

Telephone: Connecting

Useful Phrases

How can I help?

Can I speak to ..., please?

Who's calling, please?

Please hold

I'll just put you through

Could I speak to.....please?

Who shall I say is calling?

Just a second

I'll see if he's in

I've goton the phone for you

Hang on a moment

Transcripts

Michelle: Hello, you've reached the marketing department. How can I help?

Male: Yes, can I speak to Rosalind Wilson, please?

Michelle: Who's calling, please?

Male: It's Richard Davies here.

Michelle: Certainly. Please hold and I'll put you through.

Male: Thank you.

Michelle: Hello, marketing. How can I help?

Male: Could I speak to Jason Roberts, please?

Michelle: Certainly. Who shall I say is calling?

Male: My name's Mike Andrews.

Michelle: Just a second - I'll see if he's in. Hello, Jason, I've got Mike Andrews on the phone for you ... Okay - I'll put him through. Hang on a moment, I'm just putting you through.