



TELEPHONE-BASED EXPRESSIONS

California Systems, S.L. - Inscrita en el registro Mercantil de Madrid, Tomo 16.979, Folio 134, Sección 8ª, Hoja M-290562, Inscripción 1ª - C.I.F.: B-83081794

	SITUATION / OPTION A	SITUATION / OPTION B (IMPROVED)
1	Hold on a second, please Followed by silence...	▶ Hold on a second, please [But NO Silence... for more than 20 seconds]
2	After receiving a call: "Yes?"	▶ Hello, (good morning). You've reached the Support Center (Help Desk). This is Rachel speaking. How may I help you? ▶ Hello, (good morning). IT Department. This is Rachel speaking. How may I help you?
3	Who are you?	▶ May I ask who is calling, please? ▶ Who is calling, please?
4	Can I help you?	▶ How can I help you? ▶ What can I do for you?
5	Wait!	▶ Hold on a second, please. ▶ Can you hold on, please? ▶ Hold the line, please?
6	Let me put you through the responsible.	▶ Let me put you through to the person in charge.
7	After receiving a call: "Hello?"	Please see Situation #2
8	Give me your phone number.	▶ Can / Could / Would you please give me your phone number?
9	You have to email me the contract. OR You must email me the purchase order number.	▶ Can / Could / Would you please email us the contract. ▶ I would appreciate if you could email us the contract. ▶ I would be grateful if you could email us the contract. ▶ We need to have the contract.
10	I want to speak with you about the latest prices.	▶ I would like to discuss with you the latest prices. ▶ I would appreciate if we could speak about the latest prices. ▶ I would be grateful if we could discuss the latest prices. ▶ We need to speak about the latest prices.
11	What do you want?	▶ Is there anything else I can do for you? ▶ How can I help you? ▶ What can I do for you?
12	After receiving a call: "Yes. Tell me."	Please see Situation #2
13	He's not here at the moment, but he just went to the bathroom. Can you call back in 10 minutes?	▶ He is not in the office at this moment. Can I take a message?
14	I'm sorry, but the system is not working.	▶ Thank you for waiting. We're making improvements in the network.
15	Hello, (good morning). This is Rachel from IT. I call about the emergency that has been reported.	▶ Hello, (good morning). This is Rachel from IT. I'm calling regarding the emergency that has been reported.
16	Let me pass you the responsible.	▶ Let me <u>pass you on to</u> Mr. Smith. He is the person who deals with it.
17	I'll get you back.	▶ I'll get back to you.
18	After receiving a call: "Hi!"	Please see Situation #2
19	I'll get her.	▶ I'll (try to) get hold of her. ▶ I'll (try to) contact her.
20	I am not sure about that.	▶ Let us verify (check) that information.
21	You have to call again.	▶ Would you mind calling back in five minutes, please? ▶ Can we call you back in five minutes?
22	Whenever we don't understand our customer's English: "I don't understand your question."	▶ Would you mind saying that again, please, (if it's not too much trouble / bother)? ▶ Can you rephrase that, please? I understand the point about... (Paraphrase), although I don't follow the rest. (I would like to make sure I fully understand your point.)
23	After receiving a call: "Who is this?"	Please see Situation #2
24	As I told you last week...	▶ As we discussed last week...
25	Explaining a point that is not clear: I am going to tell you again.	▶ Sure! I will explain it in a different way.
26	Confirming a phone number: "I'm going to tell you again."	▶ Can I read it back to you?
27	Responding to the following question: -Would you need my phone number? -Yes. OR -No.	Would you need my phone number? ▶ Yes, please. OR ▶ No, thank you. (It's not necessary.)
28	That's wrong.	▶ I see the point you're making, although we have a few reservations about that. ▶ I see your concern, although (but) we are not allowed to perform such action as / since it is not specified / observed in the (terms of the) contract. However / At the same time, I would be more than happy to put you in contact with the appropriate department so we can solve your case without any further delay.
29	She's gone to have lunch.	▶ She is not in the office at this moment. Can I take a message?



