a minute**

Wait a minute. We haven't discussed the forecast yet.

**Shouldn't we postpone?**

Shouldn't we postpone the decision till Lindsay is back from her office?

**Not so fast**

Not so fast. We haven't finished our coffee yet!

**Take it easy**

Take it easy. What's the hurry? We have the whole weekend ahead of us.

## 73. MOVE THE MEETING FORWARD

**Shall we proceed onto the next point?**

Shall we proceed onto the next point? There are ten items on the agenda.

**We need to solve it today**

We do need to solve it today. Tomorrow's Sabbath in Israel.

**Let's move on**

Let's move on. Time is money.

**I don't have all morning**

I don't have all morning. Make up your minds now!

**Hurry up**

Hurry up please. We can't waste more time on this.

## 74. CHANGE TOPICS FORMALLY

**Incidentally, may I mention that?**

Incidentally, may I mention that Hutchinson called today?

**An alternative to consider**

An alternative point to consider is the effect of this decision on our image.

**While we are on the subject**

While we are on the subject, I'd like to inform you that Jo is ill today.

**On quite another matter**

On quite another matter, battery life is still a major concern.

**Could we now deal with?**

Could we now deal with our plans for the Geneva summit?

## 75. CHANGE TOPICS LESS FORMALLY

**By the way**

By the way, it rained quite a bit yesterday.

**Can we move onto?**

Can we move onto our plans for dinner?

**To bring up something else**

To bring up something else, Max came to the office yesterday.

**Now is time to**

Now is the right time to talk about the new site. Tomorrow will be too late.

**There's another issue we have to deal with**

There's another issue we have to deal with – losses in the chemistry area.

## 76. CHANGE TOPICS INFORMALLY

**I don't want to**

I don't want to talk about football anymore. What are the plans for tonight?

**It has just crossed my mind**

It has just crossed my mind that Billy won't be able to come.

**Changing subject**

Changing subject, did you see Dudley yesterday?

**Before I forget**

Before I forget, how did Jack and Edith get on?

**We've had enough**

We've had enough of you talking about golf. What's the next point?



## 77. INTERRUPT VERY POLITELY

**Er**

Er, I think Joan is already here.

**Sorry**

Sorry, I never meant that.

**Actually**

Actually it was Geraldine who arrived late.

**Excuse me**

Excuse me, that seems taking matters too far.

**May I have a word?**

May I have a word? Nothing will stop the Mirror from running the story.

## 78. INTERRUPT POLITELY

**Can I make a comment?**

Can I make a comment? Mike was never involved in this.

**May I come in here?**

May I come in here? In fact, new laptops tend to be lighter, not heavier.

**May I interrupt?**

May I interrupt? I do have something relevant to disclose.

**Could I say something?**

Could I say something? If we want lower costs we need other suppliers.

**Sorry to interrupt**

Sorry to interrupt, but someone's phone is ringing.

## 79. INTERRUPT STRONGLY

**Please listen to me**

Please listen to me. It is important.

**Do you mind if I jump in here?**

Do you mind if I jump in here? I have to leave in five minutes.

**I don't mean to intrude, but**

I don't mean to intrude, but Stephen is not exactly reliable.

**Can I add something?**

Can I add something? WTR Ltd should be able to supply us.

**What are you trying to say?**

What are you trying to say? I never accepted a gift from a client.

## 80. INTERRUPT VERY STRONGLY

**What are you getting at?**

What are you getting at? Can't you see you'll only cause trouble?

**Will you let me speak?**

Will you let me speak? You are not the only person here.

**Won't you let me give an opinion?**

Won't you let me give my own opinion? I demand the right to speak.

**Will you shut up for a minute, please?**

Will you shut up for a minute, please? Don't you see everyone's fed up?

**Can't you be quiet?**

Can't you be quiet for a moment, for goodness sake?

## 81. AVOID INTERRUPTION

**Perhaps we could leave that for later on?**

Perhaps we could leave that for some other moment.

**Will you let me finish?**

Will you let me finish? You can object when your turn comes up.

**I'd rather go on with**

I'd rather go on with the current subject as we're a bit pressed for time.

**Would you so be so kind as to let me finish?**

Would you be so kind as to let me finish? I never interrupted your speech.

**Would you mind not interrupting?**

Would you mind not interrupting all the time?

## 82. ALLOW INTERRUPTION

**Let's hear**

Let's hear what Virginia has to say.

**You may speak**

Of course you may speak, Sylvie.

**Please go ahead.**

Please go ahead, Diana. What is so urgent?

**We'd be delighted**

We'd be delighted to hear your doubts, Paul. Please go ahead.

**You're not interrupting**

You're not interrupting at all. Everyone is free to share their opinions.

## 83. CHECK FOR CONSENSUS

**Do we agree?**

Do we agree that suing Dynacore is the only solution?

**Do we all share?**

Do we all share the same belief?

**Are you all with me?**

Are you all with me? We need unanimity to approve this rule.

**Is there anyone who?**

Is there anyone who has a different point of view?

**Shall we pass?**

Shall we pass the motion? Good.

## 84. AGREE WITH OPINIONS

**Exactly!**

Exactly! You couldn't have used better words.

**That's how I feel**

That's exactly how I feel as well.

**I have to agree**

I have to agree with you. There seems to be no other possibility.

**I never thought about it that way before**

I never thought about it that way before. It's an excellent idea.

**You've found**

I think you've found the right solution.

## 85. DISAGREE PARTIALLY

**I see your point of view, but**

I can see your point of view, but winter is very cold in Montreal.

**You might be right. However**

You might be right. However, how can we tell for sure?

**You have a good point, though**

You have a good point, though Anthony is also right.

**You could say that, but**

You could say that, but who buys ice cream in winter?

**Up to a point I agree. Nevertheless**

Up to a point I agree. Nevertheless, I feel James has a sounder approach.

## 86. DISAGREE STRONGLY

**I don't agree**

I don't agree with you at all.

**You're not right.**

You're not right. Everything you said is wrong.

**It's not what I believe**

It's not what I believe and I will not back you.

**I don't think so**

I don't think so. Why don't you change strategy?

**That's not such a good idea**

That's not such a good idea. Fiona tried it and it never worked.

## 87. DISAGREE LESS STRONGLY

**I've got another**

I've got another point of view.

**I wouldn't do that**

I wouldn't do that. I would never sell a car to buy a motorcycle.

**I'm afraid I can't see it**

I'm afraid I can't see it that way.

**Don't get me wrong**

Don't get me wrong but no one here shares your views.

**I'm not so keen**

I'm not so keen on your strategy. It seems too complicated.

## 88. DISAGREE POLITELY

**I don't mean to be rude**

I don't mean to be rude but Bahia is north of Rio, not south.

**This may sound**

This may sound offensive but it is not my intention to hurt anyone.

**Correct me if I'm wrong**

Correct me if I'm wrong but I think cell phone sales have remained flat.

**I hate to bring this up**

I hate to bring this up, but Brigitte never studied Marketing.

**There's another way**

There's another way round this. Why not try the Beta system?

## 89. SOFTEN DISAGREEMENT

**I'm afraid**

I'm afraid your models are a bit dated.

**I'm sorry**

I'm sorry but I can't agree with you.

**Even though I respect your**

Even though I respect your position I must dissent.

**I know you've tried your best**

I know you've tried your best, but your assumptions are wrong.

**It's a great idea**

It's a great idea but we there's another way to do it.

## 90. EXPRESS RESERVATION

**I have some reservations**

I have some reservations. How much is all this going to cost?

**Maybe we should reflect**

Maybe we should reflect on this a bit more.

**I'm worried**

I'm rather worried about the rate of return.

**I can't help**

I can't help feeling that we've forgotten something.

**I'd like to express my doubts**

I'd like to express my doubts. You don't even have a business plan!



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## 91. REASSURE

### **There's no cause for concern**

There's no cause for concern. The pilot is very experienced.

### **Let me assure you**

Let me assure you that your money is safe.

### **We have no fears**

We have no fears. Our team will win.

### **There will be no problem**

There will be no problem. I've made bookings for every night.

