



English Phone Etiquette

- *Commonly Used Phrases* -

Hello, this is ___ calling from ___.

I am calling on behalf of ___.

May I (please) speak with ___.

Who can I speak with regarding ...

I'm calling to clarify... / confirm... / follow up on...

Thank you for your help/assistance.

.....

This is he / she.

Speaking.

Let me see if he / she is available.

I'll put you through / connect you / transfer you.

___ is not available right now. Can I / May I take a message?

When would be a good time for ___ to call you back?

.....

I didn't quite catch that.

Could you please repeat that?

Could you please slow down a bit?