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如今可是个商业发达的时代，但凡与国外公司有业务联系，就会有国际电话打到办公室里。那么，怎样得体优雅的转接电话、帮助树立公司的良好形象呢？给大家来几段对话实例。 O=Operator, C=Chinese

O: Is this the Silver Star Trading Company? C: Yes, it is.

O: This is the overseas telephone operator in the United States. We have a call for Mr. John Wang in the International Finance

Department from a Mr. Robert of ABC Company in New York. C:

From whom? O: From a Mr. Robert of ABC Company in New

York. C: Thank you. Just hold the line, please. Several seconds later...

C: Hello. Im sorry but Mr. Wang is in a conference right now. O:

Oh, is that right? When will he be free? C: Well, hell be free around

four oclock. O: I see. Just a minute, please. Several seconds later... O:

Hello. How about Mr. Peter Chen, then? C: Yes, hes here. One

moment, please. Several seconds later... Peter Chen: Hello. This is

Peter Chen speaking. O: Oh, Mr. Chen? Will you hold the line,

please? Several seconds later... O: Thank you for waiting. Mr. Robert

is on the line. Go ahead, please. Peter Chen: Thank you. 100Test 下

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