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Good morning, England PC Services. (This is) Sarah speaking. How can/could/may I help you?

Introducing yourself:
Hello, this is Kevin Jelf from Friend Tecnology Firm.

Asking for someone or something:
Could/May/Can I speak to Charles Steven, please?

Connecting someone:
Just a moment, please.
I'll see if he is in or if Mr Steven is available.

Asking the person who is being called for the phone call: Mr Steven?
I've got a Mr Kevin Jelf on the line for you from Friend Tecnology Firm. Will you take the call?

The person's answering for the phone call:
Yes, please put him through. I'm not available right now.

Connecting someone:
Mr Jelf? Thank you for holding. I'm just putting you through to Mr Steven.

Finishing a conversation:
Thank you for calling, Mr Jelf. Good bye.

Confirming information:
Okay. Let me repeat that just to make sure.

Problems/Making special request
Sorry, I didn't quite catch that. Could you say your name/that again, please?

Leaving a message with someone:
Yes, it is Kevin Jelf here. Could you ask him to call me when he is available?

Taking a message:
I am sorry, Mr Steven is out/ busy now. Can I ask who is calling?
Would you like to leave a message?
Is there anyone else you would like to speak to?

Explaining absence
I'm sorry, he's in a meeting at the moment

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This post include telephone conversation examples in English. Please follow the list for detailed expressions and examples;

TELEPHONE CONVERSATION – TELEPHONE LANGUAGE

Answering the phone:

- Good morning/Good afternoon/ Good evening/ Hello!
- England PC Services. (This is) Sarah speaking.
- Sarah speaking.
- How can/could/may I help you?

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Asking for the caller's name:

- Who's calling, please?
- Could I take your name, please?
- Hello, caller. Could/May I have your name, please?

Introducing yourself:

- Hello! This is Kevin Jelf calling.
- Hello, this is Kevin Jelf from Friend Tecnology Firm.
- My name is Kevin Jelf from England PC Services.

Shape

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- *Could/May/Can I speak to Charles Steven, please?*
- *I'd like to speak to Charles Steven, please.*
- *Could you put me through to Charles Steven, please?*
- *Could I speak to someone who ...*
- *I am just calling to say...*

Asking the person who is being called for the phone call:

If the person who is about to receive the call is available, you can ask;

- *Mr Steven? I've got a Mr Kevin Jelf on the line for you from Friend Technology Firm. Will you take the call?"*
- *And the person can reply your question like this;*

The person's answering for the phone call:

If the person who is about to receive the call is available, you can ask;

- *Yes, please put him through. / I'm not available right now.*

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Connecting someone:

- *One moment (Just a second or moment), please.*
- *I'll see if he is in or if Mr Steven is available.*
- *Please hold on. I will get you through him.*
- *Could you hold the line, please?*
- *Please, hold the line.*
- *Certainly, Mr Kevin Jelf. I'll just put you through.*

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- *I'll put you through.*
- *I'll connect you.*
- *I'm connecting you now.*

Explaining absence:

- *I'm afraid Mr Steven isn't in at the moment.*
- *I'm sorry, he's in a meeting at the moment.*
- *I'm afraid he's on another line at the moment.*
- *I'm sorry but Mr Steven is away on business until Thursday.*
- *I am sorry you have dialed a wrong number.*
- *He is not in office now.*

Taking a message:

- *I am sorry, Mr Steven is out/ busy at the moment.*
- *Can I ask who is calling?*
- *Can I take a message?*
- *Would you like to leave a message?*
- *Can I give him/her a message?*
- *I will let him know you called.*
- *Is there anyone else you would like to speak to?*

- *I'll tell Mr Steven that you called.*
- *I'll ask him to call you as soon as possible.*
- *If you'd like to give me your number, I'll ask her to call you back.*
- *Could you call again after 2 hours?.*

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Leaving a message with someone:

- *Yes, it is Kevin Jelf here. Could you ask him to call me when he is available.*
- *My number is...*
- *No, that is okay. I will call back later.*
- *Could you tell her that her friend Kevin called?*
- *No, that's all, thank you.*
- *Thank you very much, you've been very helpful.*

Problems/Making special request:

- *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?*
- *I'm afraid you've got the wrong number.*

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- *Sorry, my English is not good. Could you speak a little slower?*
- *Could I ask you to spell your surname for me, please?*
- *I'm so sorry. The line is very bad this end.*
- *Could I ask you to repeat your name, please?*
- *Sorry, I didn't quite catch that. Could you say your name again, please?*

Confirming information:

- *Let me repeat that just to make sure.*

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Lionsgate Play

Open

Finishing a conversation:

- *Thanks for calling. Bye for now.*
- *I need to hang up now.*
- *I'll talk to you soon. Bye.*
- *Thank you for calling, Mr Steven. Good bye.*
- *Thank you for calling Friend Technology Firm. Have a nice day!*

Notes: (for formal language)

- A person who identifies himself/herself by phone can say: *"My name is..."*, *"This is..."* or *"It's..."*, but never: *"I'm..."*.
- British English use speak with *"to"*, American English use speak with *"with"*.
- If the caller is a woman, we had better to use the Ms title (this is a neutral alternative for Miss and Mrs) instead of saying *"It's Mary Smith here"*.

*Also;***Listening to an answering machine:**

- *Hello! You have reach 111-6734. Please leave a message after the beep/tone. Thank you.*

Leaving a message on an answering machine:

- *Hello! This is Kevin calling for Charles. Could you please return my call as soon as possible? My number is 571- 6325. Thank you.*



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No problem.

It was nothing.

Of course.

Not at all.

No worries.

That's all right.

Anytime.

Not a problem.

It's okay.

No problem.

Glad to help.

Don't mention it.

Thank you.

You are welcome.

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October 3, 2017

Other Ways to Say HOW ARE YOU?

I have you been?

It's it going?

It's up?

It's new?

It's it going?

It's everything?

It are you up to?

It are you doing?

It are you holding up?

Whassup?

How are things going?

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April 14, 2020

OTHER WAYS TO SAY "THANK YOU"

I thank you from the bottom of my heart

That's so kind of you

I am very thankful

You are great

I'm really grateful

Thanks a million

I really appreciate it

Please accept my deepest thanks

I'm in your debt

You are the best

I owe you one

Other Ways To Say THANK YOU in English

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March 27, 2017

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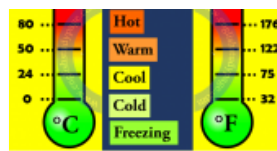
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3 COMMENTS



Sri April 1, 2017

This is goo



Owolewa April 2, 2017

This is very instructive. It gives me insight into the usage of "speak to" or "speak with". The latter is a common usage here in Nigeria which emphasizes British English. I have better explanation to my students now. Thanks.



Gbadebo A.A Mansur March 13, 2018

Bravo! Very Brief and concised, I love it. Kudos to the team and big thanks.

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