

## Standard Telephone Expressions

### Introductions

This is.....Could I speak to.....please?  
I would like to speak to.....This is.....  
May I speak to .....?  
Could you put me through to.....?  
I would like to speak to someone in/about.....  
Speaking. (*when you are the person someone asks for*)  
Just a moment please.  
Of course. Hold the line please.  
Hold on one moment please.  
Extension.....please.  
Certainly. Hold on please.  
Can you put me through to.....(*a department or person*)  
Just a moment. I'll put you through.

### Taking and Receiving Messages

Who's calling/speaking please?  
Who shall I say is calling?  
May I have your name please?  
Could I leave a message for.....please?  
Could you ask.....to call me back? My number is.....  
Can I take a message?  
Would you like to leave a message?  
May I have your number please and I will get.....to call you back.  
Could you tell.....that.....phoned please?

### Negative Responses

I'm afraid that.....is not in at the moment. Can I take a message?  
I'm sorry,.....isn't here at the moment. Can I take a message?  
I'm afraid.....won't be back until.....Will I get him/her to call you?  
I'm sorry,.....is at a meeting.  
I'm sorry,.....is on another line/call.  
I'm afraid.....is not available. Can I take a message?

## Finishing a Call

Thank you, goodbye.  
Thanks for your help. 'Bye-bye'.  
I must go now. I'll talk to you soon.  
I'll phone/call/ring you next week.

## Other phrases

The line's/number's engaged  
The phone is out of order.  
It's a very bad line.  
The receiver is off the hook.  
I'm sorry. I think you must have the wrong number.  
I'm sorry there is nobody here by that name.  
What is the code for.....?  
Can I dial direct?  
I want to make a local call.  
I want to make a long distance call.

## Special requests on the telephone

I would like to order.....  
I would like to find out if/make an enquiry about .....  
I would like to make an appointment/May I make an appointment .....  
I would like to book /make a reservation.....  
I want to know the price/cost of .....  
Could you give me an idea of the price of .....?  
Can you tell me if you stock/do you have .....?  
I'm phoning in reply to an advertisement .....  
I saw your advertisement in .....  
I would like some information about .....  
May I have your full address?  
Can you give me the name of .....?  
Can you tell me who is in charge of .....please?  
May I speak with the manager please?  
Can you put me through to..... please?