### **Nothing can go wrong**

Nothing can go wrong, Mr Murphy. Everything's under control.

## 92. OFFER COMPROMISE

### **Only if**

We're ready to go along only if Wren leads the project.

### **On condition that**

We'll keep the factory open on condition there are no more strikes.

### **Unless**

They won't let us import the machine, unless we can prove we need it.

### **Provided**

The product is guaranteed, provided you make regular use of it.

### **As long as**

We will accept as long as you sign all the papers today.



## 93. REPEAT IN OTHER WORDS

**In other words**

In other words, he is not fit enough to run the business.

**What I mean is**

What I mean is that production can't increase without overtime.

**What I'm trying to say**

What I'm trying to say is that, unfortunately, we'll have to pay a fine

**What I wanted to explain**

What I wanted to explain was that the auditors were misinformed.

**Let me put this another way**

Let me put this another way: you are not welcome in this club.

## 94. CHECK UNDERSTANDING FORMALLY

**Do you understand?**

Do you understand what I mean?

**Do you know?**

Do you know what I'm saying?

**Can you see?**

Can you see what I'm trying to get at?

**Have I made that clear?**

Have I made that clear enough?

**Are you following?**

Are you following me?

## 95. CHECK UNDERSTANDING INFORMALLY

**Do you get the picture?**

Do you now get the picture? It's not so difficult after all.

**Are you with me?**

Are you with me? I thought you were not listening.

**Is it crystal clear?**

Is it crystal clear? You don't have any doubt, do you?

**Got it?**

Got it? It's very easy once you've heard the explanation.

**Have you figured it out?**

Have you figured it out? I can re-read the formula if you wish.

## 96. SHOW THAT YOU UNDERSTAND FORMALLY

**I see**

I see. First you lift the lever and then you turn the knob.

**I understand**

I understand. Assets and liabilities must all add up.

**That's clear**

That's clear, Susanne. No need to repeat it.

**I get it**

I get it. Algebra's so logical.

**I've grasped**

I've grasped the explanation from beginning to end.

## 97. SHOW THAT YOU UNDERSTAND INFORMALLY

**I follow you**

I follow you. It isn't very hard.

**I get the picture**

I get the picture. You walk in first and I'll go in afterwards.

**Understood**

Understood. What's next?

**I catch it**

I catch it. It isn't difficult at all.

**Clear**

Clear as water. Let's go on.

## 98. SHOW THAT YOU DON'T UNDERSTAND FORMALLY

**I don't understand**

Sorry, I don't understand anything you say.

**What do you mean?**

What do you mean when you say time is just another dimension?

**I can't follow you**

I can't follow you. Could you speak more slowly, please?

**I'm not sure I get what you mean**

I'm not sure I get what you mean. Is branding part of promotion?

**Let me check if I heard you correctly**

Let me check if I heard you correctly. Jack is selling his company?

## 99. SHOW THAT YOU DON'T UNDERSTAND INFORMALLY

**I don't get it.**

I don't get the advantage. What makes it different to ours?

**I'm not following you**

I'm just not following you. I always get lost when you speak about rugby.

**What was that?**

Sorry, what was that? I wasn't paying attention.

**I can't get the hang of**

I can't get the hang of this game. Bridge is so complicated!

**It's double Dutch to me**

It's double Dutch to me. You'd better explain it to Pauline.

## 100. GIVE INSTRUCTIONS - START

**Before beginning**

Before beginning make sure the mains are turned off.

**The first step**

The first step is find out where the short-circuit happened.

**I would start by**

I would start by analysing the charts.

**We'll set off**

We'll set off by working at the far end of the garden.

**To begin with**

To begin with, write a business plan.

## 101. GIVE INSTRUCTIONS - CONTINUE

**After that**

Immediately after that you should ask for an appointment with Dr Thayne.

**The following stage**

The following stage is to make sure you have enough cash.

**The next thing**

The next thing will be to ask Horace to help you.

**Once you've**

Once you've gone through the first step you must tackle the second one.

**When that is over**

When the introduction is over you'll be ready to continue with the rest.

## 102. GIVE INSTRUCTIONS - FINISH

**The last stage**

The last stage is the easiest.

**At the end**

At the end you should check that the cables are well connected

**To finish**

To finish you just need to turn the switch on.

**The closing step**

The closing step is the easiest. Just lock the latch.

**We'll wrap up**

We'll wrap up the whole process by resetting the system.

## 103. INTRODUCE GOOD NEWS

**I am delighted**

I am delighted to inform you that you've won the first prize.

**It's a pleasure**

It's a pleasure to announce that ClaraVision will be our new ad agency.

**You'll be thrilled**

You'll be thrilled to hear that Gretel is returning next week.

**I'm very pleased**

I'm pleased to let you know that our company has grown substantially.

**I have good news**

I have good news. Hopper has accepted our proposal!

## 104. INTRODUCE BAD NEWS FORMALLY

**We regret to**

We regret to inform you that your programme has been discontinued.

**I'm sorry**

I'm sorry but I have to let you know that we will not participate.

**I'm afraid it**

I'm afraid it won't be possible for us to finance your venture.

**Unfortunately**

Unfortunately we are not allowed to take on such high risk.

**After careful consideration**

After careful consideration we have decided not to publish your novel.

## **105. INTRODUCE BAD NEWS INFORMALLY**

**I have some bad news**

I have some bad news for you. Hans is leaving.

**I hate to tell you**

I hate to tell you this, but they've given your project to Enid.

**I don't know how to say**

I don't know how to say this, but Heather insisted I should.

**I feel sorry**

I feel sorry but there's little we can do.

**It's a shame**

It's a shame but nobody will be there to receive you.

## **106. EXPRESS CONDOLENCE**

**I was sorry to hear**

I was sorry to hear about Mr Sloan. He will be missed by all of us.

**I'd like to extend my sympathy**

I'd like to extend my sympathy to you and to your family.

**We were sad to learn**

We were sad to learn that Mrs Finn passed away.

**I'd like to express my bereavement**

I'd like to express my bereavement for the loss of such a valued person.

**My condolence**

Our condolence over the death of such an esteemed member of your team

## 107. COMPLAIN STRONGLY

**I'd like to file a complaint**

I'd like to file a complaint with your manager.

**I'm not satisfied**

I'm not at all satisfied with your attitude.

**We deserve better**

We deserve a better service.

**I'm not used to**

I'm not used to such impolite behaviour.

**I'm sorry to have to**

I'm sorry to have to say this, but food today wasn't good at all.

## 108. COMPLAIN LESS STRONGLY

**I don't want to sound critical but**

I don't want to sound critical but your employees should be better trained.

**I'm sorry to bother you**

I'm sorry to bother you but I must tell you something you won't like.

**Excuse me if I seem out of line**

Excuse me if I seem out of line but I think you should change your attitude.

**There may be a misunderstanding**

There may have been a misunderstanding. I said *ham*, not *jam*!

**Don't get me wrong**

Don't get me wrong but I do believe you should improve the packaging.



## 109. REPLY TO A COMPLAINT

**We are sorry**

I'd like to say we are sorry for the inconveniences. Here's your refund.

**I'd like to apologise**

I'd like to apologise for Jim's behaviour. We will take disciplinary action.

**I regret**

I regret to inform you that we cannot return your money.

**We'll do our best to settle the matter**

We'll do our best to settle the matter to your satisfaction, sir.

**We'll solve this affair**

We'll solve this affair once and for all. Please come with me.

## 110. EXPRESS SOMETHING SURE

**Surely**

This will surely happen.

**Definitely**

Daphne will definitely replace Ethel next month.

**Without any question**

There is no question that Dynacore will be taken over by Riversoft.

**Doubtlessly**

The building will doubtlessly be finished this November.

**Certainly**

We will certainly increase our turnover within the next quarter.

## 111. EXPRESS SOMETHING PROBABLE

**Probably**

It will probably take place next summer.

**Likely**

The festival is not likely to happen.

**It seems**

It seems that Sean will be joining us after all.

**Apparently**

Apparently the prototype will be ready by Monday.

**On the face of it**

On the face of it, everything seems to be running smoothly.

