

## CONNECTING A CALL 接通电话

1. Your call is connected. Please go ahead.  
您的电话已接通，请讲。
2. May I put you on hold?  
麻烦您稍等一下，可以吗？
3. One moment. / Please hold the line.  
请稍等。 / 请您稍候。
4. Please hold while we connect your call.  
请稍等，我们正在接通您的电话。
5. Would you like me to transfer you to XX?  
您是否需要我为您转接到 XX？
6. Please hold. I will transfer you to XX.  
请您稍等，不要挂断，我帮您转接到 XX。
7. One moment, please. I'll put you through.  
请稍等片刻，我这就为您接通。
8. You have reached XX. Your call is important to us.  
您已经接通了 XX。您的来电对我们很重要。

## MAKING/RECEIVING A CALL 拨打/接听电话

1. Hi. This is YY calling from XX Company.  
您好。我是 XX 公司打来的 YY。
2. I hope I didn't catch you at a bad time.  
希望打给您的时机正好。
3. How are you doing today?  
您今天怎么样?
4. I'm calling about XX.  
我打电话是想咨询一下关于 XX 的事情。
5. Welcome to XX.  
欢迎致电 XX。
6. This is YY from XX's VV Department.  
这里是 XX 公司 VV 部, YY 为您服务。
7. May I ask who's calling, please?  
请问, 您是?
8. XX is not in right now. / XX just stepped out.  
XX 现在不在。/ XX 刚外出了。
9. Can I pass on a message to them?  
我可以替您转告吗?
10. Can I leave a message for you?  
我可以帮您留言吗?
11. Could you call back later, please?  
请您过一会儿再来电话, 好吗?
12. This call may be recorded for quality assurance and training purposes.  
出于质量保证和培训相关的目的, 本次通话可能会被录音。

## HAVING TROUBLE CONNECTING 连接有问题

1. The number you dialed does not exist. Please check it and dial later.  
您所拨打的号码是空号，请核对后再拨。
2. The telephone service is overdue.  
电话已欠费。
3. The telephone service is suspended.  
电话已停机。
4. Please add an area code before the number you are dialling.  
请您在号码前加拨区号。
5. There is no dial tone.  
没有拨号音。
6. The line is busy. Please call back later.  
电话占线，请稍后再拨。
7. The extension is busy now.  
分机现在占线。
8. You've dialed the wrong number.  
您打错号码了。
9. The line is dead.  
断线了。

## HAVING TROUBLE COMMUNICATING 沟通有问题

1. Sorry, what was that?  
对不起，请再说一遍，好吗？
2. There's something wrong with the line.  
这边线路有点问题。
3. I can't hear you clearly. Could you please speak up?  
我听不清楚您的话，请大点声，好吗？
4. You're breaking up.  
声音断断续续。
5. I can't hear you because of the bad connection.  
连接不好，我听不到您说的话。
6. I'm afraid the noise on your end is too loud. I can't hear you clearly.  
恐怕您的电话杂音太大，我听不清楚。

## ASKING QUESTIONS

### 问问题

1. How can I help you? / What can I do for you?  
我能为您做些什么? / 有什么可以帮助您的吗?
2. May I ask who is calling?  
请问, 您是哪位?
3. May I ask who you wish to speak to?  
请问, 您找哪一位?
4. Can I get your full name? / How do you prefer to be addressed?  
能告诉我您的姓名吗? / 您怎么称呼?
5. When is a good time to call?  
您一般什么时候方便接电话?
6. May I have your contact details?  
能留下您的联系方式吗?
7. Could you please call back later?  
请您稍后再来电话, 好吗?
8. Could you put me through to XX?  
麻烦您帮我接通 XX 的电话, 好吗?
9. Is there anything else you want to know about XX?  
关于 XX, 您还有什么想了解的吗?
10. Do you need me to contact XX for you?  
是否需要我替您联系 XX?
11. Could you start by telling me the specifics, please?  
麻烦您先告诉我一下具体情况, 好吗?
12. Is there anything else?  
您还有其他事吗?

