

Useful phrases and vocabulary

Basic socializing

Greetings and introductions

Good morning. You must be ...
 It's nice to finally meet you face to face.
 – It's good/nice to meet you, too.
 I'd like you to meet ...
 Anke, this is ...
 I'd like to introduce you to ...
 May I introduce myself? I'm ...
 – Nice to meet you. I'm ...

Small talk questions

How was your trip (AmE)/journey (BrE)/flight?
 Did you find us OK?
 Did you have any trouble finding us?
 And is this your first time in Brussels?
 So, have you ever been to Brussels before?
 So, how's your hotel? Everything OK?
 Great weather, isn't it?
 How was the weather in London?
 Oh, are you interested in tennis?

Offering hospitality

May I take your coat?
 Let me help you with that.
 – Oh, that's very kind of you.
 So, if you would like to take a seat ...
 Please take a seat.
 – Thank you.
 Would you care for coffee or tea?
 Would you like some coffee or tea?
 – Yes, please. Tea would be nice.
 Can I get you some mineral water?
 – No, thank you.
 Can I get you something else? Juice, perhaps?

Saying goodbye

Thanks for stopping by.
 Thanks for a good meeting.
 It was great to meet (both of) you.
 Have a good trip (AmE)/journey (BrE).
 So long for now.
 Goodbye./Bye.

General conversation

Asking for clarification

I'm sorry, but I didn't (quite) catch that/understand you exactly.
 Could we go over that once more?
 Could you repeat that, please?
 Could you speak a bit slower/more slowly, please?

Making suggestions

Why don't you/we ... ?
 Don't/Wouldn't you agree that ... ?
 Isn't it a better idea to ... ?
 It makes a good/bad impression if you ...

Responding to suggestions

That's right. / I agree.
 I see your point.
 I disagree because ...
 I don't agree. I would ...

Customer meetings

Thanks for coming today.
 As I understand it, you'd like to discuss ...
 I've done some research into your company. It seems you Is that right?
 So, that was my suggestion. Is that suitable for you?
 I'd like to get your feedback.
 Let's go over the action points once more. I want to be sure we agree.
 I'll see what we can do.

Trade fairs

Starting a conversation

Excuse me, may I help you?
 – No, thanks. I'm just looking/browsing.
 How can I help you?
 May I introduce myself? I'm ...
 – Nice/Pleased to meet you. I'm ...
 Could I ask your name?
 – My name's ...
 How are you enjoying the fair?
 – It's very interesting. It's a good chance to network.

Talking business

Are you looking for anything special/in particular?

– I'm looking for/interested in ...

Could I offer you/interest you in ... ?

– Yes, I'd like to have your latest brochure/
catalogue/price list.

Please feel free to ask me any questions.

Would you mind if I ... phoned/emailed/contacted
you?

May I give you my card?

– Of course. And here's mine. I look forward to
hearing from you ...

Ending the conversation

It was so nice to meet you.

I hope you enjoy the fair.

– Thanks, it was a pleasure. I appreciate your help.

Presentations**Welcoming/Introducing**

I'd like to welcome you to ...

Thank you for coming today.

My name's ...

I work for ... and I'm in charge of/responsible for ...

Introducing the subject

I'd like to give you a short preview of my
presentation ...

We'd like to introduce/show you/help you get to
know our latest ...

Describing products and services

Our product/service range includes ...

The special highlights are ...

Explaining the unique selling points (USPs)

We stand out from our competitors because ...

Our USPs are ...

Giving promotional information

Please feel free to pick up/take a brochure/leaflet/
free sample.

We've got our promotional information and samples
available here.

Offering incentives to try a product

I'd like to offer a special introductory price.

We can offer you a discount if you order today.

Offering follow-up

I'll be glad/pleased to send you ... by next Monday.

I'll be in contact/touch with you in two weeks.

I/We look forward to doing business with you.

Inviting/appreciating new customers

We'd be pleased/glad to have you as a new
customer.

We'd welcome the chance to do business with your
company.

Summarizing

I'd just like to sum up the main points of today's
presentation.