## 112. EXPRESS SOMETHING POSSIBLE

**Possible**

It is, of course, possible to give you a discount if you increase volume.

**Conceivably**

Can we conceivably believe that you will not make another mistake, Tom?

**Feasible**

The project is perfectly feasible. We only need financing.

**Viable**

We do agree that it is viable. Now, is it possible with only three men?

**Doable**

The plan is doable. Ask Mr Danton, who has all the figures.

## 113. EXPRESS SOMETHING IMPROBABLE

**Improbable**

It is improbable that she will finish before the deadline.

**Doubtful**

Success seems doubtful. Who would back this adventure anyway?

**Unlikely**

A deal looks unlikely. Neither party wants to give in.

**I have my doubts**

I have my doubts about this business ever happening.

**I'm unsure**

I'm unsure. There are less than thirty percent chances of winning.

## 114. EXPRESS SOMETHING IMPOSSIBLE

**Impossible**

It's impossible for Greg to arrive on time. His plane is delayed in Paris.

**Undoable**

This project is just undoable. Who drew the plans?

**Out of the question**

Buying a new car is out of the question. Why don't we lease one?

**Unreachable**

The goals Rachel set are unreachable.

**Unattainable**

Total quality will be unattainable without a well-trained workforce.

## 115. ADD FURTHER INFORMATION

**In addition**

In addition, I'd like to mention that Sara's generally right.

**We might also**

We might also deduce that bonuses will be affected too.

**As well**

Corn, as well as wheat, is produced in Brazil.

**Furthermore**

Furthermore, they insisted we should join them.

**Moreover**

Moreover, the fine must be paid within seven days.

## 116. PROVIDE MORE DETAIL

**To elaborate**

To elaborate on what Ms Finch exposed we will use a chart.

**Here I have further information**

Here I have further information. As you see, the weather has changed.

**Let me expand**

Let me expand on Robbie's plan. It will entail a drastic change.

**Let me tell you a little more**

Let me tell you a bit more about Dynacore. They're not so reliable.

**What's more**

What's more, ClaraVision will also promote our merchandise.

## 117. GENERALISE

**On the whole**

On the whole, we can't really say A is better than B.

**In general**

In general people prefer longer, less expensive holidays.

**By and large**

By and large, the process was successful.

**All things considered**

All things considered, the match didn't turn out so badly.

**Broadly speaking**

Broadly speaking, women follow fashion more closely than men do.

## 118. DESCRIBE CURRENT PROJECTS

**We are working on**

We're now working on the new model.

**We have started the process of**

We have started the process of designing another prototype.

**The projects under development**

The projects under development are secret so we will not discuss them.

**We are involved in**

We are already fully involved in phase B.

**We remain occupied with**

We remain occupied with the installation of the wiring system.

## 119. DESCRIBE FLUCTUATION

**Fluctuate**

Stock prices fluctuated throughout the session.

**Unstable**

The system is unstable and it might crash any minute.

**Irregular**

Growth patterns are irregular in Europe.

**Erratic**

His behaviour is erratic. He's happy one day and sad the next.

**Vary**

Figures vary all the time. It's impossible to draw a working model.

## 120. DESCRIBE STABILITY

**Stable**

Prices will be stable for the whole season.

**Remain unchanged**

Nothing remains unchanged for very long.

**Steadily**

If we are lucky, sales will move steadily for the next couple of months.

**Constant**

If the number of unemployed people remains constant we will face trouble.

**The same**

Things are the same as one year ago. Does nothing ever change here?

## 121. DESCRIBE INCREASE

**Increase**

Salaries should increase according to productivity.

**Improve**

Sales have improved and reached almost a million.

**Raise**

The government need to raise taxes to lower the deficit.

**Rise**

If inflation rises we will need to raise our prices.

**Go up**

The rates will not go up until the Central Bank decides they should.

## 122. DESCRIBE GRADUAL INCREASE

**Accumulate**

We have accumulated around ten percent.

**Escalate**

Costs have escalated by a very small factor.

**Accrue**

Interest has accrued in my savings account.

**Grow**

The economy will grow this year.

**Develop**

Sales have developed more slowly than we had expected.

## 123. DESCRIBE SUDDEN INCREASE

**Boost**

The advertising campaign boosted donations by twenty percent.

**Shoot up**

The cost of raw materials has shot up because of the increased demand.

**Spring up**

Absenteeism always springs up when there's an epidemic of flu.

**Surge**

Interest rates surged to twenty-five percent because of inflation fears.

**Multiply**

We need to multiply output by two within the next semester.

## 124. DESCRIBE FALL

**Fall**

The accident rate fell substantially the last decade.

**Decline**

No one can stop the decline of newspaper advertising.

**Descend**

When will the cost of steel descend?

**Climb down**

Profits will continue to climb down if we don't control expenses.

**Decrease**

The decrease in productivity is due to mismanagement.



## 125. DESCRIBE GRADUAL FALL

**Diminish**

If we diminish the amount of this component we might get a better mixture.

**Weaken**

Demand will surely weaken once everyone's heard the news.

**Shrink**

Advertising income will continue to shrink in the near future.

**Wane**

Robert's influence in the company will wane once people get to know him.

**Slip**

Why did revenue slip in the third quarter?

## 126. DESCRIBE SUDDEN FALL

**Dive**

If the price of copper dives further we'll be out of business.

**Plunge**

Look at the curve. Deliveries plunged in May but recovered in December.

**Plummet**

Our reputation will plummet if the press find out that we made a mistake.

**Sink**

Can fees sink any deeper? I don't think so.

**Collapse**

The market has collapsed and it won't improve for a while.

## 127. DESCRIBE HYPOTHETICAL SCENARIOS

**If we choose**

If we choose option A we could face problems with the workforce.

**If you select**

If you select the second alternative I'll leave the company.

**By picking**

By picking Model H instead of X we'll assure a supply of spare parts.

**If we go with**

If we go forward with Joel's proposal we might face trouble later on.

**Opting**

Opting for any of the alternatives would be much better than doing nothing.

## 128. TALK ABOUT CAUSES

**Caused by**

The decrease in productivity was caused by lack of innovation.

**Result from**

The fall in passengers resulted from a misguided marketing policy.

**Due to**

Our failure was due to disorganization.

**Conclusion**

Her success was the logical conclusion of hard work.

**Bring about**

The change was brought about by our mistakes last year.

## 129. TALK ABOUT CONSEQUENCES

**Lead to**

The rise in sales led to more R&D.

**Result in**

Our failure resulted in the loss of the contract.

**Mean that**

Rachel's decision to fire David means that I have to work harder.

**Imply that**

If she arrives late every day it implies that she's not happy with her job.

**Entail that**

Lengthening the lunch hour will entail hiring at least one more worker.

## 130. WARN ABOUT CONSEQUENCES

**Unless we**

The company won't survive, unless we stop the problem now.

**If we don't**

If we don't audit our accounts we will face problems with the shareholders.

**Only if**

I'll give you both my support only if you promise to solve your differences.

**Watch**

Watch your cash flow and be careful with bank clearing dates.

**Otherwise**

She needs to be there today. Otherwise, we'll lose the contract.

## 131. CONVINCE

**I'm convinced**

I'm convinced this is the best way to do it.

**I assure you**

I assure you our machine will work in every type of weather.

**There is no doubt**

There are no doubts Sandra is the best candidate.

**You have my personal guarantee**

You have my personal guarantee this will not happen.

**I'd like to reassure you**

I'd like to reassure you. Every aspect of the operation has been revised.

## 132. DESCRIBE ADVANTAGES

**It will help you**

This programme will help you keep your accounts more easily.

**It will improve**

The stationary bicycle will improve your health.

**The benefits are**

The benefits to the company are twofold: lower cost and better yield.

**It will allow you**

Our cleaning service will allow you to have every morning to yourself.

**It stands out**

The GRS stands out among its competitors because it's less noisy.

## 133. GET PEOPLE TO ACT

**Now's the time to apply**

Now's the time to apply what we have learnt.

**We'd better move before**

We'd better move before the competition does.

**Let's get going**

Let's get going. Time is golden.

