

# Useful phrases and vocabulary

**2016**

## Tartalom

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## USEFUL PHRASES AND VOCABULARY FOR PRESENTATIONS

### INTRODUCTION

#### 1. Welcoming the audience

Good morning/afternoon, ladies and gentlemen.

Hello/Hi everyone.

First of all, let me thank you all for coming here today.

It's a pleasure to welcome you today.

I'm happy/delighted that so many of you could make it today.

It's good to see you all here.

#### 2. Introducing yourself

Let me introduce myself. I'm Ann Brown from ...

For those of you who don't know me, my name is ...

Let me just start by introducing myself. My name is ...

#### 3. Giving your position, function, department, company

As some of you know, I'm the purchasing manager.

I'm the key account manager here and am responsible for...

I'm here in my function as the head of ...

I'm the project manager in charge of ...

#### **4. Introducing your topic**

What I'd like to present to you today is ...

I'm here today to present ...

Today's topic is ...

The subject/topic of my presentation is...

In my presentation I would like to report on ...

In my talk I'll tell you about...

Today I'm going to talk about ...

I'll be talking about...

#### **5. Saying why your topic is relevant for your audience**

Today's topic is of particular interest to those of you/ us who ...

My talk is particularly relevant to those of us who ...

My topic is/will be very important for you because ...

By the end of this talk you will be familiar with ...

#### **6. Stating your purpose**

The purpose/objective/aim of this presentation is to ...

Our goal is to determine how/the best way to ...

What I want to show you is ...

My objective is to ...

Today I'd like to give you an overview of ...

Today I'll be showing you/reporting on...

I'd like to update you on/inform you about ...

During the next few hours we'll be ...

*Useful phrases and vocabulary*

## 7. Structuring

I've divided my presentation into three (main) parts.

In my presentation I'll focus on three major issues.

## 8. Sequencing

Point one deals with ..., point two ..., and point three ...

First, I'll be looking at ..., second ..., and third ...

I'll begin/start off by ... Then move on to ... Then/Next/After that ...

I'll end with ...

## 9. Timing

My presentation will take about 30 minutes.

It will take about 20 minutes to cover these issues.

This won't take more than ...

## 10. Handouts

Does everybody have a handout/brochure/copy of the report? Please take one and pass them on.

Don't worry about taking notes. I've put all the important statistics on a handout for you.

I'll be handing out copies of the slides at the end of my talk.

I can email the PowerPoint presentation to anybody who wants it.

## 11. Questions

There will be time for questions after my presentation.

We will have about ten minutes for questions in the question and answer period.

If you have any questions, feel free to interrupt me at any time.

*Useful phrases and vocabulary*

Feel free to ask questions at any time during my talk.

## EFFECTIVE OPENINGS

### 1. Rhetorical questions

Is market research important for brand development?

Do we really need quality assurance?

### 2. Interesting facts

According to an article I read recently...

Did you know that ...?

I'd like to share an amazing fact/figure with you.

### 3. Stories and anecdotes

I remember when I attended a meeting in Paris, ...

At a conference in Madrid, I was once asked the following question: ...

Let me tell you what happened to me ...

### 4. Problem to think about

Suppose you wanted to .... How would you go about it?

Imagine you had to .... What would be your first step?

## THE MIDDLE/MAIN PART

### 1. Saying what is coming

In this part of my presentation, I'd like to talk about ...

So, let me first give you a brief overview.

### 2. Indicating the end of a section

This brings me to the end of my first point.

So much for point two.

So, that's the background on ...

That's all I wanted to say about ...

### 3. Summarizing a point

Before I move on, I'd like to recap the main points.

Let me briefly summarize the main issues.

I'd like to summarize what I've said so far ...

### 4. Moving to the next point

This leads directly to my next point.

This brings us to the next question.

Let's now move on/turn to ...

After examining this point, let's turn to ...

Let's now take a look at ...

## 5. Going back

As I said/mentioned earlier, ...

Let me come back to what I said before ...

Let's go back to what we were discussing earlier.

