**Phone call vocabulary and phrases in a business setting**

**Answering the Phone**

* *Good morning/afternoon/evening, [company name], [your name] speaking.*
* *Thank you for calling [company name], how may I assist you?*
* *This is [your name] from [company name], how can I help you?*

**Transferring a Call**

* *Just a moment please, I will transfer your call.*
* *May I ask who is calling, please?*
* *I will connect you with [person's name], please hold the line.*

**Taking a Message**

* *I'm sorry, [person's name] is unavailable at the moment. Can I take a message?*
* *Can I have your name and phone number please?*
* *Could you please repeat that information for me?*

**Leaving a Message**

* *Hi, this is [your name] from [company name]. I'm calling for [person's name]. Could you please ask them to call me back?*
* *Hi, it's [your name] calling from [company name]. Could you please have [person's name] call me back at [phone number] when they have a moment?*
* *Could you let [person's name] know that I called? My number is [phone number].*

**Ending a Call**

* *Thank you for calling [company name], have a great day!*
* *It was nice speaking with you, have a good day!*
* *Thank you for your time, I will speak with you soon.*

**Dealing with Difficult Calls**

* *I'm sorry to hear that, let me see if I can help you with that.*
* *I understand how frustrating that must be, let me look into this for you.*
* *I apologize for the inconvenience, let's see what we can do to fix the problem.*

**Other Useful Phrases**

* *Could you please speak up? I'm having difficulty hearing you.*
* *I'm sorry, I didn't catch your name.*
* *Could you please repeat that?*