Thank you for your kind attention.

Telephoning**Identifying yourself (person called)**

Good morning. Apex industries.

Hello, Martha Greer speaking. How can/may I help
you?

Identifying yourself (caller)

Hello, my name is I'm with GPT Ltd in London.

This is Joan Everts from Everts, Samuels, and Barker.

Hello, I'd like to introduce myself.

I'm calling to ...

Getting through

I'd like to speak to John, please.

Could you put me through to John, please?

– Of course, one moment please.

– Thanks for holding/waiting. I'm putting you
through to John's office now.

Messages

Would you like to leave a message?

– That's OK. I'll call back later.

Could I leave her a message to ring me back as
soon as possible?

– I'll make sure she gets your message straight
away.

I'll make sure he calls you back today.

Showing attention

I'll just write that down.

Let me just make a note of that.

I've got your customer file right in front of me.

I'm checking your file as we speak.

Confirming information

Can I just go over/confirm the details again?
Let's go over it again to be sure of the details.

Explaining action

I'll be glad to send this out to you today.
You should receive it by ...

Showing follow-up

I'll check on that information with my colleague and
call you back in two hours.
I'll make sure that he/she calls you back today.

Finishing the call

Could I help/assist you with anything else today?
Can I take care of anything else for you?
Is there anything else I can help you with today?
I appreciate you taking the time to talk to me.
Many thanks for calling us.

Making arrangements**Asking for an appointment**

Could we schedule an appointment?
Are you available/free on Monday?
Does next Thursday suit you?
How about 2 p.m. on Tuesday?

Agreeing on a time

Just let me check my diary/planner.
Yes, Tuesday is fine with me.
Sounds good. Tuesday at 2 p.m. then.

Suggesting a new time

I'm sorry, but I've got another engagement.
How about Tuesday morning instead?
Actually, Thursday morning would work out/be
better for me.

Confirming

OK, we'll see each other next Thursday at 11.00 at
your office.
Could you confirm the details in an email?
Here is my mobile number in case you need to
reach me.
I look forward to seeing you (then).

Call centre phone calls**Offering assistance**

How can I help you today?
What can I do for you?

Understanding customers

I see. So, as I understand it, Is that correct?
Let me just repeat that.

Confirming details

Could I just have your name and address, please?
I'd just like to confirm your contact details.
Could I go over your order again?

Making promises and keeping them

Your order will go out overnight today.
I'll call you back in half an hour.
I will personally make sure ...

Agreeing on action

Does that sound all right?
Do you have any other questions?
I hope this is to your satisfaction.

Following up and following through

I'll ring you when the technician has finished the
repair work to make sure everything is all right.

Troubleshooting

So, what exactly is the problem?
Could you explain the problem in more detail?
Could you explain what you've done so far?
Let me just talk you through the steps.
Do you follow that so far?
Do you have any questions so far?
Can you see that all right?
Is everything clear up to now?
– What exactly does OS stand for?
– What do you mean exactly?
– Sorry, what does that mean?
That means you need to have ...
In other words, you need to have ...
This is what I'm going to do: ...

Problems and complaints**Apologizing**

First of all, I'm so/terribly sorry about that.
I apologize for ...
Let me apologize ...

Clarifying the information

Could you tell me exactly what happened?
Could you explain a bit more ...?
Do you mind if I just go over that again ...?

Listening carefully

I'll just make a few notes as you speak.
I'm just taking this down.

Showing empathy

I understand./I see what you mean.
I would feel the same way.
I can understand the reason for your complaint.
What a difficult situation this puts you in.

Taking responsibility

There seems to be a misunderstanding.
It appears that your order got overlooked.
I'm afraid there has been some sort of mix-up.
It looks like an oversight on our part.
It seems (that) the order was not handled promptly enough.
It appears (that) a mistake has been made.

Saying how and when the problem will be solved

I'll take care of this for you at once.
I'll get back to you straight away.
You'll receive (a refund/replacement) by tomorrow ...
I'm sure we can find a solution.
I'd be glad to offer you ... to make up for this inconvenience.
This should be resolved by the end of today.

