

2010年报检员考试备考外语辅导：外企电话用语 PDF转换可能丢失图片或格式，建议阅读原文

[https://www.100test.com/kao\\_ti2020/644/2021\\_2022\\_2010\\_E5\\_B9\\_B4\\_E6\\_8A\\_A5\\_c30\\_644994.htm](https://www.100test.com/kao_ti2020/644/2021_2022_2010_E5_B9_B4_E6_8A_A5_c30_644994.htm) 对话场景一：(电话铃声响起)

VERA：CRI Online. May I help you? REAF：May I talk to Kelly please? VERA：And you are? REAF：This is Reaf from BBC. I'm calling to check my mail. VERA：I'll put her on the phone. Just a second. REAF：Thanks. (场景结束)

1.这大概是办公室电话中最常见的一段对话了。我们先来看第一句：“CRI Online. May I help you?”。一般接起电话的人通常会先报公司的名字，然后再说，“May I help you?”或是如果要更客气一点的话则可以说“How can I help you?”(我该怎么帮你?)，意思是我能为你做什么。不过如果是机器应答，那么你很可能听到这样的一段话：“Thanks for calling CRI Online, please dial the extension or press 0 get to the operator”感谢你打电话到CRI来，请直接拨分机号，如需转总机，请拨“0”。

2.And you are? 你是? 通常我们要先确定一下对方的身份，避免不必要的骚扰。And you are? 是比较口语化的讲法。如果想要问得客气点，我们还可以说“Whom I am speaking with?”或是“Whom am I talking to?”

3. I'll put her on the phone. Just a second. 我会请她听电话，请等一下。确认之后，当然就是把电话转接给对方要找的人了。Put someone on the phone 的意思就是请某人听电话。如果你是打电话来找人的一方，你可以说“Could you please put Kelly on the phone?”你能不能请kelly来听电话啊? 反过来如果你是接到电话的人，而对方要找的是别人，你就可以说：“Ok. I'll put her on the phone. Just a second.”好的，我会请她听电话，请稍等

一下。当然如果公司有多部分机，那你很有可能会听到如下的答复：“I ’ m transferring your call.” 或是 “I ’ m redirecting your call.”，意思是我帮你转接到分机给她。transfer 或者 redirect.既“转接”的意思。对话场景二：(电话铃声响起)  
VERA：CRI Online. May I help you? REAF：This ’ s Reaf from BBC. May I talk to Kelly please? VERA：Would you mind holding for one minute? (...) VERA：She ’ s out for lunch. Would you like to leave a message? REAF：No.I really need to talk to her personally. VERA：Would you like to leave a message on her machine，then? REAF：Ok, thanks a lot. VERA：Hold on and I ’ ll transfer you. (I ’ m not available to take your call，but please leave your name，number and a brief message.I ’ ll get back to you as soon as possible.) (...) (场景结束)

1. 基本上在打电话给服务部门时，我们常会遇到这样的情况：“service is busy now, please hold on and your call will be answered in approximate 5 minutes” 现在服务正忙，请不要挂机，我们将在五分钟接听您的电话。然后十分钟过去了：“Please continue to hold, your call is very important to us.” 请继续等候, 你的来电对我们非常重要.... 这种无止境的等待令人深恶痛绝，所以人家打电话来时如果万不得已一定要请他稍候，我们要客气一点地说：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](http://www.100test.com)