

Useful Telephone Expressions

Making Calls

This is calling from
Could I speak to on extension ?
I'd like to speak to the person in charge of
Could you put me through to , please?
Could you ask to call me back?
Could I leave a message?
When will be available?
Would you mind spelling that for me, please?

Telephonist

How can I help?
Can I ask who's calling?
Please hold the line
Please don't hang up
I'm putting you through now
I'm afraid is ...
Would you like to leave a message?
Would you like me to ask to call you?

Answering calls

How can I help?
How about next ?
Would suit you?
Could you say just the last part again, please?
My email address is ...
Could you spell that for me, please?
Could you say that again, please?

Difficulties

Would you mind speaking more slowly, please? English is not my first language.
Do you think you could send me the details by email?

