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1. Franklin Company Personnel Department. 富兰克林公司人事部。 2. Good morning Franklin Company, may I help you? 早晨好，富兰克林公司。我可以为你服务吗？ 3. Personnel Department. This is Carol/Carol speaking. 人事部，我是卡洛。 办公室电话最重要的就是礼貌，所以不论是接电话或打电话，都应该先报自己及公司的名字。 请问找那位 Who would you like to talk to/speak to? 请问找哪位？ 他在忙线中 1. Her line is busy at the moment. Can somebody else help you? 她正在通电话，别的人可以帮你吗？ 2. He ' ' s on another line right now. 他现在正在接另外一个电话。 3. He ' ' s talking a long-distance call now, what can I do for you? 他正在接长途电话，有什么我可以帮你吗？ 4. Sorry, his line is busy. 抱歉，他正在打电话。 请你稍等一下 1. Could you hold a moment, please? 你能稍等一会儿吗？ 2. He ' ' ll be with you in a moment. 过一会儿他就会接你电话了。 3. Can you hold on, please? 你能稍等一会儿吗？ 4. Just a moment. He is on his way now. 请稍待一下。他马上来接电话。 5. Hang on a second, please. 请稍等。 6. Could you hold on any longer? 你能再稍待一会儿吗？ 让你久等了 1. I ' ' m sorry to keep you waiting. 抱歉让你等待。 2. I ' ' m sorry to have kept you waiting. 抱歉让你久等了。 有时候真的让人久等时，说这句话会让对方心平气和一些。通常都会用完成式"to have kept you~" 3. Sorry for the delay. 对不起慢了一点。 现在不方便接电话 1. She has a visitor

at the moment. 她现在有客人。 2. He is in a meeting now. 他正在开会。 3. I ' ' m sorry, but he is unable to come to the phone now. 很抱歉，他现在无法接电话。 4. I ' ' m sorry, but I was just on my way out. Can I get back to you later? 很抱歉，我正好要出门。可不可以稍后再打给你。 这里没有这个人 1. I ' m sorry, but we have no one by that name here. 对不起，这里没有人叫那个名字 2. We don ' ' t have any Smith working here. 没有史密斯在这边工作。 3. This is not Franklin Company. 这里不是富兰克林公司。

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