

一、外企常用-打电话英语

Starting		
1	May I speak to Mr. Yang?	可以请杨先生听电话吗?
2	Is Mark there?	马克在吗? ※和该部门的人都很熟
3	(May I have) Extension 208, please.	请帮我接分机208。
4	Is this the Marketing department?	这里是营销部门吗? ※不确定是否找对部门
5	Hi, Mr. Yang. This is Jerry Chan, calling from ABC Company China.	嗨, 杨先生。我是陈杰瑞, 从中国的ABC公司打来的。
6	Am I calling a good time?	现在打来合适吗?
7	Is it good time?	现在讲话方便吗?
8	Are you busy now?	你现在忙吗?
9	Do you have time to talk to me now?	你现在有时间和我说话吗?
10	Good morning. I'd like to make an appointment with Kevin Yang.	早上好, 我想和杨凯文约个时间碰面。
Further Contact		
11	When is the best time to phone you?	什么时候打电话给你最好?
12	Where shall we meet?	我们要在哪里见面呢?
13	When is it convenient for you?	你什么时候方便见面?
14	When would be a good time?	何时见面较好?
15	Are you free/available next Monday?	你下星期一有空吗?
16	How about Thursday?	星期二如何?
17	Would Monday suit you?	星期一你可以吗?
18	Shall we say 2:30 then?	我们可以约两点半吗?

19	Are you free on Wednesday? Say ten o'clock?	你星期三有空吗？十点钟可以吗？
20	When would be convenient?	什么时候方便？
21	I'm coming to China next week. Could you fix a time to meet?	我下周会到中国。你可以找个时间见面吗？
22	Could we reschedule it?	我们可以改时间吗？
23	When would be a good time we can call you for this?	何时打电话给你讨论这个较适当？
Requesting others		
24	Could you tell me when I could reach him?	可以告诉我什么时候可以找到他吗？
25	Could you give me his cell phone number?	可以告诉我他的手机号码吗？
26	Could I speak to someone else? (Is there someone I can speak to?)	我可以和其他人说话吗？
27	Is Kevin's secretary available?	凯文的秘书在吗？
28	Could I speak to Kevin's secretary?	我可以和凯文的秘书说话吗？
29	It's rather urgent.	我有紧急的事。
Wrong Number		
30	Sorry, I must have the wrong number.	抱歉，我一定是打错电话了。
31	Oh, sorry for bothering/troubling you.	噢，很抱歉打扰您。
32	What would be the right number to call please?	那么我应该打什么号？ ※同家公司，只是打错部门。

Leaving message		
33	May I leave a message?	我可以留个话吗?
34	My name is Kevin. K-E-V-I-N. And My number is 02112345678.	我是凯文, 我的电话号码是02112345678。
35	Could you ask him to call me?	可以请他打电话给我吗?
36	Can you ask him to call me as soon as possible?	可以请他尽快回电给我吗?
37	He already has my telephone number.	他已经有我的电话号码。
38	Will you tell him that I called?	能不能告诉他我打过电话?
39	Let's me give you my mobile number. It's 13001234567.	给你我的手机号码, 13001234567。
40	No, thanks. It's all right. I'll call back later.	不用, 谢谢。没关系。我会再打来。
Ending		
41	See you then.	到时候见。
42	Thank you. Goodbye.	谢谢, 再见。
43	Great. I'll look forward to it.	太好了。我会很期待。

二、外企常用-接电话英语

Staring		
1	Hello.	喂。
2	Yes, speaking.	我是，请讲。
3	Who's calling please?	请问你是哪一位? ※对方直接说 "Hi, Kevin"
4	This is Kevin Yang. Speaking.	我是杨凯文，请说。
5	How can I help you?	有什么可以为你效劳?
6	This is Kevin Yang. How may I help you?	我是杨凯文，有什么可以为你服务? ※标准接电话用语
Warming responses		
7	Hi, Jim, How are you?	嘿，吉姆，你好吗?
8	What can I do for you, Allen?	有什么我可以帮你的，艾伦?
9	I'm fine, thanks, and you?	我很好，谢谢，你呢?
Wrong number		
10	Sorry, wrong number.	抱歉，拨错电话了。
11	I'm sorry you have the wrong number.	抱歉，你可能拨错电话了。
12	I'm afraid you have the wrong number.	你恐怕拨错电话了。
Hearing not well		
13	Can you hear me?	听得到吗?
14	I can't hear you. Could you speak up/louder?	我听不到，你可以再大声一点吗?
15	Can you speak slowly?	可以请你说慢一点?
16	Could you speak lower?	你可以说小声一点吗? ※不常用，太大声就把话筒拿远一点就好了。
17	Sorry, what was that again?	抱歉，你刚刚说什么?
18	Could you repeat that, please?	请你再说一次吗?
19	Pardon/Excuse me, could you repeat that again more slowly?	对不起，你可以再说一次且慢一点吗?