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INTRODUCING YOURSELF	
Hello, (good morning). This is Rachel (from The IT Department).	Hello, (good morning). You've reached our Support Center (Help Desk). This is Rachel speaking. How may I help you?
Good morning, sir/ma'am. What can I do for you?	Hello, (good morning). This is Ian speaking. How may I help you?
Rachel speaking	My name is Rachel
It's Rachel	This is Rachel
ASKING FOR SOMEONE OR FOR A PHONE NUMBER	
Hi there, is this (name)?	May I ask who is calling?
Hello, can I speak to / with Mr. O'Hara, please?	Hello, could I speak to / with Mr. O'Hara, please?
GIVING YOUR E-MAIL ADDRESS	
alex-o'neil_20z@yahoo.com	Ei-el-i-eks-dash OR hyphen-ou-apostrophe-en-i-ai-el-underscore-twenty-zed OR zi-at-yahoo-dot-com (zed-Br; zi-US English)
Can you spell it again, please?	► zed as in zebra (Br English) ► zi as in zebra (US English)
SPEAKING WITH A SWITCHBOARD OPERATOR	
Can I speak to (name), please?	Can you put me through to (name), please?
Can I have extension (number), please?	Can you pass me on to (name), please?
Good morning, I'd like to speak to (name)	Good morning, I'd like to speak to someone about / regarding...
BEING HELPFUL	
The line's ringing for you now, caller	You're through, caller – please go ahead
You're welcome (responding to thank you)	The line's engaged (BR) / busy (US). Can we call you back in ten minutes?
Can I read it back to you? (number, email address...)	Is there anything else I can do for you?
How can / may I help you	Can I do anything else for you?
PROBLEMS IN THE LINE	
You're coming through loud and clear	I'm afraid this is a bad line. What did you say?
EXPLAINING WHY YOU'RE CALLING	
I'm calling about (the meeting)	I'm calling regarding (the meeting)
I'm calling for (some information)	I'm calling to (let you know that my flight has been delayed)
ASKING THE CALLER TO WAIT	
Could you hold on, please?	Will you hold on, please?
Could you call back later, please?	Hold the line, please
SHOWING EMPATHY	
I understand	I do understand
I see	I see your concern
I see what you mean	I see your problem
APOLOGIZING	
Sorry to keep you waiting	I'm afraid the line's engaged (BR) / busy (US)
Thank you for waiting. We're making improvements in the network	We appreciate your waiting. We're making improvements in the network
I apologize but there is no reply. Would you mind calling back later?	I'm sorry but there is no reply. Would you like to call back?
OFFERING TO TAKE A MESSAGE	
Can I take a message?	Would you like to leave a message?
May I ask who's calling?	Would you like to send an email instead?
ASKING TO LEAVE A MESSAGE	
Can I leave a message?	Could I leave a message?
Could you get him/her to call me, please?	Could you ask him/her to call me, please?
Could you tell him/her I called, please?	Could you tell him/her I rang, please?
SCHEDULING MEETINGS	
When would be a good time for you?	How about the beginning of next month?
Could we say Tuesday, June 2 nd ?	I could make it Wednesday, June 3 rd .
Shall we say 11 a.m.?	That time suits me
That's a good time for me	That times fits me
ASKING FOR REPETITION	
I'm sorry?	I beg your pardon?
Would you mind saying that again, please, (if it's not too much trouble / bother)?	Could you rephrase that, please? I understand the point about... (Paraphrase the part you do understand), although I don't follow the rest. (I would like to make sure that I fully understand your point / problem.)
Sorry, what was your name?	Can I read it back to you? (a phone number, an email address...)
I didn't catch that. Could you repeat what you said?	I'm afraid it's a bad line. Could you please speak up?
ACTION PLAN	
I'll get him/her to call you back	I'll ask him/her to give you a ring
I'll give him/her your message	I'll let him/her know (that) you've called
I'll call you tomorrow	Shall / Can I call you back in five minutes?
Let me check that information for you	Let me verify that for you now
Let me get hold of her	Let me reach her, please
Let me contact her	So, as soon as we track down the problem, we will call you back and tell you how to work it out. Is there anything else (that) I can do for you?
Let me pass you on to the Mr. O'Neil. He's the person responsible for Intelligent Networks	Let me put you through to the Design Manager. He's the person who deals with it. Thank you for calling
WRAPPING UP THE CALL AND SAYING GOODBYE	
Nice talking to you	Let's stay in touch
I'll speak to / with you on Monday (to: BR / with: US). Have a nice weekend	I look forward to hearing from you again soon
Thank you very much for calling, and have a very nice day	We appreciate your call. YOU have a nice day, sir / ma'am
I'll call you back	I'll give you a ring (when I'm done)
You too (=Igualmente)	Likewise (=Igualmente)
Is there anything else I can do for you?	Have a nice day / weekend
CLOSING "SMALL TALK"	
OK. I gotta go! (CASUAL)	I must go.
OK, I'd better go now	Er, yes, let's talk again soon. I'd really better go now. I have a meeting in 5 minutes. (If it's a customer, offer to call back)

