

# Telephone language and phrases in English

## How to answer and speak on the phone

### Answering the phone

Good morning/afternoon/evening, York Enterprises, Elizabeth Jones speaking.  
Who's calling, please?

### Introducing yourself

This is Paul Smith speaking.  
Hello, this is Paul Smith from Speakspeak International.

### Asking for someone

Could I speak to John Martin, please?  
I'd like to speak to John Martin, please.  
Could you put me through to John Martin, please?  
Could I speak to someone who ...

### Explaining

I'm afraid Mr Martin isn't in at the moment.  
I'm sorry, he's in a meeting at the moment.  
I'm afraid he's on another line at the moment.

### Putting someone on hold

Just a moment, please.  
Could you hold the line, please?  
Hold the line, please.

### Problems

I'm sorry, I don't understand.  
Could you repeat that, please?  
I'm sorry, I can't hear you very well. Could you speak up a little, please?  
I'm afraid you've got the wrong number.  
I've tried to get through several times but it's always engaged.  
Could you spell that, please?

### Putting someone through

One moment, please. I'll see if Mr Jones is available.  
I'll put you through.  
I'll connect you.  
I'm connecting you now.

### Taking a message

Can I take a message?  
Would you like to leave a message?  
Can I give him/her a message?  
I'll tell Mr Jones that you called  
I'll ask him/her to call you as soon as possible.