**We must act now**

We must act now if we want immediate results.

**Tomorrow will be too late**

Tomorrow will be too late. Today is the beginning of a new life.

## 134. PROPOSE SOLUTIONS

**Maybe we should**

Maybe we should call Gerald

**How about**

How about setting up a meeting with their purchasing department?

**Why don't you**

Why don't you call the help line?

**The best way is to**

The best way to find a job is to look for one!

**I would**

I would change your old computer for a newer one.

## 135. EXPLORE OPTIONS

**Let's look at**

Let's look at option A.

**Why don't we consider?**

Why don't we consider Nina's suggestion?

**What about?**

What about this last alternative? Shall we review it?

**We have several choices**

We have several choices. Managua, Shanghai or Hanoi.

**We could either**

We could either invest in gold or silver.

## 136. PROPOSE WHAT IS NEEDED

**You might need**

You might need an architect to sign the blueprints.

**It would be a good idea**

It would be a good idea to take a couple of spare ropes.

**It might be better**

It might be better to include a colour photograph along with the letter.

**You would better**

You'd better add another person to the team.

**You shouldn't forget**

You shouldn't forget to carry your passport.

## 137. REQUEST WHAT IS NEEDED

**We need**

We need at least \$10,000 for the next round of financing.

**We can't do without**

We can't do without Edith. She's our leader!

**It is essential**

Working all night is essential. We won't meet targets otherwise.

**It is compulsory**

Wearing a tie is compulsory at this office.

**We require**

We require a deposit of at least twenty percent of the final price.

## 138. SUGGEST STRONGLY

**You should**

You should just sell the whole division!

**You must**

You must act now if you don't want to regret it later.

**You ought to**

You ought to take disciplinary measures.

**You'd better**

You'd better listen to my advice.

**I suggest**

I suggest you deposit our money immediately.

## 139. SUGGEST GENTLY

**I guess you might**

I guess you might be better off without her.

**Why don't we try?**

Why don't we try to find another supplier?

**Maybe we should**

Maybe we should cut R&D spending.

**We could**

We could attempt to call her. She might be available now.

**How about**

How about only translating the introduction?

## 140. SUGGEST PREFERENCE

**I'd rather**

I'd rather buy a Harley Davison than a Kawasaki.

**I prefer**

I prefer to invest in gold.

**I would favour**

I would favour Owens's proposal over Richard's.

**As opposed to**

I'd open a branch in Vietnam as opposed to one in Cambodia.

**I'm keener on**

I'm keener on reducing bonuses than on firing people.



## 141. SUGGEST AN ALTERNATIVE

**Not everything has been said**

Not everything has been said. We also need to consider wind power.

**There's another alternative**

There's another alternative: not doing anything.

**The third possibility**

The third possibility implies a more drastic change.

**Other options**

Other options include sowing wheat, corn or barley.

**No one thought of**

No one thought of relocating the office to Monterrey. Why?

## 142. ACCEPT SUGGESTIONS

**We accept**

We accept your conditions, Mr McCoy.

**We have chosen**

We have chosen Betty's specifications because they suit the product.

**We have selected**

We have selected the second paragraph only.

**We will adopt**

We will adopt the necessary measures, as proposed in the last meeting.

**We'll go along with**

We'll go along with your plan, Lucca. I hope it works out!

## 143. DISCARD SUGGESTIONS

**We eliminate**

We've decided to eliminate the fifth clause. It's too problematic.

**We have rejected**

We have rejected all solutions put forward. What shall we do now?

**We must rule out**

We must rule out the expansion plan for the moment.

**We refuse**

We'll refuse any idea that implies noncompliance with the law.

**We discard**

We discard buying another truck. One is more than enough.

## 144. EXPRESS AN OPINION FORMALLY

**We consider**

We consider Tonga to be a safe destination for our cruisers.

**It is our view**

It is our view that only research can bring success to this laboratory.

**My opinion is**

My opinion is clear. It's either her or me.

**I am convinced**

I am convinced of Dynacore's trustworthiness,

**We are certain that**

We are certain that the new variety of maize will yield higher crops.

## **145. EXPRESS AN OPINION LESS FORMALLY**

### **The way I see it**

The way I see it, Wayne should have never confronted his boss.

### **I think**

I think you're all wrong in your forecasts.

### **I believe**

I believe computers will never replace handheld calculators.

### **I would say**

I would say Champagne has a wider market than Cava.

### **It seems that**

It seems that we'll have to reprimand Mr Banks. He's late again!

## **146. COMMENT ON AN OPINION**

### **Regarding what**

Regarding what you say, I want to add we will never allow discrimination.

### **On hearing your words**

On hearing your words I recalled what our Chairman used to repeat.

### **Your point of view**

Your point of view is only shared by a few.

### **Her ideas**

Her ideas lack accuracy. Approximate figures? We need exact figures!

### **I'd like to make a comment**

I'd like to make a comment on your opinion.

## 147. SUPPORT YOUR IDEAS WITH EXAMPLES

**Let me illustrate**

Let me illustrate this with a picture of the product.

**For example**

For example, John couldn't start the engine last Friday.

**For instance**

Any liquid – water for instance – can be used to dilute this powder.

**Let me show you a real**

Let me show you a real situation. Here you'll see Will using the product.

**Here's a case in point**

Here's a case in point. AST needed a designer and we found one for them.

## 148. SUPPORT SOMEONE

**I agree**

I agree with Damian. Let's close the deal.

**I recommend**

I recommend we follow Stuart's option.

**See eye to eye**

We all see eye to eye with each other. Good.

**Have the same opinion**

I have the same opinion as McAllister.

**Share point of view**

I do share your point of view, Mr Page.

## 149. SUPPORT ON CONDITION

**My initial reaction is favourable**

My initial reaction is favourable. However, we need to know Al's opinion.

**Putting aside some reservations, I'd**

Putting aside some reservation related with terms of payment, I'd agree.

**I'll support it on condition**

I'll support your plan on condition you get at least two more investors.

**I would share**

I would have shared your idea if you had already checked it out.

**Only when**

I'll recommend your program only when we see the details.

## 150. CHALLENGE AN OPINION

**I wonder if that is justified**

I wonder if that is justified in light of the latest events.

**I don't think you've taken it into account**

I don't think you've taken VAT into account.

**Have you considered?**

Have you considered the implications of all this?

**What if?**

What if the government changes?

**I'd like to question**

I'd like to question your estimate. Is it one-hundred percent reliable?

## 151. DENY SUPPORT POLITELY

**Initially it seemed a good idea but**

Initially it seemed a good idea but I think we need to think more about it.

**I'm not sure**

I'm not so sure about the feasibility of the project.

**I'm not totally convinced**

I'm not totally convinced we can do it with today's technology.

**It's not certain**

It's not certain that it will work immediately, is it?

**I'm not absolutely confident**

I'm not absolutely confident. Have you done any more research?

## 152. DENY SUPPORT LESS POLITELY

**I would eliminate**

I would eliminate options nine and ten. They're a waste of time.

**We should reject**

We should reject Wanda's scheme to gain market share. It's dishonest.

**We must rule out**

We must rule out Vanessa's idea. We just don't have the money.

**We ought to discard**

We ought to discard buying Dynacore. The board won't approve it.

**Let's refuse**

Let's refuse any option that implies breaching the law.

## 153. RECOMMEND A PERSON OR FIRM

### **Recommend**

I can surely recommend Clara Vison. They're a reliable agency.

### **Put in a good word**

Of course I can put in a good word for Kate. She is a brilliant teacher.

### **Say good things**

I can only say good things about DT. It's an excellent detergent.

### **Vouch for**

Yes, I'll vouch for Jacqueline. Why do you want to know about her?

### **Endorse**

Yes, I'm ready to endorse Miss Low. She's an exemplary worker.

## 154. RECOMMEND AN ACTION

### **We urge you to**

We urge you to continue with the programme.

### **We recommend you**

We recommend you prepare your managers for a shakeout.

### **We think you should**

We think you should confront gossip with facts.

### **You ought to**

You ought to conduct quality audits every year.

### **If I were you**

If I were you I'd keep my mouth shut.

