

Phrases anglaises en affaires

Coach de conversation en anglais – www.jusquaubout.ca

Ce guide de phrases anglaises à utiliser dans un contexte de bureau est conçu pour:

- Recevoir un visiteur;
- Faire ou recevoir un appel;
- Traiter une plainte de client.

Vous pouvez apprendre chaque phrase ou en choisir une ou deux par catégorie avec lesquelles vous êtes le plus à l'aise pour vos communications orales en anglais.

Dans le cas où vous n'êtes pas confortable en anglais, maîtriser les phrases suivantes vous mettra plus en confiance;

***Can you repeat that, please? - I'm sorry, I don't understand. - Can you wait one moment, please?
Can you speak more slowly, please? – Please hold the line. I'll get someone to help you.***

In English	En français
Greeting a visitor you know	
Good morning! / Good afternoon! / Good day! / Good evening! (Never use - Good night)	
Mrs. Jones (Mr., Mrs., Miss, Ms. Use their last name)	
May I help you?	
Greeting an unknown visitor	
Good morning! / Good afternoon! / Good day! / Good evening! (Never use - Good night)	
Sir, Madam, Ma'am (To be used as you do not know their name)	
How may I help you?	
Additional questions for visitors:	
May I have your business card, please? (Or ask for the information that can be found on the business card)	

May I have your name please? What is the name of your company, Mrs. Jones? May I have your phone number and extension number, please?	
What is the purpose of your visit?	
Just a moment Mr. Lord, I will tell Mr. Black that you are here.	
Please have a seat, Mr. Black will be with you shortly.	
Would you like a coffee while you wait?	
Mr. Black will see you... immediately, in a few minutes, in a moment	
Would you like to make an appointment?	
Mr. Black is not available right now, but he can see you next (Monday, Tuesday, Wednesday, Thursday, Friday) around three o'clock.	
Answering the phone – Receiving a call	
Good morning! / Good afternoon! / Good day! / Good evening! <i>(Never use Good night on the phone)</i>	
External call – Receptionist: Good morning, ABC Inc., Carolyn speaking. How may I help you?	
External call - Direct to department: Good morning, Sales department, Mrs. Murphy speaking. How may I help you?	

Internal call – Accounting, Carolyn speaking, how may I help you?	
To place a call on hold	
One moment please...	
Just one moment please...	
Could you hold for a moment please?	
May I ask you to hold for a moment please while I check ... (The computer, your file...)	
Would you like to hold, our may I take a message?	
Do you wish to hold or do you prefer I call you back?	
She is on another line at the moment, would you like to hold?	
To transfer a call	
One moment, Mr. Lord, I'll transfer your call.	
I'll connect your call.	
I'll put your call through immediately	
To whom would you like to speak?	
Explanation	
I will check the computer...	
Let me see if I can locate her...	
I'll try to find the answer for you ...	
I'll look for your invoice right away.	
I will transfer your call to ... at extension ...	
I apologize for the inconvenience, Mr. Lord.	
He is not available at this time.	

When the person is not in the office...	
He is not available right now. (... at the moment)	
She is not in her office at the moment.	
You have just missed him.	
She has just stepped out.	
He has just left for lunch.	
I'm sorry, she is absent for the afternoon.	
She is in a meeting right now.	
There is no answer in his office.	
She seems to be out of her office at the moment.	
To offer assistance	
May I take a message?	
Would you like to leave a message?	
Would you care to speak to someone else?	
Would you prefer to wait a little longer?	
May I help you?	
Is there something I can do to help you sir?	
I will see if he is available.	
I will take care of this right away.	
Let me repeat that just to make sure.	
I will call you back before 3 o'clock today.	
I will call you with that information... tomorrow. « or »... as soon as possible.	
Who did you want to speak to? In what department?	

To ask the caller's name	
May I ask who is calling please?	
May I tell him who is calling?	
Who am I speaking to?	
May I have your name please?	
Could you please spell your name?	
Could you spell that please?	
What is the name of your company, please?	
To ask the caller's telephone number	
May I have your telephone number please? Is there an extension number?	
Is there a number at which he can reach you?	
Additional information – Taking a message	
What is your account number?	
May I have your invoice number please?	
May I have the purpose of your call?	
Is this matter urgent?	
Let me repeat that information to make sure I have understood.	
I will repeat that to make sure I have all the information.	
Making a call	
Good morning, my name is Mrs. Jones from ABC Inc. May I speak to Mr. Black, please?	

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Good morning, Mr. Black, this is Mrs. Jones calling from ABC Inc. I believe there is a mistake on my last invoice...	
Ending a call	
Is there anything else I can do for you, Mr. Black?	
You're welcome! It's been a pleasure.	
Have a great day / afternoon / evening	
Customer complaints:	
I apologize for the inconvenience, Mrs. Jones.	
I understand why you are annoyed.	
Let me find out for you.	
Here's what we can do for you.	
Expressions to avoid	
I don't know	
That's impossible	
We can't do that	
Who's this?	
Any sentence that starts with YOU... which can sound like an accusation.	