

On the phone

situation 1:

- (ABC) company. How can I help?
- Hello, this is (Susan) calling from | Hello, (Susan) speaking. | Hello, (Susan) here.
- Nice to hear from you!

situation 2:

- Hello, this is (Susan) from Can I speak to (Martin Verner)? | Am I speaking to (Martin Verner), please?
- Speaking.

situation 3:

- Hello, this is (Susan) from Can I speak to (Martin Verner)? | Am I speaking to (Martin Verner), please?
- Hold the line. | Hold on.
I'll see if he's in. | I'll try to get him. . . .
- I'm afraid he's not available at the moment.
- I'm afraid he's not in his office at the moment.
- I'm afraid he's having lunch now.
- I'm afraid he's in a meeting now.
- I'm afraid he's on holiday this week.
- I'm afraid he's on business this week.
- I'm afraid he's on sick leave this week.

Would you like to leave a message?

- a) Yes, please. Could you ask him to . . . ?
- b) No, thanks. Just tell him I rang. | No, thanks. I'll call back later.

situation 4:

- Hello, this is (Susan) from Can I speak to (Martin Verner)? | Am I speaking to (Martin Verner), please?
- I'm afraid, you must have a wrong number. There's no (Martin Verner) here.