## **155. DESCRIBE A PRODUCT**

### **Let me describe**

Let me describe our latest engine.

### **Can I tell you?**

Can I tell you about our school's services? We teach English.

### **Here you can see**

Here you see why we call the TXR our star drier.

### **This model**

This particular model was designed by our people in Geneva.

### **It is priced**

It is priced at \$ 3,499 and we pay for shipping!

## **156. DESCRIBE FEATURES OF A PRODUCT**

### **It is made of**

It is made of wood and aluminium.

### **It features**

The team features two Nobel Prize winners.

### **It comes with**

It comes with a calculator and a pocket translator.

### **It measures**

It measures ten feet in width, two in height and one in depth.

### **It weighs**

It weighs close to a ton.



## 157. REFER TO WHAT HAS BEEN SAID

**If we go back**

If we go back to the chart we'll see how fabric design has changed.

**As I said before**

As I said before, it's never too late to start exercising.

**Returning to point one**

Returning to point one, fixed assets are undervalued in your accounts.

**As has already been mentioned**

As has already been mentioned, we cannot guarantee supply.

**As you no doubt remember**

As you no doubt remember, we started this chat with a quote by Drucker.

## 158. SUMMARISE

**To sum up**

To sum up, we are in deep trouble.

**To recapitulate**

To recapitulate, this has been our best year ever.

**The conclusion is**

The conclusion is that all our efforts have finally proven successful.

**In a few words**

In a few words, Karen would like to congratulate you all.

**It all boils down**

It all boils down to a simple truth: money brings money.

## 159. FINISH A SPEECH

**I'd like to conclude**

I'd like to conclude by thanking everyone.

**Let me end**

Let me end by reminding you that we are at the top because of your work.

**I'll finish**

I'll finish with the words of Julius Caesar: "Veni, vidi, vici".

**Finally**

Finally, I want to say I'm delighted to have had the chance to meet you.

**To conclude**

Before concluding, I'd like to invite Alice to say a few words.

## 160. CLOSE A MEETING

**That's all**

Well, that's all for today. Any comments?

**Could we make a decision right away?**

Could we make a decision right away? I'm hungry!

**We'll have to leave it for now**

We'll have to leave it for now. I have another appointment.

**Time to finish!**

Time to finish! Does anyone need a ride back to the hotel?

**Shall we call it a day?**

Shall we call it a day? We can adjourn the meeting till tomorrow.

## 161. CLOSE A CONVERSATION

**It's been nice to talk**

It's been nice to talk to you, Alexandra.

**I enjoyed meeting you**

I really enjoyed meeting you, Mr Brown.

**I have to leave**

I'm afraid I have to leave now. I'm double-parked!

**We have to move on**

We have to move on, sorry!

**It's getting late**

It's getting late. We should be going home now.

## 162. SAY THANKS

**Thanks**

Thanks for everything.

**Thank you**

Thank you for your kind cooperation.

**I'm thankful for**

I'm thankful for all your efforts.

**I appreciate**

I appreciate your interest in my situation.

**I'm grateful for**

I'm grateful for your support in securing the bank loan.

## 163. THANK PEOPLE FOR COMING

**Thank you**

Thank you for coming.

**It's been a pleasure**

It's been a pleasure to meet you.

**I've been delighted to**

I've been delighted to be able to speak to you.

**I'd like to show my thanks**

I'd like to show my thanks by inviting you to my house for drinks.

**I have enjoyed**

I have enjoyed your company today.

## 164. THANK FOR LETTING YOU SPEAK

**Thank you, John.**

Thank you, John. I want to stress on the fact Jo is irreplaceable.

**Thanks for allowing me**

Thanks for allowing me to speak at this forum.

**Thanks for calling on**

Thanks for calling on me. It's a great chance to share my ideas.

**I appreciate the opportunity to address**

I appreciate the opportunity to address such a distinguished group.

**It's a pleasure to**

It's a pleasure to be able to talk about the MX project.

## 165. USE THESE WORDS WHEN YOU NEED TIME TO THINK

|                               |                                  |                          |
|-------------------------------|----------------------------------|--------------------------|
| Really<br>Of course<br>Surely | Well<br>Undoubtedly<br>Certainly | Clearly<br>OK<br>Luckily |
|-------------------------------|----------------------------------|--------------------------|

### **Really, well & clearly**

**Really**, I don't know what to say about, **well**, Lee is **clearly** wrong.

### **Of course, undoubtedly & OK**

**Of course**, I **undoubtedly** believe that, **OK**, we need to change.

### **Surely, certainly & luckily**

**Surely, certainly**, education needs to improve though, **luckily**, not at this school.

## 166. USE THESE PHRASES WHEN YOU NEED TIME TO THINK

### **That's an interesting question**

Well, that's an interesting question. Tom, would you care to answer it?

### **I'm glad you asked that**

I'm certainly glad you asked that. What do *you* think?

### **You've raised an important point**

Undoubtedly, you have raised a very important point.

### **That is a complex issue**

That is a complex issue. Luckily we have an expert here. Linda?

### **Let me tell you that**

Let me tell you that you are clearly on the right way.

## **167. OFFER HELP FORMALLY**

**Is there anything I can do?**

Is there anything I can do for you?

**Would you like some help?**

Would you like some help with the setup?

**May I offer my assistance?**

May I offer my assistance? I do have experience with foreign trade.

**If we can aid you**

If we can aid you in any way we will.

**I'm at your disposal**

I'm at your disposal. Just tell me what you need.

## **168. OFFER HELP LESS FORMALLY**

**Shall I help you?**

Shall I help you? Here, give me those boxes.

**Do you need any assistance?**

Do you need any assistance with the wiring?

**Just ask if you**

Just ask if you want anything.

**Can I lend you a hand?**

Can I lend you a hand with the wheelbarrow?

**We would be happy to**

We would be happy to help you anytime.

## **169. REPLY YES TO AN OFFER OF HELP**

**That would be great**

Thanks, that would be great.

**Much obliged**

Thank you, much obliged.

**It is so kind**

Thanks, it's so kind of you to offer.

**I'm grateful**

Thanks, I'm grateful for your help.

**I appreciate it**

Thank you, I appreciate your collaboration.

## **170. REPLY NO TO AN OFFER OF HELP**

**I'm OK**

Thanks but I'm OK.

**I'll call you if I need**

Thanks. I'll call you if I need anything.

**Not for the moment**

Thanks, not for the moment.

**I think I'll manage**

Thank you. I think I'll manage by myself.

**There's no need**

There's no need. Thank you anyway.

## **171. REPLY YES TO A REQUEST FOR HELP**

**Of course**

Of course. What do you need?

**No problem.**

No problem. Where shall I push?

**Sure**

Sure. It's always a pleasure to help you.

**I'd be glad to**

I'd be glad to be of assistance. What is the problem?

**My pleasure**

My pleasure, Madam. Are these the boxes you need to lift?

## **172. REJECT A REQUEST FOR HELP POLITELY**

**I'm busy now**

Sorry, I'm busy right now.

**I'm afraid I can't**

Sorry, I'm afraid I just can't.

**I wouldn't be of much assistance**

Sorry, I wouldn't be of much assistance. I can't understand computers.

**It's out of my reach**

Sorry, this is out of my reach. You need someone who's taller.

**I'd like to but I can't see how I can**

I'd like to but I can't see how I can be of any help. Sorry!



## 173. REJECT A REQUEST FOR HELP LESS POLITELY

**No**

No. I'm not your servant!

**No way**

No way. You never help *me*.

**Forget it**

Forget it. I won't do it.

**Why should I?**

Why should I? It's none of my business.

**Not in a hundred years**

Not in a hundred years. You got into it alone; you get out of it alone!

## 174. REPLY YES TO A REQUEST TO BORROW

**My pleasure**

My pleasure. How much do you need?

**Sure, go ahead**

Sure, go ahead. Here are the keys for the Jeep.

**Help yourself**

Help yourself. Which tools will you need?

**Of course**

Of course. Just make sure you return everything in order.

**No problem**

No problem. Ask Sam to give you one.