As I've already explained,...

As I pointed out in the first section, ...

## 6. Referring to other points

I have a question in connection with/concerning payment.

There are a few problems regarding the quality.

With respect/regard to planning, we need more background information.

According to the survey, our customer service needs reviewing.

## 7. Adding ideas

In addition to this, I'd like to say that our IT business is going very well.

Moreover/Furthermore, there are other interesting facts we should take a look at.

*Apart from being too expensive, this model is too big.*

## 8. Talking about (difficult) issues

I think we first need to identify the problem.

Of course we'll have to clarify a few points before we start.

We will have to deal with the problem of increasing prices.

How shall we cope with unfair business practices?

The question is: why don't we tackle the distribution problems?

*Useful phrases and vocabulary*

If we don't solve this problem now, we'll get/run into serious trouble soon.

We will have to take care of this problem now.

We are currently having difficulties with ...

## 9. Rhetorical questions

What conclusion can we draw from this?

So, what does this mean?

So, just how good are the results?

So, how are we going to deal with this increase?

So, where do we go from here?

Why do I say that? Because ...

*Do we really want to miss this opportunity to ...?*

## DESCRIBING VISUALS

### 1. Introducing a visual

Let's now look at the next slide which shows ...

To illustrate this, let's have a closer look at ...

The chart on the following slide shows ...

I have a slide here that shows ...

The problem is illustrated in the next bar chart ...

According to this graph, our net profit has doubled.

You can see the test results in this table.

As you can see here, ...

### 2. Explaining a visual

First, let me quickly explain the graph.

*Useful phrases and vocabulary*

You can see that different colours have been used to indicate ...

The new models are listed across the bottom.

The biggest segment indicates ...

The key in the bottom left-hand corner ...

### **3. Highlighting information**

I'd like to stress/highlight/emphasize the following point(s).

I'd like to start by drawing your attention to ...

Let me point out that ...

I think you'll be surprised to see that ...

I'd like you to focus your attention on ...

What's really important here is ...

What I'd like to point out here is ...

Let's look more closely at ...

#### 4. Describing trends

Sales increased slightly in summer.

Consumer spending fell/declined sharply.

Interest rates have risen steadily.

Food prices went up significantly.

There was a sudden increase in prices.

In August, we saw a moderate fall.

This was followed by a gradual decline.

There was a sharp slump in sales.

Ticket sales have started picking up.

#### 5. Explaining purpose

We introduced this method to increase flexibility.

The purpose of this step is to expand to foreign markets.

Our aim was to ...

#### 6. Explaining cause and effect

What's the reason for this drastic decrease?

The unexpected drop was caused by ...

This was because of ...

As a consequence/Consequently, sales went up significantly.

As a result ...

The venture resulted in a sharp fall in share prices.

Our new strategy has led to an increase of 10%.

*Useful phrases and vocabulary*

## CONCLUSION

### 1. Indicating the end of your talk

I'm now approaching/nearing the end of my presentation.

Well, this brings me to the end of my presentation.

That covers just about everything I wanted to say about ...

OK, I think that's everything I wanted to say about ...

As a final point, I'd like to ...

Finally, I'd like to highlight one key issue.

### 2. Summarizing points

Before I stop, let me go over the key issues again.

Just to summarize the main points of my talk ...

I'd like to run through my main points again ...

To conclude/In conclusion, I'd like to ...

To sum up (then), we ...

### 3. Making recommendations

We'd suggest ...

We therefore (strongly) recommend that ...

In my opinion, we should ,..

Based on the figures we have, I'm quite certain that ...

### 4. Inviting questions

Are there any questions?

*Useful phrases and vocabulary*

We just have time for a few questions.

And now I'll be happy to answer any questions you may have.

## EFFECTIVE CONCLUSIONS

### 1. Quoting a well-known person

As ... once said, ...

To quote a well-known businessman, ...

To put it in the words of ...

### 2. Referring back to the beginning

Remember what I said at the beginning of my talk today?

Let me just go back to the story I told you earlier.

