

## Telephone Calls-Useful Phrases

You can use the following phrases:

- Hello, .... speaking/ Hello, this is ... speaking.
- I would like to speak with ... please.
- I'd like to speak with someone from the ... Department please.
- Could I speak to the manager please?
- I'm calling about...
- I'm returning the call from...
- Just a moment please/ Can you hold on please?
- I'll put you through to...
- I'm afraid he is not available.
- I'm afraid she is out of office.
- Could I leave a message please?
- I'll tell him as soon as he returns.
- Who`s speaking please?
- Could you spell that please?
- Could you repeat that please?
- I'm afraid I can't talk right now. Can I call you straight back?
- Thanks for calling. Goodbye.

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