

*Including telephone
expressions!*

250

WAYS TO SAY
IT IN BUSINESS
ENGLISH

*By Andrew D.
Miles*

 **ENGLISH
FOR BUSINESS**

217. ANSWER THE PHONE FORMALLY

Sydney Rubber Co.
Young speaking.
Paul Lewis.
Good morning. Can I help you?
Extension 107.

218. ANSWER THE PHONE INFORMALLY

Hello.
Yes?
Hi.
Sally, is that you?
Morning.

219. ASK FOR SOMEONE ON THE PHONE

May I speak to Chris?
I'd like to talk to Andy.
Could you put me through to Sid?
Is that you, Karen?
Is Maria May in?

220. ASK FOR CALLER'S INFORMATION

Who's calling, please?
Who's speaking?
What's your name, please?
Where are you calling from?
Who gave you our number?

221. ASK FOR THE PURPOSE OF A CALL

What is it about, sir?

Can you please tell me why you need to speak to him?

What shall I say is the purpose of your call?

Why are you phoning our factory, madam?

You'll have to explain the reason of your call before I put you through.

222. SAY SOMEONE IS NOT AVAILABLE

He's not in today.

He's not available now.

Tim's outside the office.

He's busy at the moment.

I can't see where he is.

223. EXPLAIN WHY SOMEONE'S NOT IN

I'm afraid he's in a meeting at the moment.

Unfortunately, Mr Samuelson will be out of the office all day.

I can't see Amber at her desk. Do you want me to look for her?

I don't know where Rebecca is right now.

Linda is not in today. She took the day off.

224. EXPLAIN THAT A LINE IS BUSY

I'm afraid the line's engaged.

The line is busy.

She's now talking to someone else.

Sorry but I can't get through to her extension.

Her voice mail message keeps on coming through. She must be talking.

225. CONNECT SOMEBODY



I'll connect you.
I'll put you through. Hold on please.
I'll put your call through to Mr Hynes immediately.
Hold on please. You can speak now.
I'll pass your call onto his extension.

226. ASK SOMEBODY TO HOLD ON



Hold on, please.
Can you wait, please?
Hold the line, please.
Could you wait a moment?
Just a minute, please

227. WRONG NUMBER OR NAME!



I'm afraid we don't have a Mrs Campanella at this company.
There's nobody here by that name.
I think you're trying to reach someone else.
You've dialled the wrong number.
Are you sure you have the right number?

228. LEAVE A MESSAGE



Could you ask her to call me back, please?
Would you take a message, please? Have you got a pen?
Could you leave Charles a note on his desk?
Could you tell him I called?
Would you mind letting Mr Jones know that I will be late for the meeting?

229. OFFER TO TAKE A MESSAGE



Can I take a message?
Would you like to leave a message?
Would you like me to write a note for him?
Shall I ask her to return your call?
Should I tell Mrs Lamb that you phoned?

230. ASK FOR SPELLING



Would you mind spelling that for me, please?
Could you spell it, please?
Sorry, how do you spell the name of your company?
Is that double *m* double *s*?
Is that *B* for *Bravo* or *V* for *Victor*?

231. ASK FOR REPETITION



Could you repeat that please?
Sorry, I didn't catch your last name.
Could you explain the end of the story again, please?
I missed the last figures. What were they?
Pardon, what was that about Karen?

232. RECTIFY WHAT WAS SAID



There's a misunderstanding
That isn't what I meant.
I don't think you've understood
I didn't say *blue*. I said *green*.
I think you heard me wrong.

233. EXPLAIN A PROBLEM WITH SOUND

The line is bad. Could you speak up please?
There's a background noise.
The signal is weak. I'm almost out of range.
I'm afraid I can't hear you.
Coverage is not very good here.

234. DESCRIBE OTHER PROBLEMS

My battery's almost flat.
I need to charge the phone.
I'm running out of credit. I'm on a pay-as-you-go plan.
It's too noisy here. I'll go outside.
Can't speak now. I'm driving.

