



CONFERENCE CALLS IN ENGLISH

STARTING AND WELCOMING

Good morning, ... This is ... speaking.

Thank you for joining the conference today ...

We have the following topics to discuss today ...

EXPLAINING THE PURPOSE OF THE CONFERENCE CALL

The purpose of today's conference call is to ...

The main points on our agenda for the call are ...

In order to discuss the Year-to-date development of our department, we have prepared the following agenda ...

EXPRESSING FACTS AND FIGURES/CITING

... according to the figures of the last quarter, we can see that ...

... according to experts, the current development was expected for reasons of ...

... taking into account different opinions of experts, I/we am/are coming to the conclusion that ...

... as ... has pointed out, the current development was expected for reasons of ...

ASKING FOR REPETITION/FURTHER EXPLANATION

Could you please rephrase your last point?

Sorry, I missed out on your last point. Could you please repeat?

ENDING THE CONFERENCE CALL

I won't take up any more of your time ...

I'd better let you go ...

Thank you for joining the conference today...

WHAT SHOULD THE MESSAGE ON MY ANSWERING MACHINE SAY?

During business hours:

Thank you for calling "insert name of company".

Unfortunately we are unable to answer the phone at this time. Please leave your name, number and a brief message and we will return your call as soon as we can.

When outside of business hours:

Thank you for calling "insert name of company".

Unfortunately you have reached us outside of our normal business hours. Our business hours are...Monday to Friday... Please leave your name, number and a brief message and we will return your call as soon as we can or please call us back during our business hours .

NATO PHONETIC ALPHABET

LETTER	CODE WORD	LETTER	CODE WORD
A	Alfa (Alpha)	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu
- (hyphen)		Dash	



Speak with Confidence

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