

Telephone Language

Here are some common phrases to help you speak politely on the telephone in English.

Answering the phone

Good morning/afternoon/evening, York Enterprises, Elizabeth Jones speaking.

Asking for the caller's name

Who's calling, please?

Could I take your name, please?

Introducing yourself

This is Paul Smith speaking.

Hello, this is Paul Smith from Smith Brothers Ltd.

Asking for someone

Could I speak to John Martin, please?

I'd like to speak to John Martin, please.

Could you put me through to John Martin, please?

Could I speak to someone who ...

VERBS

- to call/ring back : volver a llamar
- to cut off :cortar
- to dial : marcar
- to hang up: colgar
- to hold [on] : esperar
- to pick up : descolgar
- to put through :pasar la llamada
- to transfer call : pasar / conectar la llamada

USEFUL PHRASES ANSWERING THE TELEPHONE

Good morning/Good afternoon, Susan
speaking.

[Company name], this is Susan [your
name] speaking, how can I help you?

ASKING TO SPEAK WITH SOMEONE

May I/Could I speak with Mrs. Swanson please

I'd like to speak with Mrs. Swanson, please.

I'm trying to contact Mrs. Swanson.

Asking for caller's name

May I get your name, please?

May I say who's calling?

With whom am I speaking?

Who's calling, please?

EXPLAINING THE REASON WE'RE CALLING

- I'm calling to ask about...
- I'm calling in regards to...
- I'm phoning to tell you about...

ASKING TO WAIT

- Can you please hold a moment?
- One moment, please.
- Hold the line, please.
- Please hold.

TRANSFERRING A CALL

Thank you for holding.

I'll transfer you now.

I'll put you through now.

I'll connect you now.

I'm sorry, but he/she is not available right now.

I'm sorry, his/her line is busy.

He/she is in a meeting at the moment.

Could you call back later?

WHEN WE DON'T UNDERSTAND OR CAN'T HEAR

I'm sorry, I don't understand. Could you repeat that, please?

I'm sorry, I can't hear you very well. Could you speak up a little, please?

Could you spell that, please?

MESSAGES

- Would you like to leave a message?
- May I leave a message, please?
- Could you give him/her a message?
- Could you tell him/her that I called?
- Could you ask him/her to call me back, please?
- What's your name, please?
- What's your number, please?
- When is a good time to call back?

ENDING A CALL

Thank you very much for your help.

Thanks for the information.

Thank you for calling/your call.

Good-bye/Bye.

Take care.

Have a nice day!