**TELEPHONING**

A landline/mobile/cordless phone

ANSWERING THE PHONE:

* Hello, 3457223
* Good morning/afternoon. Henly and Bronx. How can I help you.
* Simpson here.

ANNOUNCING IDENTITY:

* This is John Smith.
* This is John Smith speaking.
* I’m John Smith.

TAKING A CALL:

* Speaking.
* Can I help you?

ASKING FOR A NAME:

* Who’s calling/speaking?

ASKING TO SPEAK TO SOMEONE:

* Could I speak to ......... please?
* I'd like to speak to ..... .....
* I'm trying to contact ..........
* Could you put me through to…., please?
* Is George there by any chance?
* Can I have the extension 743?

ASKING THE CALLER TO WAIT:

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

CONNECTIONG:

* Putting you through.
* I’m connecting you now.

PERSON WANTED IS NOT THERE:

* I’m afraid he is not in at the moment. Would you like to ring back later?
* Sorry. He’s just gone out. Would you like to leave a message?/ Can I take a message?
* I'm afraid the line's engaged. Could you call back later?
* I'm sorry.  There's nobody here by that name.
* Sorry.  I think you've dialled the wrong number.  
  I'm afraid you've got the wrong number.

PROBLEMS:

* The line is very bad ...  Could you speak up please?
* Could you repeat that please?
* I'm afraid I can't hear you.
* Sorry. I didn't catch that.  Could you say it again please?

LEAVING /TAKING A MESSAGE:

* Would you like to leave a message?
* Could you give him/her a message?
* Could you ask him/her to call me back?
* Could you tell him/her that I called?
* Could you give me your name please?
* Could you spell that please?
* What's your number please?

RINGING OFF:

* Thanks a lot. Goodbye.
* OK. Bye, bye.
* Speak to you later!

NOTE:

* I will speak to you later. (a threat!)
* I’m sorry. I (really) have to take this.
* Could I see Mr Smith. – I’m afraid he’s on the phone right now. Would you mind waiting for a while?