

## Useful phrases for Phone Calls

### *Making contact*

- Hello / Good morning / Good afternoon.
- This is (John) speaking.
- Could I speak to (Anne) please?

### *Taking a call*

- Taking a call
- (Richard) speaking...
- Can I help you?

### *Asking for information*

- Who's calling please?
- Where are you calling from?

### *Asking the caller to wait*

- Hold the line please.
- Just a moment please.

### *Connecting*

- Thank you for holding.
- I'll connect you now.

### *Giving negative information*

- I'm afraid the line's engaged. Could you call back later?
- I'm afraid he's in a meeting at the moment.
- I'm sorry. She's out of the office today.
- Sorry. I think you've got the wrong number.

### *Telephone problems*

- I'm afraid I can't hear you.
- Could you repeat that please?
- Could you speak a little slower please?

### *Messages/calling back*

- Can I leave / take a message?
- Could you ask her to call me back?
- Would you like him to call you back?
- Would you like to leave a message?