

英文电话-口语常用句型（附例句）

1. 电话接听和自我介绍:

- Hello, this is [Your Name] speaking. 你好, 我是[你的名字].
- Thank you for calling [Your Company]. How may I assist you. 感谢您致电[你的公司]. 我可以帮您什么忙?

2. 关于电话目的的陈述:

- I'm calling regarding the upcoming conference and wanted to discuss the agenda items with you. 我打电话是关于即将到来的会议, 想和您讨论一下议程事项。
- I'm calling regarding the recent order placed by our company. Could you confirm the delivery date and payment details, please? 我打电话是关于我们公司最近下的订单。 您能确认一下交货日期和付款细节吗?
- I'm calling regarding the products your company offers. Could you provide me with more details about your latest offerings? 我打电话是关于贵公司提供的产品。 您能为我提供一些关于最新产品的详细信息吗?

3. 转接和等待:

- I'll connect you to the relevant department. 我会把您转接到相关部门。
- Could you please hold for a moment? 请您稍等一下好吗?
- I'm afraid the line is breaking up. 恐怕电话信号不太好。

4. 提供帮助和信息:

- Let me check that information for you. 让我为您查一下那些信息。
- I'll get back to you as soon as I have an update. 我一有消息就会尽快回复您。
- I appreciate your patience. 感谢您的耐心等待。
- Could you please spell that for me? 您能为我拼写一下吗?
- I'm sorry, but I didn't catch that. Could you repeat it, please? 对不起, 我没听清楚。 您能重复一遍吗?
- I'll make a note of that. 我会记下来的。

5. 讨论和安排会议:

- I'm interested in discussing... 我有兴趣讨论...
- Could we schedule a meeting to go over the details? 我们能安排个会议详细讨论一下吗?
- I'm available on [day/time]. Does that work for you? 我在[日期/时间]有空。 您那时候方便吗?
- I'll confirm the details and get back to you. 我会确认细节并回复您。
- What dates/times are available for an appointment? 可以安排在...举行会议吗?
- Is it possible to schedule a meeting for...? 有哪些日期/时间可供预约?

6. 提供建议和建议采纳:

- I would suggest considering... 我建议考虑一下...
- That's a great idea. Let's move forward with it. 那是个好主意。 我们继续前进吧。
- I recommend that we... 我建议我们...
- It would be beneficial if we could... 如果我们能... 将会很有益处。

7. 留言和请求 Messages and Requests:

- Could you please take a message? 你能帮我传个口信吗?
- Please ask him/her to call me back. 请让他/她给我回个电话。
- Could you ask them to send me an email? 你可以请他们给我发封邮件吗?
- I need to reschedule our appointment. 我需要重新安排我们的约会。

9. 赞扬和鼓励:

- I appreciate your hard work on this project. 我感谢您在这个项目上的辛勤工作。
- Well done on the successful implementation. 恭喜您成功实施。

10. 表达歉意和解决问题:

- I apologize for any inconvenience this may have caused. 对可能造成的不便我深感抱歉。
- Let's work together to find a solution. 让我们一起努力找到一个解决方案。

11. 提供帮助和支持:

- If you need any further assistance, please don't hesitate to contact me. 如果您需要进一步的帮助, 请随时联系我。
- We're here to help you in any way we can. 我们会竭尽所能来帮助您。
- Do you have any recommendations on how we can improve our approach? 您对我们如何改进方法有什么建议吗?
- I would appreciate your advice on handling this situation. 我会很感激您在处理这种情况时的建议。

12. 邀请提问:

- Feel free to ask any questions you may have. 请随时提出您可能有的任何问题。
- If you need clarification on any points, please don't hesitate to ask. 如果您对任何方面需要澄清, 请随时提问。
- Our team is here to help, so feel free to reach out and ask us anything you're uncertain about. 我们的团队在这里帮助您, 所以请随时联系我们, 问任何您不确定的问题。

13. 确认细节:

- Let me summarize to ensure we're on the same page. 让我总结一下, 确保我们在同一个页面上。
- Can you please confirm the deadline for this task? 您能确认一下这个任务的截止日期吗?