Remember, ...

## DEALING WITH QUESTIONS

### 1. Clarifying questions

I'm afraid I didn't (quite) catch that.

I'm sorry, could you repeat your question, please?

So, if I understood you correctly, you would like to know whether ...

So, in other words you would like to know whether ...

If I could just rephrase your question. You'd like to know ...

Does that answer your question?

### 2. Avoiding giving an answer

*Useful phrases and vocabulary*

If you don't mind, could we discuss that on another occasion?

I'm afraid that's not really what we're discussing today.

Well, actually I'd prefer not to discuss that today.

### **3. Admitting you don't know**

Sorry, I don't know that off the top of my head.

I'm afraid I'm not in a position to answer that question at the moment.

I'm afraid I don't know the answer to your question, but I'll try to find out for you.

Sorry, that's not my field. But I'm sure Peter Batt from Sales could answer your question.

### **4. Postponing questions**

If you don't mind, I'll deal with/come back to this point later in my presentation.

Can we get back to this point a bit later?

I'd prefer to answer your question in the course of my presentation.

Would you mind waiting until the question and answer session at the end?

Perhaps we could go over this after the presentation.

### **5. Summarizing after interruptions**

Before we go on, let me briefly summarize the points we've discussed.

So, now I'd like to return to what we were discussing earlier.

## **USEFUL PHRASES AND VOCABULARY FOR TELEPHONING**

### **OPENING A CALL**

*Useful phrases and vocabulary*

### 1. Identifying yourself

This is Leo Pearson from Griffin Plc.

It's Steve Ronson (from) AFS here.

### 2. Explaining the reason for the call

I'm calling about ...

I have a question about ...

I wanted to ask about ...

Are you the right person to ask?

### 3. Getting through to the right person

#### - Asking for the person

Could I speak to Bob Little, please?

Is Katja there, please?

Could you put me through to your accounts department, please?

Listen, Steve, I'm actually trying to get through to Paula. Is she there at the moment?

#### - When the person isn't available

Oh, that's a pity. I'll try calling later.

Can I leave a message for him/her?

Can you ask him/her to call me back, please?

## TAKING A CALL

### 1. Identifying yourself

Micah Information Systems. Sylvia speaking.

*Useful phrases and vocabulary*

HCE Ltd. Arno Maier speaking. How can I help you?

So, what can I do for you?

## **2. Transferring a call**

Can I just ask what it's about?

Can you hold on a moment, please?

Can you hold the line, please?

I'll put you through.

I'm connecting you now.

The line's (still) busy.

Would you like to wait, or shall I ask him/her to call you back?

I'm afraid his/her line is engaged (American English: busy).

Shall I give you his/her extension number?

### **3. When the other person isn't available**

I'm afraid Ms Thomson is unavailable at the moment.

She's on another line/in a meeting/on a business trip.

I'm sorry, but Derek isn't in the office today.

Can I take a message?

Would you like to leave a message for her/him?

Would you like to call back later?

Can I help at all?

### **4. Calling someone back**

Sorry, I'm really busy at the moment. Can I call you back later today/in ten minutes?

I'm actually talking to someone on the other line.

I think I've got your number, but can you give it to me again just in case?

### **5. Returning a call**

I'm just returning your call from yesterday.

You left a message on my answering machine.

### **6. Ending the call**

Thank you very much. - You're welcome.

Just let me know if there's anything else I can do for you. - I'll do that.

Speak to you later.

Bye now./Goodbye.

*Useful phrases and vocabulary*

## COMMUNICATION PROBLEMS

I didn't catch that (last part).

Could you repeat that, please?

Can you speak up a bit, please?

Could you speak a little bit more slowly, please?

Could you spell that for me, please?

This is a really bad line.

Sorry, we got cut off....

Anyway, as I was saying, ...

## MESSAGES (IN PERSON)

### 1. Taking a message

Can I take a message?

Does (s)he have your number?

I'll tell him/her you called.

Shall I ask him/her to call you back?

I'll make sure he/she gets your message.