20	Not very well.	听不太到。
21	It's a very bad connection.	线路不好。
22	Something is wrong with this line.	电话线路有点问题
23	Something is wrong with this phone.	电话有点问题。
Not available		
24	Do you mind if I call you back?	你介意我给你打过去吗?
25	Call you in a minute/in a half hour, ok?	一会儿 / 半小时后回电给你, 好吗?
26	Sorry, I am in the meeting. Catch you later.	抱歉, 我现在正在开会, 待会再打电话给你。
27	Talk to you later.	待会再聊。
28	May I put you on hold?	你可以稍等一下吗?
29	Yes, I'll get back to you as soon as I can.	是的, 我会尽快回电话给你。
Further contact		
30	I'm not quite sure about that. Can I call you back in few minutes?	我不是很确定, 我可以几分钟后再打给你吗?
31	I'll give you a call.	我会打电话给你。
32	I must go now.	我得挂电话了。
33	Let me check that out. Then I will call you back.	让我确认一下。然后我再回电话给你。
Confirmation		
34	Let me check my schedule.	让我确认一下我的时间表。
35	That day is fine with me.	那天我可以。
36	Let's shoot for on Monday morning.	那么我们就暂定星期一早上。
37	See you on Thursday at three-thirty then.	星期二下午3点半见。
38	Good. So that's Wednesday at ten then.	好, 那么就星期三10点钟见。
Ending		
39	Thanks for calling. Bye.	谢谢你打电话来。再见。
40	Nice talking to you. Bye.	很高兴和你谈话, 再见。
41	Have a nice day!	祝你有个愉快的一天!

三、外企常用-代接电话英语

Starting		
1	Hold on, please. (One moment, please.) (Just a moment, please.)	请稍候。
2	I'll put you through.	我帮你接过去。
3	Can I help you?	有什么可以效劳的?
4	May I have your name?	请问你叫什么名字?
Not available		
5	He is not in right now. He is not here right now.	他不在。
6	He has visitors right now.	他有客人。
7	He is away from his desk now.	他不在座位上。
8	Mr. Yang is on line one.	杨先生正在接另一个电话。
9	Her line is busy now.	她现在正在打电话。
10	He is in a meeting right now.	他现在正在开会。
11	He is off today. (He is day off.)	他今天休假。
12	He's out to lunch.	他出去吃午餐了。
13	He's not in office today	他今天不在办公室。
14	Is there anything I can help you with?	有什么我可以帮你吗?
15	It's always engaged. (It's busy all the time.)	电话一直占线。
16	The line's engaged. Will you hold?	电话占线。你要等吗?
17	I'm afraid the line's still busy. Do you still want to wait?	很抱歉电话还是占线, 你想等吗?
18	I'm sorry to have kept you waiting.	很抱歉让你久等。
19	Mark is on a business trip abroad and will return to China in one week.	马克到国外出差, 大约一星期才会回中国。

Transferring		
20	Would you like me to put you through to Kevin's secretary?	你要我把电话转给凯文的秘书吗?
21	I'm transferring your call to the Sales department.	我把电话转给销售部门。
22	Would you like to speak to his colleague?	你想和他的同事说话吗?
23	Would you like me to put you through to someone else?	你想请别人来接听吗?
Further contact		
24	Could you call back later?	你可以待会再打来吗?
25	Can I leave a message?	我可以留个口信吗?
26	Would you like to leave a message?	你想要留个口信吗?
27	Your number, please.	请告诉我你的电话号码。
28	Is that correct?	那样正确吗?
29	Could you spell that please?	你可以拼给我听吗?
30	How do you spell your name?	请问你的名字怎么拼?
31	Could you repeat your name and number?	你可以再说一次你的姓名及电话吗?
32	Please leave your contact information. Then I will pass it on for you.	请你留下联络信息，我会为你转达。
33	Does he have your phone number?	他有你的电话号码吗?
34	Would you ask him to call you?	你要他回电话吗?