235. ASK WHERE SOMEONE IS

Do you know where I can find Simon?
Is he still abroad?
Can you tell me where I could reach Lou?
Is she going to be long?
Do you know when they're due back?

236. CHANGE TO ANOTHER SUBJECT

Incidentally, Rosemary called today.
On quite another matter, Mark does seem to be interested.
By the way, who won the match yesterday?
I'd rather not talk about that.
It has just crossed my mind that I won't be able to phone you next week.
Before I forget, how did you arrive back home?

237. INTERRUPT



Sorry, I have to leave you right now.
Actually, it was Dan, not Sam.
Could I say something?
Sorry to interrupt, but the other phone is ringing.
Please listen.

238. AVERT INTERRUPTION



Will you let me finish?
Let me go on.
Why do you keep on interrupting me?
Can't you wait till I'm done?
Stop butting into my conversation, please.

239. MAKE AN APPOINTMENT



I'm calling to make an appointment.
I'm phoning to schedule a meeting.
Will Sandrine be available for an interview on Monday?
I'm calling to ask if Mr Gardiner has any opening next week.
Does she have any time free this afternoon?

240. PLACE AN ORDER



I'm calling to place an order.
I'm contacting you because we'd like to purchase ten units.
Mr Jenkins has told me to ask you if you have any pins in stock.
I'm phoning to ask if we can buy another set of pliers.
I wonder if you could sell us twenty copies of your new book.

241. ACCEPT AN ORDER



We are delighted with your order. I'll just make a note.
Of course. Can you confirm that by e-mail, please?
Perfect. We'll deliver it by truck.
Fine. I'll pass your request to our production department.
Certainly. It's always a pleasure to work with you.

242. REJECT AN ORDER



Unfortunately we can't take orders by phone. Could you e-mail us?
We'll have to reject that. We don't work tomorrow!
Sorry but we can't fill it today. Monday should be OK.
It's a pity but I am not allowed to take orders. Why don't you speak to Ed?
It's not possible to sell you these glasses. We have new models now.

243. CANCEL AN ORDER



I'm phoning to cancel all outstanding orders.
Who do I have to speak to if I want to stop an order?
My boss says we will withdraw the order if we don't get a discount.
I'm calling because Rob wants to stop our order.
Are we in time to call off our last order?

244. THANK SOMEONE FOR CALLING



Thanks for calling.
It's been very nice to talk to you.
It has been a pleasure to speak with you.
You're welcome to call back anytime.
It's been lovely to chat with you.

245. POSTPONE A CALL



I'll call you back.
Will you be there in an hour? Why don't you ring me then?
It's a bit late now. I'll give you a buzz tomorrow morning.
Shall we leave it for now? I have many things to do.
I'll get back to you later on.

246. SET A DATE FOR THE NEXT CALL



We'll talk to each other again tomorrow.
Call you next week same time.
I'll have my secretary schedule our next call.
Friday morning, then.
I'll phone you at nine.

247. EXPLAIN YOU HAVE TO CUT OFF



Sorry but I have another call coming in.
Sorry but I have to leave you. The boss has just walked in.
Sorry but there's a funny noise in the line. Bye.
I'm afraid I have to cut off. Talk to you.
I can't speak now. I'll return your call later.

248. CLOSE A PHONE CONVERSATION



It's been nice talking to you, Alexandra.
I really enjoyed our chat.
It's a pity we have to cut off!
I have to keep on working. Sorry!
I think I've said everything there is to say.

249. SAY GOODBYE



Talk to you.
Goodbye.
Bye.
See you.
So long.

250. SAY THAT SOMEONE PHONED



Mr Goodman phoned this morning.
Gus from Letterman wants to talk to you.
Cynthia said she'll be expecting your call.
I have a message for Mr Freeman from Jules.
Would you mind returning Hubert's call? He said it was urgent.

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