

Telephone Phrase List

1. Answering the phone

Good morning. _____

Good afternoon. _____

2. When you are the caller

Good morning. My name is Svensson.

This is Mr. Svensson's secretary.

Sven Svensson (speaking)

3. Offering help

Can I help you?

Can I take a message?

Who shall I say called?

I'll tell her you called.

Certainly, I'll see that he gets the message.

4. When you do not understand

Could you repeat that please?

Could you spell that please?

Could you speak more slowly, please?

Pardon?

Sorry?

Excuse me!

5. When you need time

Just a moment, please.

Hold on, please.

6. Expressing regrets

I'm sorry.....

I'm afraid...

Unfortunately.....

7. Available/ not available

He's not available at the moment

I'm afraid he's away this week.

Hold the line please.

Just a moment. I'll try to find her.

We expect him back tomorrow.

8. Finishing a conversation

Anything else I can do for you?

Just call me if you have any more questions.

Comments

Can you (will you) give me some information?

Direct

Could you (would you) give me some information?

More polite

I wonder if you could....

Even more polite

Do you think you could possibly...

Would you mind giving me.....