### 2. Checking the message

Let me just read that back to you.

Let me just make sure that I got that right.

You'd like to know if ...

Was that M for Michael or N for Nancy?

Sorry, did you say 42 04 or 42 14?

*Useful phrases and vocabulary*

Sorry, what was the post code again?

### 3. Leaving a message

Could you ask him/her to call me back?

My name is John Ellis. I'm calling from Retex Plc and my number is ...

## MESSAGES (ANSWERING MACHINES)

### 1. Greetings

You've reached Lessa Logtica.

Unfortunately no one is available to take your call at the moment.

Our normal office hours are 9 to 5, Mondays to Fridays.

Please leave a message after the beep or send us a fax on (American English: at) ...

Hello. This is Cecilia's voicemail. I'm out of the office until 3 p.m./the 5th. If it's urgent, please contact Jeff on (American English: at) extension 439. Thanks.

### 2. Leaving a message

This is Walter Jackson calling for Toshiki Kitano. I'm calling about ...

Maybe you can get back to me.

I think you have my number already, but here it is again just in case. It's ...

I'll be in the office until 6 p.m. today if you want to call me.

Hope to speak to you soon.

## MOBILE PHONES

Where are you?

*Useful phrases and vocabulary*

- I'm on the train. –
- I'm actually in the office. You can call me on my landline.
- I'm afraid I'm in a meeting at the moment. Can I call you later?

Have you got a couple of minutes?

My battery's low - we might get cut off, I'm afraid.

Sorry, you're breaking up (a little).

Listen, I think I'm losing the connection. I'd better go.

## SMALL TALK

### 1. Asking how someone is

How are you?

How are you doing?

How's business?

How are things in Prague?

### 2. Answers

Fine, thanks. And you?

Not (so) bad.

A bit busy, as always.

Oh, can't complain. How are things with you?

### 3. Small talk questions and answers

What have you been up to?

- Nothing much, apart from work, to be honest.
- I've just got back from holiday.

How's the weather over there?

- Wet, as usual!

*Useful phrases and vocabulary*

- Really nice, for a change.

How was your holiday?

- Very nice. We had a great time.
- Don't ask! It was a complete disaster.

## MAKING ARRANGEMENTS

### 1. Suggesting a meeting

Do you have time to meet next week?

I was wondering if you might have time to meet next week.

It would give us the chance to talk about ...

### 2. Suggesting times and places

When would suit you?

Where would you like to meet?

Would Monday be OK for you?

How about Wednesday morning?

Shall we say at 10 o'clock in my office?

Maybe you can pencil me in on Tuesday morning.

### 3. Reacting to suggestions

I just need to check my diary.

I think that should be possible.

Tuesday's bad for me, I'm afraid.

I'm tied up all day.

Yes, that would be good for me.

*Useful phrases and vocabulary*

#### **4. Confirming an arrangement**

OK, so see you Wednesday, then.

So that's Monday at in a.m. at your office.

#### **5. Changing arrangements**

I'm calling about our meeting tomorrow.

I'm afraid something has come up.

One of my clients has cancelled/brought forward our appointment.

The meeting lasted longer than I expected.

I wanted to ask you if we could meet a bit earlier/postpone our meeting.

I was wondering if we could reschedule our appointment.

Would it be possible to meet a bit later?

#### **6. When you are late for an appointment**

I'm afraid my meeting has taken longer than I expected.

I might be a few minutes late.

I should be there by 3 at the latest.

## **COMPLAINTS**

### **1. Making a complaint**

Are you the right person to talk to?

There appears to be a small problem with your latest consignment.

There appears to be a mistake on the invoice you sent us.

You seem to have forgotten the attachment.

*Useful phrases and vocabulary*

Some of the components don't seem to work.

## **2. Clarifying the problem**

What's the problem exactly?

Could you explain the problem in more detail?

## **3. Apologizing**

I'm very/extremely sorry about that.

Please accept my apologies.

That's entirely our fault.

There must have been a mix-up.

#### 4. Taking action

It's good that you've brought this problem to my attention.

