

新东方商务英语初级口语素材电话技巧 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/448/2021_2022__E6_96_B0_E4_B8_9C_E6_96_B9_E5_c85_448777.htm Lesson Three电话技巧

(making and answering phone calls, western telephone etiquette)

Answering the phone Hello! Good morning. Grant Hotel.

Reception. Susan Park speaking. How may I help you? Susan Park 's Office. Susan Park/Susan/Park. May I know who 's calling please? May I know what this is in reference to? Asking to speak to someone May/Could/Can I speak to/with Dr. Smith please? This is John Green speaking. I 'd like to speak to Dr. Smith please. This is John Green. This is John Green from ABC. Is Dr. Smith in, please? Is Susan there? Dr. Smith please. I 'm with... and I need to talk with... about... I 'm representing ... May I speak with..., please? Asking someone to wait for a moment Would you mind holding a minute while I try to find her? Could you hold on, please? Please hold on for a second. One/Just a moment, please. Hang on. I 'll get him. Just a second. One moment, please. I 'll see if he 's in. Asking the caller to leave a message I 'm sorry but he 's not here right now. May I take a message or would you like to call back later? I 'm sorry but he tied up/busy/occupied/in a meeting now. Would you like to have him return your call? I 'm afraid he can 't come to the phone/speak to you/take the call at this moment. Could you call back in a few minutes/later/in a little while? I 'm sorry he 's not answering the phone. Perhaps he stepped out for a moment. May I have him return your call? Transferring information Could you

repeat that, please? Could you say it once again? Can you say it louder/slower? Have you got that? Could you please spell it? Anything else? Would you like me to read it to you again? Let me repeat to see if I get it. 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