## TAKING ACTION

### 采取行动

1. One moment. I will check for you. / Just a moment. Let me look into this.  
请您稍等，这边为您查询。/ 让我看一下，请稍等。
2. Don't worry. I'll take care of it. / Rest assured, I'll do my best to get this done.  
请放心，我一定照办。/ 您放心，我会尽力办好这件事。
3. I need to check a few things with you to understand the issue.  
为了尽快找出问题所在，我需要与您核实几个问题。
4. I'll call you later.  
我待会儿再打给您。
5. I'll call you back shortly with that information.  
我一会儿就给您回电话告诉您这个信息。
6. I'll put you through to XX's direct line.  
我帮您转接 XX 的专线。
7. I will report the problem you have described to my supervisor.  
我会将您反映的问题如实上报主管。
8. Please wait while I transfer you to the person in charge of this.  
请您稍等，我给您转接到负责人那里。

## EXPRESSING THANKS

### 表示感谢

1. Thank you for calling.  
感谢致电。
2. Thank you for waiting patiently.  
感谢您的耐心等待。
3. Thank you for your patience as we sort this out.  
非常感谢您在我们解决这个问题时的耐心等待。
4. Thanks for getting back to me so quickly.  
谢谢您这么快回复我。
5. I appreciate your bringing this to our attention.  
感谢您让我们注意到这一点。
6. Thank you for your valuable feedback.  
感谢您提出的宝贵建议。
7. Thanks again for your concern and support.  
再次感谢您对我们工作的关心和支持。
8. Thank you for the taking time to talk to me.  
感谢您抽出时间与我交谈。

## APOLOGISING 表示歉意

1. I'm sorry. I hope you can understand.  
很抱歉，请您谅解。
2. I'm sorry. We may not be able to do this.  
不好意思，这个我们可能办不到。
3. I'm sorry we did not meet your expectations.  
很抱歉，没有照您希望的办。
4. We apologize for any inconvenience caused.  
给您带来不便，我们深表歉意。
5. I understand why you would be angry. I would feel the same if I were you.  
我理解您为什么会生气，换成是我，也会跟您有一样的感受。
6. I understand how this could be frustrating. I'm sorry you've had to deal with this.  
我明白这很令人郁闷，很抱歉您不得不处理这个问题。
7. I can understand how you feel. Rest assured I will do my best to help you.  
您的心情我可以理解的，请您相信我会尽我最大的努力来帮助您。
8. Sorry, I'm busy at the moment. Can I call you back later?  
对不起，我现在正忙，待会儿再给您打过去，好吗？
9. I'm afraid the line is busy at the moment. Could you call back later?  
当前线路繁忙，您可以等会儿再回拨吗？
10. Sorry to keep you waiting.  
对不起，让您久等了。
11. Sorry I missed your call.  
对不起，我错过了您的电话。
12. Unfortunately I can't help you as we do not offer this service.  
很抱歉，这超出我们的服务范围，恐怕我不能帮助到您。



## FINISHING THE CALL 结束通话

1. I won't keep you any longer.  
我不耽误您时间了。
2. I wish you all the best.  
祝您事事顺利。
3. It's getting late. Can I call you back tomorrow morning?  
时候不早了，我可以明天早上再给您打过去吗？
4. I'm happy we could make this right for you. Have a nice day.  
我很高兴能帮您解决这个问题，祝您生活愉快。
5. Can we continue this later? I've got an incoming call.  
我们可以稍后继续聊吗？我有来电。
6. Thank you for calling. We appreciate your business.  
感谢致电，感谢您的支持。
7. I'll get back to you as soon as I have an update.  
一旦有进展，我就会回复您。
8. We'll be in touch.  
我们保持联系吧。
9. It's been great catching up with you.  
交谈很愉快。
10. Thank you for calling. Goodbye!  
感谢致电，再见！