## 175. REPLY NO TO REQUEST TO BORROW

**I need it myself**

Sorry, I need the van myself.

**I am not allowed to**

Sorry, I am not allowed by IT to lend my computer to anyone.

**We don't have**

I'm sorry but we don't have what you need.

**It's against regulations**

Sorry, it's against regulations for tools to leave the workshop.

**I'm afraid I can't afford**

I'm afraid I can't afford to lend you any money. I'm also broke!

## 176. REPLY EVASIVELY

**It's rather hard**

It's rather hard to decide on that right now.

**I'm afraid**

I'm afraid we do not have enough information yet.

**I'm in no position to**

Unfortunately I am in no position to comment on that issue.

**It's a secondary matter**

I believe this is a secondary matter. The actual problem lies in Mumbai.

**We don't have enough time**

I don't think we have enough time to deal with that today.

## 177. REPLY YOU DON'T KNOW

**I don't know**

I'm sorry but I just don't know what you are talking about.

**I can't tell**

I'm afraid I can't tell the difference between a lion and a lioness.

**I can't answer**

Unfortunately I can't answer that question. I do not have authorization.

**It's not within the scope**

Your question is not within the scope of this meeting so I can't reply.

**I am not allowed**

I am not allowed to discuss salaries in public.

## 178. REPLY YOU'LL ANSWER LATER

**Can I get back to you?**

Can I get back to you on that? I have to check some facts.

**We'll come to that later**

We'll come to that later, when Hank makes his presentation.

**Can we save that until?**

Can we save that till this afternoon? I'll have more time then.

**We'll tackle it**

We'll tackle the advertising budget in our next meeting.

**Let's leave that**

Let's leave that for the time being. We have more urgent matters today.

## **179. INVITE SOMEONE FORMALLY**

**Would you like to?**

Would you like to visit the factory workshop?

**Are you free on?**

Are you free on Monday? I know a fantastic restaurant.

**I'd like to invite you to**

If you have time, I'd like to invite you to our presentation.

**Would you care to join?**

Would you care to join us for drinks tonight?

**We'd be delighted**

We'd be delighted to have you as a guest at our weekend cottage.

## **180. INVITE SOMEONE LESS FORMALLY**

**Do you want?**

Do you want to go for a coffee?

**How about?**

How about a glass of wine down at the bistro?

**What do you say to?**

What do you say to dinner and a movie tonight?

**Would you come along?**

Would you come along if we organised a skiing trip?

**Why don't we?**

Why don't we quit work now and take a stroll in the park?

## **181. ACCEPT AN INVITATION FORMALLY**

### **That would be wonderful**

That would be wonderful, thank you very much.

### **It sounds perfect**

It sounds perfect. Will casual clothes be fine?

### **How kind**

How kind of you. Of course we'll be there.

### **I'd be delighted**

I'd be delighted to accompany you.

### **It's so nice**

It's so nice of you to ask. Of course I'm coming.

## **182. ACCEPT AN INVITATION LESS FORMALLY**

### **Sounds good**

Sounds good. Shall I bring the wine?

### **I'd love to**

Sure, I'd love to come to the concert.

### **Good idea**

OK, good idea. Can I also ask Sam?

### **All right**

All right. Is half-past eight fine?

### **Great**

Great. I'll wear my new dress.

## **183.     DECLINE AN INVITATION FORMALLY**

**I don't think**

I don't think I'll be able to come. Sorry!

**Thanks for asking but**

Thanks for asking but I just can't handle Thursday evening.

**I'm already committed**

Sorry but I'm already committed. There's a trade fair I have to attend.

**I have a previous engagement**

Unfortunately I have a previous engagement. Would Friday be fine?

**It doesn't suit me**

Sorry but next week doesn't suit me right. Could we leave it for later?

## **184.     DECLINE AN INVITATION LESS FORMALLY**

**Can't make it**

Can't make it, sorry!

**I'd rather not**

I'd rather not. I can't stand ballet.

**No can do**

No can do; I have a wedding on Saturday.

**It's impossible**

It's impossible. I'm fully booked.

**It's out of the question**

It's out of the question. I'm not at all interested in dating Hubert.

## **185.      THANK AFTER AN INVITATION**

### **Thanks for your hospitality**

Thanks for your hospitality. You made us feel at home.

### **I enjoyed**

I enjoyed the party. Thanks a lot!

### **It was wonderful**

It was wonderful to be here. Thank you.

### **What a pleasure**

What a pleasure it was to have dinner at your club. Thank you so much!

### **I loved**

I loved seeing you all. Thank you for a delightful night.

## **186.      GRANT PERMISSION**

### **Sure**

Sure. You're free to do as you wish.

### **Fine**

Fine. Just be careful with the machinery when you walk by.

### **Go ahead**

Go ahead. Smoking is permitted here.

### **No problem**

No problem. Just tell the warehouse manager I gave you permission.

### **Help yourself**

Help yourself. How many nails do you need?

## 187. DENY PERMISSION

**Sorry but no**

Sorry but we won't let you wear a bathing suit in the dining room.

**I can't let you**

I just can't let you through.

**The answer is no**

The answer is definitely no.

**We can't give you permission**

Regrettably, we can't give you permission to fly out on Monday.

**We'll have to deny**

I'm afraid we'll have to deny authorisation to work at night.

## 188. APOLOGISE

**I'm sorry**

I'm sorry. It won't happen again.

**Please accept my apologies**

Please accept my apologies. I wasn't paying attention.

**I didn't mean to**

I'm sorry. I didn't mean to call you a fool, Ms García.

**I regret**

I regret having you sent to Moldavia, Steven. Will you ever forgive me?

**I would like to apologise**

I would like to apologise for our company's lack of transparency.





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## 189. PROHIBIT

### **Prohibit**

Smoking is prohibited in the whole building.

### **Ban**

Guns should be banned in this county.

### **Forbid**

It is forbidden for the staff to discuss company matters outside the office.

### **Not allow**

I'm afraid we are not allowed to wear jeans at work.

### **Not permit**

Regulations state that dogs are not permitted at the hospital premises.

## 190. CONGRATULATE

### **Well done!**

Well done! I'm sure you'll be a brilliant ambassador.

### **Congratulations**

Congratulations on your promotion to division manager.

### **I'm happy to**

I was happy to hear that the deal went through.

### **You're the best!**

You're the best! No one could have done it better than you.

### **I'd like to compliment**

I'd like to compliment you on this year's results. They're excellent.

## 191. REPRIMAND

### **Unfortunately I have to tell you off**

Unfortunately I have to tell you off. Your work is substandard.

### **We are not satisfied**

We are not satisfied with your performance, Samuel.

### **Reprimand**

Reprimands for unauthorised strikes will involve suspensions.

### **I am disappointed**

I am disappointed at your behaviour. We'll take disciplinary measures.

### **No one is pleased**

No one is pleased with the results and you are all to blame.

## 192. GIVE A VERBAL ORDER

### **Would you please?**

Would you please call Cynthia?

### **Could you?**

Could you replace Lola until Wednesday?

### **Would you mind?**

Would you mind coming to my office now?

### **Please**

Please start the project as soon as possible.

### **Do it**

Do as I've told you.

## 193. TRANSMIT A VERBAL ORDER

**She has instructed us**

The boss has instructed us to finish our shift at six today.

**He has directed you**

Mr Carpenter has directed us to paint the wall blue.

**They've ordered you**

They've ordered *you* to prepare the presentation. I'm leaving now!

**He has commanded we should**

The captain has commanded we should wait here till he comes back.

**Say you should**

Belinda says you should bring her a cup of hot coffee and a muffin.

## 194. ACCEPT A VERBAL ORDER

**Of course**

Of course. When do you need it for?

**Will do**

Will do, madam. I'll start right now.

**No problem**

No problem. Where do you keep the tools?

**Certainly**

Certainly. I'd be delighted to head the team.

**Sure**

Sure. Is there anything else I can do for you?

## 195. REJECT A VERBAL ORDER

**No way**

No way. Look for someone else.

**Why should I?**

Why should I? It's not my job.

**Of course not**

Of course not. You're not my boss.