This is what I'll do.

I'll make sure it gets sorted out straight away.

Let me put you through to our accounts department. They'll sort it out for you.

You actually need to speak to our technical support hotline. Unfortunately I can't put you through directly, but let me give you the number.

#### 5. Ending on a positive note

Again, I'm really sorry about the mix-up.

Well, thanks for sorting that out. It's the least I can do.

I'll personally make sure it doesn't happen again.

If you have any questions just give me a call.

## REACHING AGREEMENTS

### 1. Making proposals

I wanted to make a suggestion.

I have an idea.

What do you think?

How does that sound?

### 2. Interrupting

Sorry, can I interrupt you there?

Yes, yes, but can I just say something?

*Useful phrases and vocabulary*

Well yes, that may be true, but...

Can I just come in here?

Can I just stop you there?

### **3. Reacting to proposals**

That sounds feasible/very reasonable.

We could probably work with that.

That depends. /That's difficult to say.

I don't think that would be possible.

I think we have a certain amount of room to manoeuvre, but I would have to check with my boss first.

## USEFUL PHRASES AND VOCABULARY FOR EMAILS

BASICS	Formal / Neutral	Informal
<b>Name</b>	Dear Mr/Mrs/Ms Dupuis Dear Mary	Hi/Hello Mary Mary, ... (or no name at all)
<b>Previous contact</b>	Thank you for your email of Further to your last email, ... I apologise for not getting in contact with you before now.	Thanks for your email. Re your email, ... Sorry I haven't written for ages, but I've been really busy.
<b>Reason for writing</b>	I am writing in connection with ... I am writing with regard to In reply to your email, here are ... Your name was given to me by ... We would like to point out that ...	Just a short note about ... I'm writing about ... Here's the ... you wanted. I got your name from ... Please note that ...
<b>Giving information</b>	I'm writing to let you know that ... We are able to confirm that I am delighted to tell you that We regret to inform you that	Just a note to say We can confirm that ... Good news! Unfortunately, ...
<b>Attachments</b>	Please find attached my report. I'm sending you ... as a pdf file.	I've attached Here is the ... you wanted.
<b>Asking for information</b>	Could you give me some information about ... I would like to know ... I'm interested in receiving/finding out ...	Can you tell me a little more about ... I'd like to know Please send me ...
<b>Requests</b>	I'd be grateful if you could ... I wonder if you could ... Do you think I could have..? Thank you in advance for your help in this matter.	Please could you ...? Could you ...? Can I have ...? I'd appreciate your help on this.

<b>BASICS</b>	<b>Formal / Neutral</b>	<b>Informal</b>
<b>Promising action</b>	I will ... I'll investigate the matter. I will contact you again shortly.	I'll... I'll look into it. I'll get back to you soon.
<b>Offering help</b>	Would you like me to ...? If you wish, I would be happy to ... Let me know whether you would like me to ...	Do you want me to ...? Shall I ...? Let me know if you'd like me to ...
<b>Final comments</b>	Thank you for your help. Do not hesitate to contact us again if you require any further information. Please feel free to contact me if you have any questions. My direct line is ...	Thanks again for ... Let me know if you need anything else. Just give me a call if you have any questions. My number is ...
<b>Close</b>	I am looking forward to ... (+ing) Give my regards to ... Best wishes Regards	Looking forward to ... (+ ing) Best wishes to ... Speak to/See you soon. Bye (for now)/All the best

