



I. Connecting a Caller and Asking to Hold

A. Listening (リスニング)

Click the link below and listen to example expressions.

下のリンクをクリックして、表現の例を聞いてみましょう。

[Click to listen](#)

B. Words and Expressions (語彙と表現)

Check pronunciation, meaning and expressions of the words with your tutor.

講師と一緒に単語の発音、意味、表現を確認しましょう。

Example Expressions

I'll put you through, one moment please.

電話をおつなぎします、少々お待ちください。

Certainly. I'll put you through to Mr. Luke's phone.
If you get disconnected for some reason his direct extension is 5566.

承知致しました。ルークさんにおつなぎします。
万が一繋がらなかったら、直接彼の内線5566におかけください。

I'll connect you now, kindly stay on the line.

おつなぎしますので、切らずにお待ちください。

Please hold while I connect you to Mr. Brown.

ブラウンさんにおつなぎするので、切らずにお待ちください。

Would it be alright to put you on hold for a minute while I check our records?

記録をチェックしますので、少々お待ちいただけますでしょうか？

Yes, he's in. Please stay on the line while I get him for you.

彼はおります。呼びますのでそのままお待ちください。

出典

意味 Weblio辞書 英和辞典・和英辞典 <http://ejje.weblio.jp/>

例文 Weblio 英語例文 <http://ejje.weblio.jp/sentence/>

C. Practice 1 (会話練習1)

Correct the following sentences by using more polite and formal expressions

次の文章をより適切な表現を使用して言い直してみましょう。

1.

A. Could you connect me to Mr. Tan, please?

B. Okay, wait.

2.

A. Could you tell me how much my bill this month is, please?

B. Sure, I'll just check our records, wait.

3.

A. May I speak to Gareth, please?

B. Okay, I'll call him for you. Stay on the line.

4.

A. Is Dr. Webster in? I'd like to speak with him, please.

B. Sure, I'll connect you now.

5.

A. Hello? Please connect me to Eddie Shaw's office.

B. Okay, I'll put you on hold while I do that.

D. Practice 2 (練習問題2)

How would you tell a caller to hold the line so you can connect him to Ms. Sheena Yu.
Inform the caller that the direct extension of Ms. Sheena Yu is 5655.

II. Replying when someone is not available and offering to take a message

A. Listening (リスニング)

Click the link below and listen to example expressions.

下のリンクをクリックして、表現の例を聞いてみましょう。

[Click to listen](#)

B. Words and Expressions (語彙と表現)

Check pronunciation, meaning and expressions of the words with your tutor.

講師と一緒に単語の発音、意味、表現を確認しましょう。

Example Expressions

I'm afraid Ms. Brown is not in at the moment. Would you like to leave a message?

申し訳ありませんが、現在ブラウンさんは席を外しております。
伝言をお伝えしましょうか？

I'm sorry but the line is engaged at the moment. Would you like to call back later?

すみませんが、現在お話し中です。おかけ直ししましょうか？

I'm sorry but she's in a meeting. Would you like to leave a message?

すみませんが、彼女は現在会議中です。伝言をお伝えしますか？

I'm sorry but Mr. Harris is at lunch. Would you like me to put you through to his voicemail?

すみませんが、ハリスさんは現在お昼休み中です。
彼の留守番電話におつながりしましょうか？

I'm sorry but she's left for the day. Would you like to leave a message?

すみませんが、彼女は一日出ております。メッセージを残しますか？

She's in a meeting. Perhaps she could call you back if you leave your details.

彼女は会議中です。彼女に伝言をお残しになれば、後でかけおすかもしれません。

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例文 Weblio 英語例文 <http://ejje.weblio.jp/sentence/>

C. Practice 1 (会話練習1)

Correct the following sentences by using more polite and formal expressions

次の文章をより適切な表現を使用して言い直してみましょう。

1.

A. Good morning/afternoon, WXY Corporation, how may I help you?

B. Yes, I would like to speak with Mr. Briggs please.

A. He's not here. Bye.

2.

A. Mara Cruz speaking, how may I help you?

B. Is Gareth So there?

A. No, he's in a meeting. Call later.

3.

A. Thank you for calling WXY Corporation, this is Liza, how can I help You?

B. I'd like to speak with the manager please?

A. She's left for the day. Call tomorrow.

4.

A. WXY Corporation, how may I help you?

B. Could you please get me Mr. Hartford?

A. The line is busy. Try again later.

5.

A. Thank you for calling WXY Communications, this is Liza, how can I help you?

B. I'd like to speak to Susan please.

A. She's at lunch. What do you want to tell her?

D. Practice 2 (練習問題2)

1.

A: Good morning, how may I help you?

B: May I please speak with Mr. Brown Smith?

A: (Inform the other person on the line that Mr. Brown Smith is at a meeting and offer to take a message.)

2.

A: This is Mary Kim of Western Corporation, how may I assist you today?

B: Yes, please put me through Karen's line.

A: (Inform the other person on the line to hold for a minute while you try to connect him/her)

B: Okay thanks.

A: (Go back to the caller and apologize because the line is busy and inform the caller that he/she can call back again later.)