

Calling

Introducing yourself

Hello/Good morning/afternoon, this is (*name*) from.... (*company*)
Hello, my name's.... (*name*) I'm calling from.... (*company*)

Saying who you want

I'd like to speak to..., please?
Could I have the department, please?
Is there, please?

Stating reason for the call

I'm ringing to....
I'd like to....
I need some information regarding...

Leaving a message

Could you give him/her a message?
Can I leave him/her a message?
Please tell him/her that...
Please ask her/him to ring me on..... (*number*)



Both

Asking for repetition

Sorry I didn't catch ... (your name, your telephone number, your company name etc)
Sorry could you repeat your
Sorry I didn't hear/understand that.

Answering the phone

Taking a call

Hello, Department, speaking, how can I help?

Asking who is calling

May I ask who is calling please?
Who's calling, please?
Who shall I say it's calling?

Putting someone on hold

Please hold
Hang on a moment
Just a second
I'll see if he/she is in



Putting a phone call through

I've got on the phone for you

Saying someone is not available

I'm sorry or I'm afraid he/she is not available / is in a meeting / not in / away travelling ...

Taking messages

Would you like to leave a message?
Can I take a message?
If you leave your name and number I'll ask him/her to call you back
Shall I ask him/her to call you back?
Can I take your number please?
OK, I'll make sure he/she gets the message

Offering to help in other ways

Can anyone else help you?
Can I help you at all?
Would you like to speak to his/her assistant/department?