14. 资料交换:

- I'll forward the document to you shortly. 我会很快将文件发给您。
- Could you please send me the relevant information? 您能发给我相关信息吗?

15. 询问意见:

- What are your thoughts on this proposal? 您对这个提案有什么看法?
- I'd love to hear your input on this matter. 我很想听听您对这个事情的看法。
- What do you think about...? 你觉得...怎么样?
- How would you feel about...? 对于...你有何感受?
- Do you agree with the idea of...? 你同意...的想法吗?
- I'd like to hear your thoughts on... 我想听听你对于...的看法。

16. 确认安排:

- Let's confirm the meeting schedule for next week.我们来确认一下下周的会议安排。
- Could you please double-check the venue for the event? 您能请再确认一下活动的地点吗?

17. 承诺行动:

- I'll make sure to follow up on this and get back to you.我会确保跟进这个事情, 并且回复您。
- I'll take care of this matter promptly.我会迅速处理这个事务。

18. 表示感激:

- Thank you for your understanding and cooperation.感谢您的理解和合作。
- I appreciate your support on this project.我感谢您对这个项目的支持。

19. 确定策略:

- We should consider exploring alternative solutions.我们应该考虑探讨一些替代方案。
- Let's proceed with the agreed-upon strategy.让我们按照达成一致的策略继续前进。
- Let's confirm the action items before we conclude the call.在我们结束通话之前, 让我们确认一下行动事项。
- I suggest we proceed according to the outlined plan.我建议我们按照制定的计划进行。

20. 重新确认细节:

- Let me confirm if I understood you correctly.让我确认一下我是否正确理解您的意思。
- Just to clarify, you're suggesting...为了澄清, 您是在建议...

21. 要求进一步讨论:

- I believe we need to delve deeper into this issue.我认为我们需要更深入地讨论这个问题。
- Could we set up a follow-up meeting to explore this further? 我们能安排一个后续会议来进一步探讨吗?

22. 表达共识:

- It seems we're in agreement on this matter.看起来我们在这个问题上达成了共识。
- I'm glad we're on the same page regarding the project timeline.我很高兴我们在项目进度上意见一致。

23. 同意和支持:

- I completely agree with your proposal.我完全同意您的提议。
- We have our full support for this initiative.我们全力支持这个倡议。

24. 期望未来合作:

- I look forward to collaborating with you on this project.我期待与您在这个项目上合作。
- Let's work closely together to achieve our goals.让我们密切合作, 实现我们的目标。

25. 感谢对方的参与:

- Thank you for your active participation in today's discussion. 感谢您今天在讨论中的积极参与。
- We appreciate your valuable input in shaping our strategy. 我们感谢您为我们

26. 感谢对方的耐心:

- Thank you for your patience and understanding. 感谢你的耐心和理解。
- I appreciate your patience while we sorted out the issue. 我感谢你在我们解决问题时的耐心等待。
- Thanks for bearing with us during this process. 在这个过程中感谢你的耐心等待。

27. 感谢对方的建议:

- Thank you for your valuable suggestions. 感谢你宝贵的建议。
- I'm thankful for your insights. 我感谢你的见解。
- Thanks for sharing your thoughts and ideas. 感谢你分享你的想法和观点。

28. 感谢对方的合作:

- Thank you for your cooperation throughout this project. 感谢你在整个项目过程中的合作。
- I'm grateful for the teamwork we've had. 我感激我们的团队合作。
- Thanks for working closely with us on this. 感谢你与我们密切合作。

29. 问题澄清和确认:

- Just to confirm, you're saying... 只是为了确认, 您是在说...
- Am I correct in understanding that...? 我理解得对吗, 您是在说...?
- "Could you repeat that again or could you repeat that last bit, please?" 你能再重复一遍, 或者再重复一下最后那部分吗?
- "I didn't get that, I am sorry. Could you say it again?" 对不起, 我没听懂, 你能再说一遍吗?

30. 提供信息:

- Our address is [Address]. 我们的地址是[地址]。
- Our office hours are from [Time] to [Time]. 我们的办公时间是从[时间]到[时间]。
- I'm calling from [Company Name]. 我是从[公司名]打来的。
- Could you please repeat that? 你能请再说一遍吗?

