



Business Phone Calls in English: Useful Phrases for Transfers, Messages, and Callbacks

50 words

ENGLISH	TRANSCRIPTION
line	[laɪn]
connection	[kə'nekʃn]
operator	['ɒpəreɪtə]
extension	[ɪk'stenʃn]
hold	[həʊld]
voicemail	['vɔɪsmel]
callback	['kɔ:l bæk]
message	['mesɪdʒ]
receiver	[rɪ'si:və]
speakerphone	['spi:kəfəʊn]
mute	[mjʊ:t]
transfer	[træns'fɜ:]
busy	['bɪzi]
available	[ə'veɪləbl]
repeat	[rɪ'pi:t]
speak up	[spi:k ʌp]
cut off	[kʌt ɒf]
appointment	[ə'pɔɪntmənt]
confirm	[kən'fɜ:m]
reschedule	[,ri:'ʃedju:l]
introduce yourself	[,ɪntrə'dju:s jɔ:'self]
take a message	[teɪk ə 'mesɪdʒ]
call back	[kɔ:l bæk]
purpose of the call	['pɜ:pəs əv ðə kɔ:l]

ENGLISH	TRANSCRIPTION
dial	/ˈdaɪəl/
hang up	/hæŋ ʌp/
pick up	/pɪk ʌp/
wrong number	/rɒŋ ˈnʌmbə(r)/
bad signal	/bæd ˈsɪgnəl/
conference call	/ˈkɒnfərəns kɔ:l/
speaker	/ˈspi:kə(r)/
available now	/əˈveɪləbəl naʊ/
call drop	/kɔ:l drɒp/
missed call	/mɪst kɔ:l/
phone line	/fəʊn laɪn/
reception	/rɪˈsepʃən/
patch through	/pætʃ θru:/
leave a voicemail	/li:v ə ˈvɔɪsmel/
return the call	/rɪˈtɜ:n ðə kɔ:l/
hold music	/həʊld ˈmjuzɪk/
extension number	/ɪkˈstɛnʃən ˌnʌmbə(r)/
background noise	/ˈbækgraʊnd nɔɪz/
can you hear me	/kæn ju hiə mi:/
you're on mute	/jɔ:r ɒn mjut/
line is breaking up	/laɪn ɪz ˈbreɪkɪŋ ʌp/
caller	/ˈkɔ:lə(r)/
answering machine	/ˈɑ:nsəɪɪŋ məˌʃi:n/
on the line	/ɒn ðə laɪn/
phone back	/fəʊn bæk/
speak slowly	/spi:k ˈsləʊli/

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20 phrases

ENGLISH

This is Anna from BrightDesk.

May I speak to Mr Green, please?

I'm calling about tomorrow's appointment.

Could you hold for a moment, please?

I'll put you through to the sales team.

I'm sorry, the line is bad.

Could you repeat that, please?

He's not available at the moment.

Would you like to leave a message?

Could you ask her to call me back?

Thank you for your help.

Have a good day.

Could you put me through to Ms. Weber?

I'm calling regarding your last email.

The line is a bit unclear.

Could you repeat the last point, please?

I'll call you back in ten minutes.

She is not available at the moment.

Can I leave a message for him?

Thank you for calling, goodbye.

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