

## 45 Phone Call Conversation Phrases

Téléphoner à un ami ou faire un appel d'ordre professionnel en anglais peut être déstabilisant. Voici une liste non exhaustive de phrase à dire lors d'une conversation téléphonique avec un(e) anglophone.

### Answering the phone

1. *Name of the company, your name* speaking. How can I help you?
2. *Name* speaking. How can I help you?

### Introducing yourself as the caller

1. Good morning / Good Evening /... . This is *Name* calling from *Name of the company*.
2. Hello, I'm *Name*, could I speak with *Name*?
3. Hello, I'm *Name*, may I speak with *Name*.
4. Hello, I'm *Name*, I'm calling about.... .

### Asking for someone / Transferring a call

1. Can I speak to *Name*?
2. May I speak to *Name*, (*Function*)?
3. Yes, she/he is right there. I'll put you through.
4. I'm sorry, there's nobody here by that name.

### Checking if the person is free to talk

1. Do you have a few moments?
2. Is it a good time to talk?

### Rescheduling

1. Sorry, can I call you back?
2. Can we postpone to tomorrow? I'm very busy at the moment.
3. Sorry, she/he is not available at the moment. Would you like to leave message?
4. Sorry, she/he is not available at the moment. Can I take a message?
5. Could you give me your phone number please so I can call you back?
6. Let me read that back to you. 06.....

### While on the phone

#### Asking who's talking

1. May I ask who's calling?

#### Asking to wait

1. Please hold the line.
2. One moment please.
3. I'll be with you in a moment.
4. Please call me back at .... .

5. I'll call you back later /tomorrow
6. I'll call you back as soon as I have more information.

### Difficulties to hear the person

1. I can barely hear you. What did you say?
2. I didn't catch what you say.
3. You're breaking up. Could you call me back?
4. We have a bad connection.
5. Could you say that again?
6. We were cut off.
7. Hello, it's me again, we got cut off.

### Clarifying as a listener

1. So, you mean that...
2. So, just to summarise, we agree to...
3. So, to put it simply,...

### Returning a call

1. Hi again, this is *Name* returning your call.
2. Hi, thanks for getting back to me.

### Asking additional questions before ending the conversation

1. While I have you on the line, I have a question about...
2. Oh, just one thing I wanted to ask you...
3. So, is there anything else you would like to talk about?

### Ending the conversation

1. I will keep you updated on our progress / your request.
2. I will follow up with the requested information soon.
3. I think I have everything I need, thank you!
4. Well it was nice talking with you. Thank you for your help.
5. Thank you, have a nice day.

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