31. 处理问题和投诉:

- I have a problem with... 我在.....方面有问题。
- I'm not satisfied with... 我对.....不满意。
- Can you please help me resolve this issue? 你能帮我解决这个问题吗?
- I would like to speak to a manager, please. 我想和经理交谈, 可以吗?

32. 结束会话和提供帮助:

- Thank you for your cooperation. 感谢您的合作。
- Is there anything else I can assist you with? 还有其他我可以帮忙的吗?
- If there's nothing else, I'll let you go. Have a wonderful day! 如果没有其他事, 我就不再耽搁您了。祝您有个美好的一天!
- Thank you for your time and cooperation. Have a great day! 感谢您的时间和合作。祝您有个愉快的一天!

英文电话 常用单词+例句

1. **Caller / 打电话的人:**

The caller asked to speak with the manager.
打电话的人要求与经理通话。

2. **Recipient / 接电话的人:**

The recipient of the call was not available at the moment.
接电话的人目前不在。

3. **Dial / 拨号:**

Please dial the extension number to reach the employee.
请拨分机号码以联系员工。

4. **Ringtone / 铃声:**

I customized my phone's ringtone to my favorite song.
我将手机铃声设置成了我喜欢的歌曲。

5. **Answer / 接听:**

She answered the call after the second ring.
她在第二声铃响后接听了电话。

6. **Hang up / 挂断电话:**

He didn't want to talk anymore, so he decided to hang up.
他不想再说了，所以决定挂断电话。

7. **Voicemail / 语音信箱:**

Please leave a message after the beep on the voicemail.
请在语音信箱的嘟嘟声后留言。

8. **Missed call / 未接来电:**

I had a missed call from an unknown number yesterday.
我昨天有一个未接来电，是一个陌生号码。

9. **Call back / 回拨电话:**

I will call back in a few minutes, I'm currently busy.
我会在几分钟后回拨电话，我现在很忙。

10. **Hold / 暂停:**

Can you please hold for a moment? I'll check if he's available.
请稍等一下，我查一下他是否有空。

11. **Conference call / 电话会议:**

We have a conference call scheduled for tomorrow morning.
我们明天上午安排了一个电话会议。

12. **Speakerphone / 免提电话:**

I prefer using the speakerphone when I'm multitasking.
我在同时处理多项任务时更喜欢使用免提电话。

13. **Extension / 分机号码:**

You can reach her at extension 205.
你可以拨分机号码205联系她。

14. Landline / 座机电话:

They still use a landline at home instead of a mobile phone.

14. *Chinese:* 他们家里仍然使用座机电话，而不是移动电话。

15. Mobile phone / 手机:

Please make sure your mobile phone is on silent during the meeting.

请确保会议期间你的手机是静音的。

16. Text message / 短信:

I sent her a text message to inform her about the change in plans.

我发了条短信告诉她计划发生了变化。

17. Contact list / 电话簿:

I added his new number to my contact list.

我把他的新号码加入了我的电话簿。

18. Area code / 区号:

The area code for New York City is 212.

纽约市的区号是212。

19. International dialing code / 国际拨号码:

To make an international call, you need to dial the country's international dialing code first.

要拨打国际电话，你需要先拨打该国家的国际拨号码。

20. Reception / 信号接收质量:

The reception is poor in this area; I can barely hear you.

这个地方信号接收质量很差，我几乎听不见你说话。

21. Roaming / 漫游:

I turned off roaming to avoid additional charges while traveling abroad.

我关闭了漫游功能，以避免在国外旅行时产生额外费用。

22. Screen a call / 筛选来电:

He prefers to screen his calls to avoid telemarketers.

他喜欢筛选来电，以避免推销电话。

23. Landline number / 座机号码:

I will provide you with my landline number for emergencies.

我会为你提供我的座机号码以备紧急情况。

24. Mobile number / 手机号码:

Please give me your mobile number so I can reach you easily.

请给我你的手机号码，这样我可以轻松联系到你。

25. Speed dial / 速拨号:

I have my mom's number on speed dial because I call her frequently.

我在速拨号上设置了妈妈的号码，因为我经常给她打电话。