

TELEPHONING

USEFUL PHRASES



Asking to speak to someone

- Could I speak to Ms. Grace Smith, please?
- Is Grace Smith available?

Asking for information

- Could you tell me who's calling, please?
- May I know what this is regarding?

Asking to wait

- Would you mind holding for a moment, please?
- Could you stay on the line for just a second?

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Telling the person isn't available

- I'm afraid she's not available at the moment.
- Sorry, she's out of the office right now.

Telling the purpose of the call

- I'm calling to follow up on our previous conversation.
- I'd like to clarify some details about the shipment.

Telling the actions

- I'll get back to you as soon as possible.
- I'll send you the information right away.