**I refuse to**

I refuse to work overtime. I'll contact the trade union.

**I will not do that**

I will not do that. It's dangerous.

## 196. BOOK

**Would you have that free?**

Would you have a meeting room free for tonight please?

**I'd like to book**

I'd like to book the hall for our Annual General Meeting.

**I'd like to reserve**

I'd like to reserve some booth space, if there's still any vacant.

**Could you set aside?**

Could you set aside stand eleven for us? I'll send you the deposit today.

**We would need**

We would need at least three thousand feet of floor space.

## **197. SET A DATE FOR THE NEXT MEETING**

**We'll meet you again**

We'll meet you again on Friday.

**See you next week**

See you next week. Same time, same place.

**I'll have my secretary schedule**

I'll have my secretary schedule another appointment for October.

**Sunday morning, then**

Sunday morning, then. We'll come by right after breakfast.

**It's all set**

It's all set then. Ten at night near the pier.

## **198. REFER TO FUTURE RELATIONSHIP**

**We look forward to**

We look forward to a successful relationship when you settle in China.

**It would be a pleasure**

It would be a pleasure to enter into a joint-venture with your company.

**I would be happy for**

I would be happy for any opportunity to supply your corporation.

**Our boss would be delighted**

Our boss would be delighted to do business with you.

**We are open**

We are fully open to any type of collaboration with your partnership.

## **199. EXPRESS YOUR WISH TO FOLLOW UP**

### **I'll give you a call**

I'll give you a call sometime after the convention.

### **Why don't I send you an e-mail?**

Why don't I send you an e-mail once a decision has been made?

### **I look forward to**

I look forward to seeing you again. Maybe in Taipei next year?

### **Let me give you my**

Let me give you my business cards. You can get hold of me at any time.

### **We'll keep in touch**

We'll keep in touch on Facebook.

## **200. MAKE AN APPOINTMENT**

### **I'd like to make an appointment**

I'd like to make an appointment with Captain Terrence.

### **I'd like to schedule a meeting**

I'd like to schedule a meeting with the boss. Is he in tomorrow?

### **Is she available?**

Is the lawyer available next Wednesday?

### **Does he have any opening?**

Does O'Sullivan have an opening this week? I only need five minutes.

### **Does she have any time?**

Does the engineer have any time today? I can handle most of the morning.

## 201. TALK ABOUT THE FUTURE

### **Our plans**

Our plans include buying another Airbus to start serving Yokohama.

### **I anticipate**

I do anticipate problems if the Minister continues with her policies.

### **We forecast**

We forecast two-digit inflation.

### **I expect**

I expect our department to be downsized after the merger.

### **I anticipate**

I anticipate a satisfactory Christmas campaign this winter.

## 202. WISH GOOD LUCK

### **Good luck**

Good luck and have lots of fun.

### **Hopes of the best**

Hopes of the best in your mission.

### **Our best wishes**

Our best wishes for success in your new career.

### **May it run well**

May the course run well.

### **Break a leg**

Break a leg! I'm sure you'll be superb at the performance tonight.

## **203. BRING UP A TOPIC**

### **Can I talk to you for a second?**

Can I talk to you for a second? Something needs our immediate attention.

### **Do you have a minute?**

Do you have a minute for me?

### **Got some time?**

Got some time? Sandra and I would like to thank you for what you did.

### **There's something I need to tell you**

There's something I need to tell you privately.

### **I'd like to have a word with you**

I'd like to have a word with you. There's a problem in Tower Seven.

## **204. OFFER SOMETHING**

### **Would you like some pie?**

Would you like some more apple pie? It's home made.

### **How about?**

How about a glass of wine?

### **What will you have?**

What will you have today, sir?

### **Can I get you anything?**

Can I get you anything else?

### **Would you care for?**

Would you care for some tea?



## 205. CONFIRM

**I would like to confirm**

I would like to confirm your appointment with Dr McCall.

**Could you please verify?**

Could you please verify if this source is reliable?

**Can this be corroborated?**

Can this information be corroborated?

**Can you assure?**

Can you assure me that this rumour is absolutely false?

**Is it firm?**

Is your order firm? We will need a deposit then.

## 206. NOTIFY

**I would like you to know**

I would like you to know that we've decided to change suppliers.

**We want to notify you**

We want to notify you that Celina Smith is no longer our representative.

**I have to inform you that**

I have to inform you that your project has been rejected.

**I have to give you notice**

I'll have to give my tenant notice to leave the flat by the end of May.

**It's my duty to tell you that**

It's my duty to tell you that we follow strict non-discrimination policies.

## 207. EXPLAIN

**I'd like to explain**

I'd like to explain what happened. The duct exploded and the oil escaped.

**Let me tell you why**

Let me tell you why I arrived late to the appointment.

**It happened because**

It happened because quality control is in the wrong hands.

**The reason is**

The reason for all the turmoil is that taxes have increased.

**It was caused by**

The mistake was caused by a faulty transmission line.

## 208. EXPLAIN THEY MUST WAIT

**He will be late**

The Doctor will be late today, unfortunately.

**It's delayed**

The plane is delayed in Boston because of a snowstorm.

**You'll have to wait**

You'll have to wait for at least an hour. There's a long queue.

**It'll only be a minute**

It'll only be a minute. He's just about to arrive.

**Can't say how long**

I'm afraid I can't really say how long this will take.

## 209. EXPLAIN THAT SOMEBODY'S NOT AVAILABLE

**He's not in**

Sam is not in today.

**He's not available**

Rebecca is not available now, I'm afraid.

**I can't see her at her desk**

I can't see Elizabeth at her desk. Do you wish to wait for her?

**He's busy**

He's busy at the moment.

**He will be out**

Don will be out the whole afternoon.

## 210. EXPLAIN YOUR JOB

**I work at**

I work at General Motors.

**I work in**

I work in the aviation business.

**I work for**

I work for the government. I collect taxes.

**My line of work includes**

My line of work includes selling houses and offices too.

**I'm a**

I'm an Economist. I've just joined the World Bank.

## 211. PLACE AN ORDER

**I'd like to place an order**

I'd like to place an order for twenty condensers.

**I'd like to purchase**

I'd like to purchase three tons of each metal.

**Do you have any in stock?**

Do you have any linseed oil in stock?

**Could we buy?**

Could we buy another tractor?

**Can you sell us?**

Can you sell us twenty dynamos and three rotors?

## 212. ACCEPT AN ORDER

**We are delighted**

We are delighted with your order. How much sugar do you need?

**Of course**

Of course. The delivery will be at your factory on Wednesday.

**Perfect**

Perfect. The total is €35,500 FOB.

**Fine**

Fine. I'll pass your order to our production department.

**Certainly**

Certainly. It's always a pleasure to work with you.

## **213. REJECT AN ORDER**

### **We can't take it**

Unfortunately we can't take your order. These articles are out of stock.

### **We'll have to reject**

We'll have to reject that. Our CFO says your credit has run out.

### **We can't fill it**

Sorry but we can't fill it today. Maybe tomorrow we'll have enough.

### **We are no able to accept**

It's a pity but we are not able to accept requests from your company. Sorry!

### **It's not possible**

It's not possible to sell you these bolts because they are not made anymore.

## **214. CANCEL AN ORDER**

### **I'd like to cancel**

I'd like to cancel order No 277/34.

### **Can we stop?**

Can we stop our most recent order? We made a mistake with the colour.

### **I'll withdraw**

If you do not give us the customary discount I'll withdraw our order.

### **I want to revoke**

I want to revoke all our outstanding orders.

### **Are we in time to call off?**

Are we in time to call off our last request? I would like to change the size.

## 215. SAY BYE FORMALLY

**Good night**

Good night, everyone.

**Goodbye**

Goodbye. Please send my regards to Miss Burkes.

**It was nice to**

It was nice to talk to you.

**It's been a pleasure to**

It's been a pleasure to get to play golf with you.

**Hope we meet**

Hope we meet again before next summer.

## 216. SAY BYE INFORMALLY

**See you**

See you later.

**Take care**

Take care. Till tomorrow.

**Cheers**

Cheers. Give my love to Jeannette.

