



BUSINESS CONVERSATIONS

TRANSFERRING A CALL

- May I ask who's calling please? Who's calling please?
- Please hold the line/Hold on a second please.
- One moment please, I will get his/her diary, schedule.
- I will transfer you to reception/the switchboard.
- We are trying to connect you/I will put you through to Mr Grahn.
- Thank you for holding/Sorry to have kept you waiting.

ANNOUNCE THE ABSENCE/TAKE A MESSAGE

- I am sorry, there is no answer/reply. The line is busy.
- She is on the phone/ He is not in the office right now.
- She is in the middle of a meeting.
- He will be back tomorrow; may I take a message?
- Can you call back later or shall I ask him to call you back?
- Would you like to hold or shall I ask him to call you back?
- May I have your name/extension number/address?
- Would you like to leave your name and phone number?
- Would you like to leave a message on his voicemail?
- I will give her your message/I will pass on your message.
- I will tell him you called.

PROBLEMS

- You have reached the wrong number/What number did you dial?
- You have got the wrong number/It's not here. This is the ...
- Excuse me, I dialed the wrong number.
- Excuse me, I cannot hear you/It is difficult to hear you/The line is bad.
- Can you repeat please? /Can you spell that? /Can you speak more slowly please?

CUSTOMER
FEEDBACK
SUPPORT
INNOVATIVE
QUALITY
EXCELLENT
FRIENDLY



'Your customer doesn't care how much you know until they know how much you care'

Damon Richards

In the October edition 'Risk'

ANSWERING THE PHONE

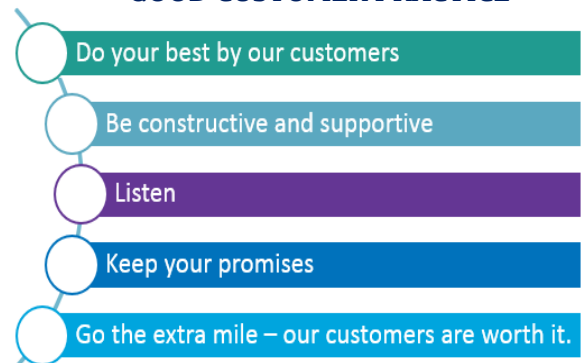
ASKING FOR THE PERSON

- Hello, this is Mr Smith speaking.
- May I speak to Miss Wilson?
- I would like to speak with/to someone about...
- I would like to speak to the person in charge of...
- I would like to be connected with extension no....
- Can you please connect me to...?
- Is this a good time to talk?
- Sorry to trouble you, is Mrs Carlson there?
- Am I speaking with Mr Johnson?
- Is this number 676 891 811?
- Is this the department responsible for...?

ASKING WHO IS SPEAKING

- May I ask which organization you are calling from?
- May I ask/take your name?
- Could you tell me your name?
- Could you let me know who is calling?

GOOD CUSTOMER PRACTICE



CLOSE A PHONE CALL

- I don't want to take too much more of your time, is there anything else before I let you go?
- I know how busy you are, I will follow up with you on this (on a specific date, time, call or meeting).
- I look forward to our next meeting/phone call...
- Before we end this conversation, let's make sure I understand (repeat main points and close the call).

Semi-formal

- Alright. See you soon... Thank you very much.
- I really have to go now. We will talk some other time.
- Can we continue this later? My other line is ringing.
- Thank you very much for your help.
- Thank you very much for calling/your time.
- Speak to you soon/later.