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1、要找的人不在 A: Hello, this is carol. may i speak to miss chen? B: Yes, one moment please. i ' ll get her for you. A: Thank you. B:l ' m sorry, she ' s not at her room right now. A: Oh, i ' ll call her again. A: 喂，我是卡罗，可以请陈小姐听电话吗？ B: 好，请等一下，我为你转接。 A: 谢谢。 B: 对不起，她现在不在。 A: 那我等下再打给她。

2、自我介绍时，请注意： 1. "hello"等于是中文的“喂”，随时随地可用。 2. 打电话先行自我介绍是一种礼貌。电话中最常用" this is~"的形态而不是 "here is~"或"i am~",这是打电话需要注意的。 3. " may i speak to~" 也可以换成是 "can i speak to~" 请~听电话。 3、抱歉这么晚打来的说法： 1. I ' m sorry to call you so late. 对不起这么晚打电话来。 2. I hope I didn ' t catch you at a bad time. 抱歉这种时候找你。（含有希望没有打扰到你的意思） 3. I hope I didn ' t wake you up so early. 我希望这么早没有吵到你。 4. I ' m sorry to call you so early. 对不起这么早打电话来。 5. I ' m sorry to bother you at this hour. 很抱歉在这时打扰你。

4、有急事时的表达方法： 1. It ' s urgent. Could I have her mobilephone number? 2. Could you tell me where I can reach her? 3. This is an emergency. I need to get in contact with him right now. 1. 我有急事，可不可以告诉我她的手机号码？ 2. 能不能告诉我在哪里可以找到她？ 3. 我有急事，需要马上跟他联络。

5、对方不在的说法： 1. It ' s nothing important. 没什么重要事。 2. It ' s nothing urgent. Thank you ,good-bye. 没什么要

紧事，谢谢您，再见。 3. I ' ll call her again. 我会再打给她。 4. I ' ll call back later. 我稍后会再打来。 5. Please ask Miss Chen to call me back. 请陈小姐给我回电话。 6. Could you tell her to call Carol as soon as possible? 能不能请她尽快打电话给卡洛？ 7. Ask her to call Carol at home after seven, please. 麻烦她在七点后打电话到卡洛家。 8. Can I leave a message? 我可以留言吗？ 9. Please have her return my call. 请她回电话给我。 10. Could you ask him to call me back? 可以请他给我回电话吗？ 11. Please tell her Carol called. 请告诉她卡洛找她。 12. Let me call back later again. Thank you. 我稍后再打电话来。 谢谢你。 13. Please tell him to phone 2233-4455. 请他给2233-4455回电话。

6、电话答录机

This is a recording. I ' m not at home now. Please leave a message after the beep. Thank you. 这是电话答录机。我现在不在家，请在"哔"的一声之后开始留言。谢谢！（*：电话答录机是 telephone answering machine） This is Carol. Please give me a call when you are free. My number is 2244-6688. 我是卡洛。有空请回电话给我。我的号码是2244-6688. 对电话答录机留话时与一般留言无异，说出以下重点即可： 1. 来电者姓名 2. 来电时间 3. 来电目的 4. 联络电话或方式

7、打公用电话

1. I ' m calling from a public phone, so I ' ll call her again. 2. I ' m not at home now, so I ' ll call her around three o ' clock again. 3. May I use your phone? 4. Would you mind if I use your phone? 5. How do I get an outside line?

8、打错电话

1. I ' m sorry I have the wrong number. 2. Is this 02-2718-5398? 3. Sorry to have bothered you. 4. I ' m sorry. I think I must have dialed the wrong number. 5. Could I check the number? Is it 2211-3344

1. 抱歉我打错电话了。（打错电话通常

用：have the wrong number 表示) 2. 这里是02-2718-5398吗？
3. 很抱歉打扰你了。 4. 很抱歉。我想我一定是打错电话了。
5. 我可以核对一下电话号码吗？是不是2211-3344？ 解析：1. 区域号码是 area code；2. 电话号码的念法：02-2211-3224念成：area code zero-two, two-two-one-one-three-two-two-four. * 0 可念成oh 或 zero 或者 22 可念成 two-two 或 double two。 9、订购商品及询问 1. I ' d like to place an order for your party dress from your catalog. 2. May I order some flowers? 3. How can I pay for this item? 4. I ' d like to buy the car on your TV commercial. 5. Please send me your catalogue. 6. Do you have any life Menu Magazine tenin stock? 7. How long will it arrive? 8. The Product you sent to me is not what I ordered. 9. I ' m calling about an order I placed a month ago. It hasn ' t arrived yet. 10、介绍几句恭喜的话： 1. congratulations! i ' m sure you two will make a nice couple. 2. i heard you ' re getting married. congratulations! 3. congratulations to the bride and groom. 4. may you have a wonderful new life together. 翻译： 1. 祝你们佳偶天成。 2. 我听说你们要结婚了，恭喜阿！ 3. 祝福新郎和新娘。 4. 祝新婚快乐。 还有，要是听到友人生小孩了，你可以说：coungratulations on your new baby. 翻译成中文，可以酸一点：弄璋（弄瓦）之喜。让人值得恭喜的事情，当然不只结婚生子了，还有~~~ 1. congratulations on your graduation. 学成毕业之喜。 2. congratulations on your promotion. 恭喜你升官。 外国人喜欢在节日、逢年过节时，于亲朋好友间写卡片或打电话道贺，表达心意。（中国人也应该学习一下，尤其是对你的外国朋友和外国客户，要特别注意哦！）当然了好事也可能发生在咱

们自己身上，当接到恭贺电话时，你可以说：1. thank you for saying so.谢谢你这么说。2. thank you but i have a lot to learn yet.谢谢你，但我还有很多要学习的地方。3. it ' s very nice of you to say so.谢谢你这么说。4. thank you. you flatter me.谢谢你，你过奖了。5. thank you, i ' m just very lucky.谢谢你，我只是比较幸运而已。

11、道谢 接受别人的礼物或招待后，打电话道谢为最起码的礼貌之一。1. Thank you for the present. It ' s just what I wanted.2. Thank you so much for the homemade cake.3. I don ' t know how to thank you for such a beautiful flower.4. I received your gift. Thank you for the lovely bracelet. 翻译：1. 谢谢你的礼物，这正是我想要的。2. 非常谢谢你作的蛋糕。3. 真不知道要如何谢谢你，这么漂亮的花。4. 我收到你的礼物了。谢谢你可爱的手镯。 当在回答他人的致谢时，可以说下面的句子，都有别客气的意思：1. You ' re welcome.别客气。2. Not at all.这没什么。3. It ' s my pleasure.这是我的荣幸。4. Don ' t mention it.别放在心上。5. That ' s all right.这没什么。6.No trouble at all.一点也不麻烦。7.I ' m glad you enjoyed it.真高兴你觉得满意。

12、听不清楚 1. Sorry, I didn ' t catch you.对不起，我听不懂你说的。2. Sorry, I didn ' t understand.抱歉，我听不懂。3. Sorry, I didn ' t get what you said.对不起，我没听懂你说的话。4. I can ' t hear you very well.我听不太清楚。5. I can barely hear you.我几乎听不到你说的。6. I ' m having trouble hearing you.我听不清楚。7. We have a bad connection.通讯效果不太好。8. I can ' t catch what you are saying.我听不太清楚你说的话。

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