Phone call phrases in English

1. Say who you are and who you want

Hartley Supply, this is Nick. How can I help you?	Hello. Can I speak to Ms. Rivera, please?
Who's calling, please?	This is Ana Costa.

Hello, this is Ana Costa.

Can I speak to Ms. Rivera, please?

Is Ms. Rivera there?

Could you put me through to her?

2. Say why you are calling

I'm sorry, she's in a meeting right now.	Oh. When will she be back?
Can I take a message?	Yes, please.

I'm calling about a delivery.

My order hasn't come yet.

Okay, I'll hold.

When will she be back?

3. Leave your name and number

Could you spell your last name for me?	Sure. C, O, S, T, A.
And what's your phone number?	It's 555-0142.
What's the message for her?	My delivery hasn't come. Please call me back.

Can I leave a message?

Could you tell her I called?

Could you ask her to call me back?

My number is 555-0142.

4. Check the message and end the call

So that's Ana Costa, 555-0142. Is that right?	Yes, that's right. Thank you.

Sorry, could you say that again?

Could you speak more slowly, please?

I'm sorry, the line is bad.

Yes, that's right. Thank you.

Thanks for your help. Bye!

Make the call with an AI chatbot: kotokin.com/learn/english/phone-call