

TELEPHONING PHRASES

Calling	Receiving
<p>OPENING: Introduction <i>Hi, this is <u>(name)</u> from ABC Company.</i></p> <p><i>Is this the sales/finance/marketing department?</i></p>	<p>OPENING: Introduction <i>This is <u>(name)</u>, Company 123.</i> <i>Hello, you've reached Company 123.</i></p> <p>Asking for the name of the caller <i>"May I know who's calling, please?"</i></p> <p>Asking for repetition <i>"I'm sorry, could repeat <u>your name/that/the last part</u>, please?"</i> <i>"I'm sorry, I didn't catch <u>your name/number/company</u>."</i></p> <p>Asking for the spelling <i>"Could you spell <u>it/that/your name/etc.</u>, please?"</i></p> <p>Dealing with bad connections <i>"I'm sorry, I can't hear you. Could you repeat that, please?"</i> <i>"I'm afraid the line is quite bad."</i></p>
<p>PURPOSE: Stating the Purpose/Reason of the Call <i>"I'm calling to + verb..."</i> <i>"I'm calling about + noun ..."</i> <i>"I would like to + verb.." Ex. I would like to speak to your manager.</i> <i>"Can/could I speak to ____, please?"</i> <i>"Can you transfer me to the IT department, please?"</i> <i>"Could you tell him/her that I called?"</i> <i>"Could you ask him/her to call me back?"</i> <i>"Can I leave a message, please?"</i></p>	<p>PURPOSE: Asking for the reason/purpose of the call <i>"How may/can I help you?"</i> <i>"Could you tell me what it's about?"</i></p> <p>Responding to the reason/purpose Asking for the caller to wait <i>"Could you give me a moment, please? I'll check that for you."</i></p> <p>Getting back to the caller after asking him/her to wait <i>"Thank you for waiting."</i> <i>"Thank you for your patience."</i></p> <p>Delivering bad/negative response/news/information <i>"Unfortunately, he/she is not available at the moment. "</i> <i>"I'm afraid he is in a meeting now./he is on the</i></p>

other line/etc.”

Offering help

“Can I take a message?”

“Would you like to leave a message?”

“Can I get him to call you back?”

- *“Can I have a good call back number?”*
- *“Does he/she have your contact information?”*

Transferring a call

“Please hold, I’ll put you through.”

“Can you hold? I’ll connect your call.”

“I’ll transfer your call to the ABC Department.

OTHER POSSIBLE RESPONSES

Following up with information

Source: <https://www.fluentu.com/blog/business-english/business-english-telephone-conversation/>

1. *“I don’t have that information right now. Can I call you right back?”*

Calling someone **right back** means within a short period of time, usually within an hour. If you’re likely going to take a longer time to call them back, you could say:

Can I call you back + [expected time]?

For example: Can I call you back this afternoon/tomorrow?

2. *“I’ll need to find out if we can do that. Let me call you back.”*

The expression “**let me**” has a positive tone and shows you’ll take charge of looking up the information and calling back fairly quickly.

3. *“I’m not sure if we can do that, but let me check. Could you please hold?”*

Getting back to the caller

1. *“I’m calling to follow up on (topic).”*

If some time has passed, you could also add some background information to refresh the memory of the caller about their earlier

	<p>call. You could say something like:</p> <p>Example: I'm calling to follow up on your question about shipping. I believe you wanted to know if you can place your order here and have the items shipped to Mongolia. I've checked, and the good news is yes, we can ship your order directly to Mongolia.</p> <p>2. "Hello, this is (your name) from (company name). I'm returning your call about (topic)."</p> <p><i>In this situation, you missed the call while you were away, and you're now returning that call. You may also include a simple apology and a brief background of the information the caller might have left for you earlier.</i></p> <p>Example: I'm returning your call about international shipping. I'm sorry I missed your call earlier. How can I help you?</p>
<p>CONFIRMING INFORMATION</p> <p>"So, + summary of what was agreed/talked about."</p>	<p>CONFIRMING INFORMATION</p> <p>"Just to make sure I got it right, let me read it back to you. It's _____, right?"</p> <p>"Let me just confirm/repeat that. It's _____, right?"</p> <p>Acknowledging repetition</p> <p>"Okay, I've got that now."</p> <p>"I see, thank you."</p>
<p>RESPONDING TO EXTRA HELP OFFER</p> <p>"I think that's all."</p> <p>"That's all."</p>	<p>OFFERING EXTRA HELP</p> <p>"Is there anything else I can help you with?"</p> <p>"Is there anything else?"</p>
<p>ENDING</p> <p>"Thank you for your help."</p> <p>"Thank you. Have a great day ahead."</p> <p>"Thank you so much. Bye."</p>	<p>ENDING</p> <p>"If there's nothing else, thank you for calling. Bye."</p> <p>"Thank you for calling. Have a great one. Bye."</p> <p>"Well, thank you for calling (company name). Bye."</p>