



英文口語基本應對與電話禮儀



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OUTLINE

	Topic主題
Lesson A	<ol style="list-style-type: none">1. Answer/ transfer/make a phone call 接聽/ 轉接/撥出電話2. Taking/leaving a phone message 電話留言3. Interrupt politely & close 禮貌打斷對話、結束對話
Lesson B	<ol style="list-style-type: none">1. Give negative information 負面的回應2. Arranging a meeting 會議安排與協商3. Make requests 要求對方4. Making a small talk 小聊天
Lesson C	<ol style="list-style-type: none">1. Apologize 如何道歉2. How to sound professionally 如何說比較專業3. Handling complaints 處理抱怨



LESSON A

1. Answer/ transfer/make a phone call 接聽/ 轉接/撥出電話
2. Taking/leaving a phone message 電話留言
3. Interrupt politely & close 禮貌打斷對話、結束對話



1-1. Make/ Answer a phone call 撥出/接聽電話

<https://www.learn-english-today.com/business-english/telephone.html>

1.	Making contact 撥出電話	<ul style="list-style-type: none">* Hello / Good morning / Good afternoon ...* This is John Brown speaking.* Could I speak to please?/ I'd like to speak to , please* May I speak to Mr. Green in the accounting department, please?* Good morning. Is Dr Martin available, please?
2.	Giving more information 多說一些訊息	<ul style="list-style-type: none">* I'm calling from Tokyo / Paris / New York / Sydney ...* I'm calling on behalf of Mr. X ...

1-2. Make/ Answer a phone call 撥出/接聽電話

[https://www.learn-english-today.com/business english/telephone.html](https://www.learn-english-today.com/business%20english/telephone.html)



3. Taking a call 接聽電話

- X speaking.
- Can I help you?

4. Asking for a name or information 詢問對方名字或訊息

- Who's calling, please?
- Who 's speaking, please?
- (May I know) Where are you calling from?
- Are you sure you have the right number / name?

1-3 Make requests 要求對方

<https://www.englishclub.com/speaking/telephone-phrases.php>

Change speaking speed, volume, or repeat information.

要求來電者

調整說話速度、音量、重複訊息、稍後再打來

1. Sorry. I did not catch that. Could you repeat that, please? (重複訊息)
2. Would you mind spelling that for me, please? (拼出該字)
3. Could you speak up a little, please? (大聲一點)
4. Could you speak a little slower, please? (I am afraid my English is not very good)
5. Would you mind calling back in an hour later? I am in a meeting now. Thank you.



1-4 Put on
hold
請對方等待

Asking
the caller
to wait

請對方
等待

- Hold the line, please.
- Could you hold on, please?
- Just give me a moment.
- One moment, please. I'll see if he's available.
- All of our staff are busy at this time. Please hold for the next available person.

1-5. Giving negative information 負面的回應

Not available
受話人無法接聽

- I'm afraid **the line's engaged**. Could you call back later?
- I'm afraid **she's in a meeting** at the moment.
- I'm sorry. He's **out of the office** today.
- He/she **is not in** at the moment.

2. Transfer/connect the call. 轉接電話

Transfer/ Connect the
call
轉接電話

- Thank you for holding.
- Sorry to keep you waiting.
- The line's free now ... I'll put you through.
- I'll connect you now / I'm connecting you now.

3. End a phone call 結束通話

<https://www.youtube.com/watch?v=CKBIobXLrrc> (6:17)

主動結束對話	<ul style="list-style-type: none">• I really appreciate the call.• Thank you for calling.• Thanks for your call. I hope you have a nice day.• Please do let me know if there is any problem.

References

1. Telephone conversations.

<https://youtu.be/CKBlobXLrrc?si=RMLdam2ueclpYgLS>

2. **TELEPHONE VOCABULARY and PHRASES**

<https://www.learn-english-today.com/business-english/telephone.html>

3. **Telephone phrases (formal or informal)**

<https://www.englishclub.com/speaking/telephone-phrases.php>

4. <https://www.youtube.com/watch?v=GkrEZx6Udsg>

