

*500 expressions for common
business situations*

**100 ways
to say
it in
business
English**

*By Andrew D.
Miles*

100 WAYS TO SAY IT IN BUSINESS ENGLISH

FOREWORD

This is an abridged version of my e-book, *400 Ways to Say It in Business English*, which I started compiling when a student asked me for a list of “phrases to say” in different business situations. He had gone through a few English courses and felt that teachers had always taught him the same functions. “I’ve learnt how to ask someone to open a window several times,” he commented, “but no one has told me what to say when I have to give bad news.”

100 Ways to Say it in Business English is for people who want a quick guide on what to say in common situations. Five examples have been written for each function to give readers the opportunity to find the phrase that suits their needs best.

All in all, a choice of five hundred phrases that, I hope, can help you speak business English more effectively.

The full book can be bought at www.amazon.com. It includes four hundred situations, with sixty-two that refer exclusively to telephoning. In total, two thousand expressions to help students with their business English.

ABOUT THIS E-BOOK

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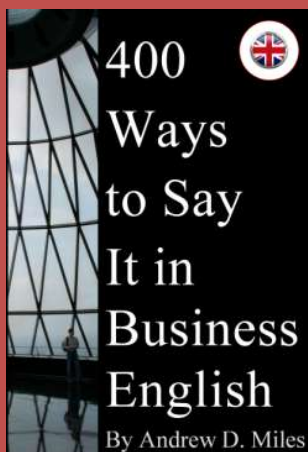
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If you enjoy this e-book you might also like *400 Ways to Say It in Business English*. It has two thousand phrases and includes a whole chapter on the most common telephone expressions.

You can buy the 400 Ways e-book at www.amazon.com

1. INTRODUCE YOURSELF FORMALLY

I'd like to introduce myself

I'd like to introduce myself. I'm Jack Todd from Dynacore.

Let me introduce myself

Let me introduce myself. Dr Steve Perkins.

How do you do?

How do you do? My name is Helen Byrne. I run the HR division.

Nice to meet you

Nice to meet you. John Bloor. We spoke on the phone last week,

I'm delighted to meet you

I'm delighted to meet you. My name is Jeffers.



2. INTRODUCE YOURSELF LESS FORMALLY

I'm

I'm Jack, Susan's cousin.

Hi

Hi. Nice to meet you. I'm Susan but everyone calls me Sue.

Hello

Hello. Sam Patrick from Sales.

Jack

Jack, from Geneva.

My name is

My name is Liz, Liz Roberts.

3. REPLY TO A FORMAL INTRODUCTION

Nice to meet you

Nice to meet you, Colonel Wrigley.

Pleased to meet you

Pleased to meet you, Angela. I'm Dr Slithers.

I'm delighted to meet you.

I'm delighted to meet you. Welcome to London.

My pleasure

My pleasure. Have you had a good trip?

It's an honour

It's an honour, ambassador.



4. REPLY TO AN INFORMAL INTRODUCTION

Hi

Hi. I'm Sam.

Hello

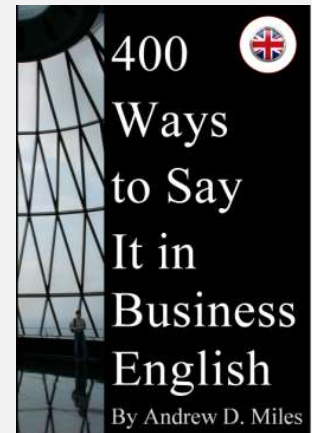
Hello. Andrew Damson.

Nice to get to meet you too

Nice to get to met you too. I'm Sarah.

Lovely to meet you

Lovely to meet you. Would you like a drink?



Buy the full version of this e-book with 450 situations at:

http://www.amazon.com/400-Ways-Business-English-ebook/dp/B00BBF8R26/ref=sr_1_1?ie=UTF8&qid=1360154494&sr=81&keywords=400+way+s+to+say+it+in+business+english#

How are you?

How are you? It's good to get to know you at last!

5. INTRODUCE YOURSELF BEFORE A SPEECH

I am

I am Dr. Jack Smith from Barcelona. I work at our R&D facility.

I'd like to introduce myself

I'd like to introduce myself. I am Steve Platt, Chief of Maintenance.

Let me introduce myself

Let me introduce myself. Tom Salinger.

My name is

My name is John Styles. I run Riversoft's European operations.

I'm called

I'm called Roberta Woodall. Robbie to my friends.



6. INTRODUCE PEOPLE TO THE PUBLIC

This is

This is Amy Stevens.

