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https://www.100test.com/kao_ti2020/151/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_151480.htm 1.The following phrases are used when youre on the phone. Hello , Id like to speak to Mr... Hello , this is Miss...calling from... Is Ms...available , please ? My names... 2.Speaking. Im afraid hes in a meeting/not in the office/still at lunch/not available just now. Is there anything I can do for you ? Hold on a moment , please. Ill just find out if shes back yet/in the other office/available. Ill put you through to Miss... Ill ask her to call you back as soon as shes free. Whats your extension number/fax number ? Could you ask her to call me back , please ? My number is... Could you give him a message , please ? What time do you expect her back ? Ill call again later today. Thanks very much for your help. 3.Requesting Id like you to... , please. Could you ask... to ...for me ? Do you think you could... ? Would you mind...-ing... ? 4.Sure. Certainly. I wont be able to... , because... Im sorry but... Im afraid thats not possible , because... 5.Offering to help Can I give you a hand ? Would you like a hand with... ? Shall I... ? Would you like me to... ? If you need any help , just let me know. Yes , please. Thanks a lot. No , thanks , I think I can manage. Thats very kind of you , but... I think Id prefer to do that myself because... 6.Asking permission May I... ? Do you mind if I... ? Could I... ? Is it all right if I... ? Do you think I could... ? Sure , go ahead. By all means. No , Im afraid you cant , because ... Im sorry but... Agreeing and disagreeing 7.If you want to agree

with someone you can say : Thats exactly what I think. Thats a good point. Quite right , I couldnt agree more. Thats just what I was thinking. I agree entirely. Yes , Im all in favour of that. 8.Its often considered rude or aggressive to say "Youre wrong" or "I dont agree with you". Its more polite to disagree with someone by saying. I see what you mean , but... I dont think its such a good idea... Thats true , but on the other hand... I dont quite agree because... Maybe , but dont you think... ? 9.If you require some information you can say : Could you tell me if/when/how much/why... ? I wonder if you could tell me... ? Id like to know... Id like some information about... 10.When someone given you some information you can say comment or reply : Oh , I see. Thats interesting. Thanks for letting me know. 11.If someone asks you for information you can reply : As far as I know , ... Well , (in confidence ,) I can tell you that... Im afraid I dont know. Ive no idea , Im afraid. I dont have that information available just now. Can I call you back ? Im not sure. Ill have to find out. Can I let you know tomorrow ? Im afraid I cant tell you that. Its confidential. 12.If you want to give someone some information you can say : Id like you to know that... I think you should know that... Did you know that... ? 100Test 下载频道开通 , 各类考试题目直接下载。详细请访问 www.100test.com