Offering an alternative

If this solution does not meet your needs, then I can suggest ... as an alternative.
I'll look into other possibilities by ...

Summarizing the discussion

What we have decided is ...
Our action plan is ...
I'd like to go over this once more to make sure we agree.

Assuring the client of follow-up

I'll get back to you in/by ...
I'll follow up to make sure that ...

Ending with a friendly, helpful tone

I hope you are satisfied with the outcome.
Thank you for bringing this to our attention.
Is there anything else I can help you with today?
Don't hesitate to ring again if there are any more problems.

Dealing with complaints in writing (formal)

We very much regret ...
We are very concerned to hear that ...
We assure you that we are doing everything we can ...
The problem has now been resolved.
Once again, we apologize for the inconvenience.
We (do) value your business and hope to keep you as a long-term customer.

Letter and email writing (formal/less formal)**Connecting with the reader**

In reference to your letter/email of ...
In/With regard to your phone call ...
Further to our recent meeting ...
Re your letter/email of ...
Thanks for your phone call this morning.
I hope everything is going well.

Reason for writing

We are writing to confirm ...
I am writing to let you know ...
I would like to inform you ...
I'm just writing to tell you ...
I'd like to let you know ...
Just a quick email to let you know ...

Enclosures

Please find enclosed the price list you requested.
In the enclosed information packet, you will find product descriptions, ...
As you will see from the enclosed brochure, ...

Attachments

I'm sending you the current price list as an attachment.
I've attached the specifications as a pdf document.
Please complete the attached form and return it to us.
Here is the file you asked for.

Giving good news

We are pleased to say ...
I am delighted to inform you ...
I'm happy to tell you ...
I'm glad to tell you ...

Requests

We would be grateful if we could ...
 I would appreciate it if we could ...
 It'd be great if we could ...
 Could you ... ?

Taking action

I will phone you/contact you ...
 We would be delighted/pleased to assist you.
 I'll get in touch with you/get back to you ...
 I'd be glad to help out.

Concluding

If you have any further questions, please do not
 hesitate to contact me.
 If you have any other questions, please contact me.
 We look forward to hearing from/meeting you soon.
 I look forward to seeing you next week.
 Let me know if you need anything else/any other
 help.
 Look(ing) forward to your reply/to hearing from
 you.
 Look(ing) forward to seeing you next week.

Useful Verbs (in context)

to apologize	We apologize for the mix-up with the invoice.
to appreciate	We appreciate you as a valuable customer.
to assist	How can I assist you with your order today?
to assure	I can assure you that you will receive a refund by Friday.
to be grateful	We would be grateful if you could contact us soon.
to be in charge of	Can you tell me who is in charge of this account?
to be responsible for	I am responsible for (taking) all of your orders.
to care for sth	Would you care for a drink?
to catch	I didn't catch that. Could you say it again?
to confirm	Let me just confirm your contact details.
to deal with	I'll connect you with somebody who deals with that.
to follow through	We follow through on every customer request.
to follow up	I am writing to follow up on our phone call yesterday.
to get back to sb	I'll make sure she gets back to you by Friday.
to get through to	I'm sorry you were unable to get through to the helpdesk.
to go over	I'll go over it again to make sure it's clear.
to hold	Could you hold or would you prefer to leave a message?
to inconvenience	We hope you have not been inconvenienced by the delay.
to inform	Please inform us as soon as you receive the package.
to look into sth	I'll look into your question and call you back in two hours.
to put sb through	One moment, please. I'll put you through to the manager.
to recommend	I'd like to recommend a solution for all your business needs.
to regret	I regret that this has caused you so many problems.
to resolve	We will do everything possible to resolve the misunderstanding.
to schedule	Could we schedule a time to meet next week?
to stand out	We stand out from our competitors with our superior service.
to take care of sth	We try to take care of all complaints within 24 hours.
to take sth down	One moment, I just need to take down your address.
to talk sb through sth	I'll talk you through the steps to solve the problem.