May I introduce?

May I introduce Sally Young? Sally's our PR officer.

Let me introduce

Let me introduce John Oats. He will be joining our sales team.

I'd like you to meet

I'd like you to meet Dr Li. She's the Head Surgeon at BC Hospital.

Have you already met Maria Jones?

Have you already met Maria Jones? She runs the Moscow office.

7. SAY HELLO

Hi

Hi, John.

Hello

Hello. May I come in?

How are you?

How are you, Betsy?

Good morning

Good morning, Mr Hendricks.

Nice to see you

Nice to see you again, Paul



8. SIGNAL THE START OF A SPEECH

Right. Shall we start?

Right Ladies and Gentlemen. Shall we start with our presentation?

OK. Let's get going.

OK everybody. Let's get going. We only have twenty minutes.

Right then. We are ready

Right then. We are ready. The first point in the agenda is cost-cutting.

Is everybody already here?

Fine. Is everybody here? Let's get on then.

Time to begin

Well, time to begin. We'll set off with an outline.

9. START A MEETING

Let's get started.

Let's get the meetings started. John, would you like to begin?

We need to discuss

We need to discuss whether this company needs two factories.

We will to talk about

We will talk about the hazards involved in our Gulf of Mexico drilling.

What brings us here?

What brings us here today? The hope of finding solutions.

We will study

We will carefully study all the projects that were brought forward.

10. INTRODUCE A SUMMARY

To put it briefly

To put it briefly, we have a problem with sales.

In a few words

In a few words, Chandler is leaving the company.

In a nutshell

In a nutshell, the contract will be finished next month.

To summarise

To summarise, we face an imminent strike in our Heathrow facilities.

It all comes down to

It all comes down to Sam's behaviour at the warehouse.

11. EXPLAIN YOUR PURPOSE FORMALLY

The reason

The reason I travelled here is to discuss productivity.

My aim

My aim now is to increase sales in Britain.

What I'd like

What I'd like to do is appoint a new CFO.

My objective

My objective is to reduce advertising costs by at least ten percent.

We intend

We intend to redefine our marketing campaign.

12. EXPLAIN YOUR PURPOSE INFORMALLY

I want to

I want to let you know I'll stand by you.

I'd just like to

I'd just like to tell you that we'll do what we can.

I'm here to

I'm here to talk about plant organization.

We're going to

We're going to spend all day reviewing our techniques.

I'll put it simply.

I'll put it simply. We must decide on what to do about Alex.

13. PRESENT THE FIRST ITEM

Let's start by the beginning

Let's start by the very beginning. France is our top priority.

First things first

First things first. Now we'll discuss this week's problem.

Item one

Item one in our agenda will be corporate responsibility.

Point A

Point A is our relationship with the government.

The opening issue

The opening issue today is worker benefits.

14. PRESENT THE NEXT ITEM

Let's move onto

Let's move onto item two.

We can now

We can now discuss the next topic.

We need to go on

We need to go on. Chapter B deals with economics.

The next item

The next item on my list will only take a few minutes.

Shall we continue?

Shall we continue? The second subject concerns our own future.

15. PRESENT EVIDENCE FORMALLY

I'd like you to see

I'd like you to see this graph.

Let me show you

Let me show you our new product line.

Please observe

Please observe how the new design is more aerodynamic.

If you watch

If you watch this video closely you'll see it was filmed last year.

Have a look

Have a good look at this chart.

16. PRESENT EVIDENCE LESS FORMALLY

Look here

Just look over here. This is the new tractor.

Can you see?

Can you see Joe? He's the third from the left.

Watch this

Watch this scene. Can you spot our product in the background?

We want you to see

We want you to see the difference from the old to the new edition.

Here you have

Here you have the first picture of my wedding.

17. PRESENT DATA IN ORDER

Firstly To start with Initially In first place Let us begin by	Secondly Then Next Following on from Afterwards	To end To conclude Finally To finish Last but not least
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Firstly, secondly and to end

Firstly we'll tackle costs; **secondly** we'll view the balance sheet and, **to end**, we'll discuss this year's sales.

To start with, then and to conclude

Henry will **start** with a presentation. **Then** he'll answer questions and, **to conclude**, we will walk round the grounds so you can see the building.

Initially, next and finally.

We had **initially** planned to visit France. The **next** idea was to go to Spain – though we **finally** travelled nowhere.

In first place, following on from and to finish

In first place, we never asked her to represent us – so **following on from** that we decided to take her to court. Anyhow, we **finished** it all by reaching an agreement.

