

TELEPHONE EXPRESSIONS

Introducing yourself

- Good morning. TOTAL COMPANY. Suzy speaking. How may I help you?
- This is Suzy speaking.
- Suzy speaking.

Asking who is on the telephone

- May I have your name, please?
- Please, can you spell it for me?
- I am sorry! I didn't catch it.
- Can you repeat, please?
- May I have your telephone number?



Asking for someone

- Can I speak to _____?
- Can I speak to _____, please?

"I'm sorry, but he/she.....right now."

- I'm sorry. He's out right now.
- I'm sorry. He's off today.
- I'm sorry. He is in a meeting
- I'm sorry. He's is busy now.



Taking a message

- Can I take a message?
- Would you like to leave a message?

Leaving a message

- Can I leave a message?
- Tell him please to call Mrs. Smith.

Other expressions:

- Hold on a moment, please.
- I'll check it for you.
- May I call you back?