

# Useful Telephone Phrases

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## USEFUL TELEPHONE PHRASES

### ANSWERING THE PHONE

Hi. Oliver speaking.

Hello! This is Linda Thomas speaking

Good morning / afternoon / evening, Xtransport Ltd, Sarah Thompson speaking.

Am I speaking to Kevin?

Sorry. I must have dialled a wrong number.

Are you sure you have the right number?

Can I ask who is calling, please?

Could you speak up, please?

Could you spell that please?

How can I help you?

I cannot hear you very well.

I'm calling on behalf of Sarah.

I'm calling regarding...

I'm sorry, I don't understand.

I'm calling about / because...

Is Paul Brown available?

Thank you for calling.

Thanks for your help. Have a good day / Have a nice day.

What company are you calling from?

What number are you calling?

Who is calling, please?

You must have dialled the wrong number.

### ASKING FOR SOMEONE

Who would you like to talk to, Sir / Madam?

Who do you want to speak to?

Where / How can I reach him/her?

The line is free now.

The line is busy.

One moment, please.

I'll put you through to his / her office.

I'm sorry, I didn't get that. Could you please repeat that?

I'm afraid Mrs Lopez is not available at the moment.

I'm sorry. Mr Smith is in a meeting.

I'll see if Mr Smith is available.

I'll put you through.

I'll put you through to the person in charge.

I'd like to speak to Mr Smith.

Do you know when he/she will return to the office?

Do you know when he/she will be available?

Could you put me through to Mr Scott, please?

Can I have extension 345?

#### **TAKING A MESSAGE**

At what number can you be reached?

Can I take a message?

Could you spell that, please?

I will call back later

I'll tell Mr Scott that you called.

I'll call back in ten minutes.

Please leave a message after the beep.

Would you like to leave a message?

#### **PUTTING SOMEONE ON HOLD**

Just a moment, please.

Could you call back later in the day?

Hold on, please. / Hold the line, please.

Hold on.

One moment, please.

Thank you for waiting.

Yes. I'll call back in ten minutes.