

# Business English



English  
on the phone

## English on the phone

### Answering a call

(company). Good morning.  
(company). Good afternoon.  
(company). How can I help you?  
I'm afraid you've dialled the wrong number.  
Who would you like to speak to?  
What does it concern, please?  
Would you mind telling me what you're calling about?  
Hold the line, I'll put you through.  
I'll pass you over to ... (department).  
... is speaking on another line.  
... isn't in (yet).  
... is away on business.  
... is on holiday (this week).  
... is out for lunch.  
I'm afraid, ... is not available at the moment.  
... will be back any minute.  
I'm sorry, but the line is engaged.  
There's no reply.  
If you hold the line, I'll try again.  
Would you like to hold?  
Could you try again later / tomorrow?  
Can I take a message?  
Would you like to leave a message for ...?  
If you give me your phone number, ... will call you back.  
Can I have your name, please?  
Can I help you? / Maybe I can help you.

### Making a call

... here. / ... speaking. / This is ...  
This is ... (company), ... (name) speaking.  
Sorry, I must have dialled the wrong number.  
Could I speak to ..., please?  
Am I speaking to ...?  
Could you put me through to ..., please?  
I'm calling about ...  
My name is...  
I work for...  
I represent the company...  
Could you please tell ... I phoned?  
Could you give ... a message, please?  
Could you ask ... to call me back?  
Do you know when ... will be back?  
Will ... be in the office tomorrow?  
I'll try again later / tomorrow.  
Maybe you could help me?

### Communication problems

My English isn't very good.  
The line is bad.  
I can hardly hear you.  
I didn't get that.  
Could you speak more slowly, please?  
Could you speak louder, please?  
Could you repeat that, please?  
Could you spell that, please?  
Sorry? / Pardon?

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## Useful phrases for general conversation

### Asking how someone is

How are you?  
How's it going? (quite informal)  
How are you doing? (quite informal)  
How's life? (quite informal)  
How are things? (quite informal)

I'm fine, thanks  
I'm ok, thanks  
Not too bad, thanks  
Alright, thanks  
Not so well

How about you?  
And you?  
And yourself?

### Asking what someone is or has been doing

What are you up to?  
What have you been up to?

Working a lot  
Studying a lot  
I've been very busy  
Same as usual  
Not much or not a lot  
I've just come back from ... Portugal

### Asking where someone is

Where are you?

I'm ...  
At home  
At work  
In town  
In the countryside  
In the office  
At the airport  
On a train

### Useful phrases in conversation

Pleased to meet you.  
May I introduce you to...?  
May I introduce my boss/colleague?  
How are you?  
I am very well, thank you.  
Can I help you?

Thank you for agreeing to meet with me.  
Please come in.  
Please be seated.  
Would you like some coffee/tea/water?  
Excuse me.  
Thank you.  
Thank you for your help/invitation.  
I am sorry.  
Have a safe trip!  
Congratulations!  
I wish you good luck!  
Am I disturbing you?  
Could you do me a favour?  
May I smoke? / Do you mind if I smoke?  
No, I don't mind.  
You're welcome.

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