**Bye**

Bye Charlie.

**So long**

So long. Lovely to see you again.

## **217. ANSWER THE PHONE FORMALLY**

Sydney Rubber Co.  
Young speaking.  
Paul Lewis.  
Good morning. Can I help you?  
Extension 107.

## **218. ANSWER THE PHONE INFORMALLY**

Hello.  
Yes?  
Hi.  
Sally, is that you?  
Morning.

## **219. ASK FOR SOMEONE ON THE PHONE**

May I speak to Chris?  
I'd like to talk to Andy.  
Could you put me through to Sid?  
Is that you, Karen?  
Is Maria May in?

## **220. ASK FOR CALLER'S INFORMATION**

Who's calling, please?  
Who's speaking?  
What's your name, please?  
Where are you calling from?  
Who gave you our number?

## **221. ASK FOR THE PURPOSE OF A CALL ①**

What is it about, sir?

Can you please tell me why you need to speak to him?

What shall I say is the purpose of your call?

Why are you phoning our factory, madam?

You'll have to explain the reason of your call before I put you through.

## **222. SAY SOMEONE IS NOT AVAILABLE ①**

He's not in today.

He's not available now.

Tim's outside the office.

He's busy at the moment.

I can't see where he is.

## **223. EXPLAIN WHY SOMEONE'S NOT IN ①**

I'm afraid he's in a meeting at the moment.

Unfortunately, Mr Samuelson will be out of the office all day.

I can't see Amber at her desk. Do you want me to look for her?

I don't know where Rebecca is right now.

Linda is not in today. She took the day off.

## **224. EXPLAIN THAT A LINE IS BUSY ①**

I'm afraid the line's engaged.

The line is busy.

She's now talking to someone else.

Sorry but I can't get through to her extension.

Her voice mail message keeps on coming through. She must be talking.



## **225. CONNECT SOMEBODY**



I'll connect you.  
I'll put you through. Hold on please.  
I'll put your call through to Mr Hynes immediately.  
Hold on please. You can speak now.  
I'll pass your call onto his extension.

## **226. ASK SOMEBODY TO HOLD ON**



Hold on, please.  
Can you wait, please?  
Hold the line, please.  
Could you wait a moment?  
Just a minute, please

## **227. WRONG NUMBER OR NAME!**



I'm afraid we don't have a Mrs Campanella at this company.  
There's nobody here by that name.  
I think you're trying to reach someone else.  
You've dialled the wrong number.  
Are you sure you have the right number?

## **228. LEAVE A MESSAGE**



Could you ask her to call me back, please?  
Would you take a message, please? Have you got a pen?  
Could you leave Charles a note on his desk?  
Could you tell him I called?  
Would you mind letting Mr Jones know that I will be late for the meeting?

## 229. OFFER TO TAKE A MESSAGE



Can I take a message?  
Would you like to leave a message?  
Would you like me to write a note for him?  
Shall I ask her to return your call?  
Should I tell Mrs Lamb that you phoned?

## 230. ASK FOR SPELLING



Would you mind spelling that for me, please?  
Could you spell it, please?  
Sorry, how do you spell the name of your company?  
Is that double *m* double *s*?  
Is that *B* for *Bravo* or *V* for *Victor*?

## 231. ASK FOR REPETITION



Could you repeat that please?  
Sorry, I didn't catch your last name.  
Could you explain the end of the story again, please?  
I missed the last figures. What were they?  
Pardon, what was that about Karen?

## 232. RECTIFY WHAT WAS SAID



There's a misunderstanding  
That isn't what I meant.  
I don't think you've understood  
I didn't say *blue*. I said *green*.  
I think you heard me wrong.

## **233. EXPLAIN A PROBLEM WITH SOUND**

The line is bad. Could you speak up please?  
There's a background noise.  
The signal is weak. I'm almost out of range.  
I'm afraid I can't hear you.  
Coverage is not very good here.

## **234. DESCRIBE OTHER PROBLEMS**

My battery's almost flat.  
I need to charge the phone.  
I'm running out of credit. I'm on a pay-as-you-go plan.  
It's too noisy here. I'll go outside.  
Can't speak now. I'm driving.

## **235. ASK WHERE SOMEONE IS**

Do you know where I can find Simon?  
Is he still abroad?  
Can you tell me where I could reach Lou?  
Is she going to be long?  
Do you know when they're due back?

## **236. CHANGE TO ANOTHER SUBJECT**

Incidentally, Rosemary called today.  
On quite another matter, Mark does seem to be interested.  
By the way, who won the match yesterday?  
I'd rather not talk about that.  
It has just crossed my mind that I won't be able to phone you next week.  
Before I forget, how did you arrive back home?

## **237. INTERRUPT**



Sorry, I have to leave you right now.  
Actually, it was Dan, not Sam.  
Could I say something?  
Sorry to interrupt, but the other phone is ringing.  
Please listen.

## **238. AVERT INTERRUPTION**



Will you let me finish?  
Let me go on.  
Why do you keep on interrupting me?  
Can't you wait till I'm done?  
Stop butting into my conversation, please.

## **239. MAKE AN APPOINTMENT**



I'm calling to make an appointment.  
I'm phoning to schedule a meeting.  
Will Sandrine be available for an interview on Monday?  
I'm calling to ask if Mr Gardiner has any opening next week.  
Does she have any time free this afternoon?

## **240. PLACE AN ORDER**



I'm calling to place an order.  
I'm contacting you because we'd like to purchase ten units.  
Mr Jenkins has told me to ask you if you have any pins in stock.  
I'm phoning to ask if we can buy another set of pliers.  
I wonder if you could sell us twenty copies of your new book.

## 241. ACCEPT AN ORDER



We are delighted with your order. I'll just make a note.  
Of course. Can you confirm that by e-mail, please?  
Perfect. We'll deliver it by truck.  
Fine. I'll pass your request to our production department.  
Certainly. It's always a pleasure to work with you.

## 242. REJECT AN ORDER



Unfortunately we can't take orders by phone. Could you e-mail us?  
We'll have to reject that. We don't work tomorrow!  
Sorry but we can't fill it today. Monday should be OK.  
It's a pity but I am not allowed to take orders. Why don't you speak to Ed?  
It's not possible to sell you these glasses. We have new models now.

## 243. CANCEL AN ORDER



I'm phoning to cancel all outstanding orders.  
Who do I have to speak to if I want to stop an order?  
My boss says we will withdraw the order if we don't get a discount.  
I'm calling because Rob wants to stop our order.  
Are we in time to call off our last order?

## 244. THANK SOMEONE FOR CALLING



Thanks for calling.  
It's been very nice to talk to you.  
It has been a pleasure to speak with you.  
You're welcome to call back anytime.  
It's been lovely to chat with you.

## **245. POSTPONE A CALL**



I'll call you back.

Will you be there in an hour? Why don't you ring me then?

It's a bit late now. I'll give you a buzz tomorrow morning.

Shall we leave it for now? I have many things to do.

I'll get back to you later on.

## **246. SET A DATE FOR THE NEXT CALL**



We'll talk to each other again tomorrow.

Call you next week same time.

I'll have my secretary schedule our next call.

Friday morning, then.

I'll phone you at nine.

## **247. EXPLAIN YOU HAVE TO CUT OFF**



Sorry but I have another call coming in.

Sorry but I have to leave you. The boss has just walked in.

Sorry but there's a funny noise in the line. Bye.

I'm afraid I have to cut off. Talk to you.

I can't speak now. I'll return your call later.

## **248. CLOSE A PHONE CONVERSATION**



It's been nice talking to you, Alexandra.

I really enjoyed our chat.

It's a pity we have to cut off!

I have to keep on working. Sorry!

I think I've said everything there is to say.

## 249. SAY GOODBYE



Talk to you.  
Goodbye.  
Bye.  
See you.  
So long.

## 250. SAY THAT SOMEONE PHONED



Mr Goodman phoned this morning.  
Gus from Letterman wants to talk to you.  
Cynthia said she'll be expecting your call.  
I have a message for Mr Freeman from Jules.  
Would you mind returning Hubert's call? He said it was urgent.