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应急电话用语：不擅长说英语的人接到英语电话时，千万不要手足无措，可用下述几种方式沉着应答。(1) 请稍待片刻。Just a moment, please. (2) 请别挂断。我找一位会说英语的人来。Hold the line, please. I ' ll get an English speaker. (3) 请等一下。我找个人来听。Hold on, please. I ' ll get someone to the phone. (4) 很抱歉，我英语说得不好。我找位会讲英语的人稍后回电话给你。请教您的大名及电话号码？I ' m sorry, I don ' t speak English well. I ' ll have an English speaker call you back later. May I have your name and telephone number? 接电话的开场白：拿起话筒的时候，可先用Hello. Good morning. Good afternoon. 等问候对方，并报上自己的公司名、部门名、姓名等，如此可予人态度亲切的感觉。(1) 早安。这里是正泰贸易公司。我能效劳吗？Good morning. This is Chengtai Trading Company. May I help you? (2) 午安。这里是大安商业银行。我能为您效劳吗？Good afternoon. This is Dan An Commercial Bank. What can I do for you? (3) 先锋电子。我是吴玛莉。Pioneer Electronics. This is Mary Wu spea\*\*. (4) 喂。海外营业部。我是王大明。Hello. Overseas Sales Department. Taming Wang spea\*\*. (5) 喂。这里是王公馆。Hello. This is the Wang residence. (6) 午安。我是王大明。Good afternoon. Taming Wang spea\*\*. (7) 我是杨文凯，请讲。Wenkai Yang. Spea\*\*.

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