MEETINGS	Formal / Neutral	Informal
<b>Reason for writing</b>	I'm writing to arrange a time for our meeting. What time would be convenient for you?	Just a quick note to arrange a time to meet. When would suit you?
<b>Suggesting time/place</b>	Could we meet on (day) in (the morning etc.) at (time)?	How about (day) at (time)? Are you free sometime next week?
<b>Saying when you are/ are not free</b>	I would be able to attend the meeting on Thursday morning. I'm out of the office until 2pm. Any time after that would be fine. I'm afraid I can't manage next Monday.	I'm free Thursday am. I won't be around until after lunch. Any time after that is okay. Sorry, can't make it next Monday.
<b>Confirming</b>	I'd like to confirm ... That's fine. I will call/email you tomorrow to confirm the details.	Thursday is good for me. That should be okay. I'll get back to you if there's a problem.
<b>Changing arrangements</b>	This is to let you know that I will not be able to attend the meeting next Thursday. I wonder if we could move it to ... ? I apologise for any inconvenience caused.	Re our meeting next week, I'm afraid I can't make Thursday. How about... instead? Sorry for the inconvenience.
<b>Close</b>	I look forward to meeting you in Brussels. Let me know if you need to change the arrangements.	See you in Brussels. Give me a call if anything changes.

INVITATIONS	Formal / Neutral	Informal
<b>Inviting</b>	We would be very pleased if	I'm writing to invite you to ...

	<p>you could come to I would like to invite you to ... / attend our ... Please let me know if you will be able to attend.</p>	<p>Would you like to come to ..? Please let me know if you can make it.</p>
<b>Prepare</b>	<p>Before the meeting it would be useful if you could prepare ... It would be helpful if you could bring ...</p>	<p>Please prepare ... before the meeting. Please bring to the meeting ...</p>
<b>Accepting</b>	<p>Thank you for your kind invitation. The date you suggest is fine. I would be delighted to attend the meeting. I am sure it will be very useful.</p>	<p>Thanks a lot for the invitation. The date's fine for me. I'd love to come to the meeting. It sounds like a great idea.</p>
<b>Refusing</b>	<p>Thank you for your kind invitation. Unfortunately, I have another appointment on that day. Please accept my apologies. I hope we will have the opportunity to meet on another occasion in the near future. I am sure that the meeting will be a great success.</p>	<p>Thanks a lot for your kind invitation. Unfortunately, I have something else in my schedule on that day. I hope we can meet up soon. Good luck with the meeting!</p>

<b>NEGOTIATING A PROJECT</b>	
<b>Asking for information</b>	What are your usual charges (fees/rates) for ? Can you give me some more information about ... ?
<b>Requests</b>	Do you think you could ...? Would you be able to ...?
<b>Emphasising a main point</b>	My main concern at this stage is ... The main thing for me is ...
<b>Asking for a suggestion</b>	How do you think we should deal with this? What do you think is the best way forward?
<b>Making a suggestion</b>	Why don't you ...? What about if we ...?
<b>Negotiating: being firm</b>	I understand what you're saying about ...(but) I can see what you're saying, but ...
<b>Negotiating: being flexible</b>	We would be prepared to ... (if ...) I am willing to ... (if ...)
<b>Negotiating: agreeing</b>	Okay, I'm happy with that for now. That's fine.
<b>Next steps</b>	I'll be in touch again soon with more details. Let's talk next week and see how things are going.
<b>Closing</b>	I look forward to working with you. I'm sorry that we couldn't use your services this time, but I hope there will be another opportunity.

<b>CHECKING UNDERSTANDING</b>	
<b>Technical problems</b>	Did you get my last message sent on ...?

*Useful phrases and vocabulary*

	<p>Sorry, you forgot to attach the file. Can you send it again?</p> <p>I got your email, but I can't open the attachment.</p> <p>Did you mean to send this? I don't want to open it in case it's got a virus</p>
<b>Asking for clarification</b>	<p>I'm not sure what you mean by ...?</p> <p>Could you clarify?</p> <p>Which ... do you mean?</p> <p>I don't understand this point. Can you explain in a little more detail?</p> <p>Are you sure about that?</p>
<b>Giving clarification</b>	<p>Sorry, what I meant was not ...</p> <p>I thought ..., but I may be wrong.</p> <p>I'll check and get back to you.</p> <p>The correct information is given below.</p> <p>Please amend your records accordingly.</p> <p>Sorry, forget my last email. You're right.</p>
<b>Close</b>	<p>I hope this clarifies the situation.</p> <p>Get back to me if there's anything else.</p>