Let us begin by, afterwards and last but not least

Let us begin by setting the goals. We can talk about the budget **afterwards** and – **last but not least** – name a project coordinator.

18. PRESENT APPARENTLY CONTRASTING DATA

Although A seems fine, B is better

Although your proposal seems fine, John's is better.

In spite of the evidence, I'd like to say

In spite of the evidence, I'd like to say that you could be wrong.

We could opt for A. On the other hand

We could opt for option A. On the other hand, option B is also interesting.

I like your idea. However, I prefer

I like your new idea. However, I prefer to continue with the same plan.

Instead of praising

Instead of praising Jim we should be worrying about his future.

19. ASK FOR INFORMATION

Could you please?

Could you please give me all the data you have?

Would you mind?

Would you mind informing me of the consequences?

I wonder if you could

I wonder if you could hand me the fact sheet on Dynacore.

What do you know about?

What do you know about Peter's background?

Do you have?

Do you have any information on the Lambeth Square project?

20. ASK FOR EVIDENCE

Could you provide?

Could you provide us with the hard facts?

Why don't you?

Why don't you give us an example?

Can you illustrate that?

Can you illustrate that with a real-life case?

What evidence?

What evidence do you have?

How will you back that up?

How will you back up your proposal?

21. ASK FOR ADDITIONAL INFORMATION

May we have?

May we have further details?

Could you elaborate on?

Could you elaborate on how you intend to make this work?

Is there any additional?

Is there any additional aspect to consider before we vote?

We need more

We need more data. One projection is just not enough.

Could you provide?

Could you provide some extra information on the touch-screen market?

22. ASK FOR FURTHER DETAILS

Could you add?

Could you add more details to the second point, please?

Could we have more particulars?

Could we have more particulars on your experience in mechatronics?

Could you give us further details?

Could you give us further details on this scheme?

What else?

What else can you add to convince us better?

Any more information?

Do you have any more info or have you already shown us everything?

23. ASK ABOUT MEALS

Is it included in the price?

Is breakfast included in the price?

What time?

What time is dinner served?

Do you have a special menu?

Do you have a vegetarian menu at the restaurant?

Jim is intolerant to gluten

Jim is intolerant to gluten. Is there anything for people with celiac disease?

I'm allergic to

I'm allergic to nuts. Do you have any nut-free ice cream?

24. ASK HOW TO CONTACT

Could I contact you?

Could I contact you at the agency later on?

How do I get in touch with you?

How do I get in touch with you if I have a problem with the system?

How can I reach you?

How can I reach you at the weekend? I don't have your home number.

What's your?

What's your e-mail?

Could I have your?

Could I have your office address please?

25. CORRECT MISUNDERSTANDING

There's a misunderstanding

I'm afraid there's been a misunderstanding. I said Mrs Figgs, not Mrs Pigs.

This isn't what I meant

This isn't quite what I meant. Sales diminished but didn't plummet.

I don't think you've understood

I don't think you've actually understood me. I am not against you.

It was not my intention

It was not my intention to offend you. I am sorry.

I'm sorry about the confusion

I'm sorry about the confusion. I thought *Taylor* was only a woman's name.

26. CORRECT WHAT'S WRONG

That is not right

Sorry, that is not quite right. Toronto is not the capital of Canada.

It's wrong

It's all wrong. Can't you see the formula's incorrect?

You've made a mistake

You've made a mistake so it's your turn to set matters right.

That needs correction

Those figures need correction. We need to add variable costs.

This is different to

This is different to what we had agreed. You must change it.

27. KEEP A MEETING IN ORDER

We can't all speak at once.

We can't all speak at once. Heather, you start.

Let's concentrate on

Let's concentrate on the agenda for the day.

Shall we take turns?

Shall we take turns? We can vote one by one.

Please lower your voice.

Please lower your voice. You won't convince anyone by shouting.

Will you let Maria speak?

Jason, will you let Maria speak? She has important things to say.

28. KEEP A MEETING IN TRACK

That's another subject

Finance is another subject altogether. Now we'll just talk about sales.

We can't discuss that issue

We can't discuss that issue today. It's not on the agenda.

That's outside the scope

That's outside the scope of our meeting so we'll leave it for now.

Let's get back on track

Let's get back on track. We're wasting too much time.

We're digressing

We're digressing. I want to stick to the main subject.

29. COME BACK TO A TOPIC

Now, where were we?

Now, where were we? Yes, prime time ratings.

What were we saying?

What were you saying when Carol interrupted us?

As I was explaining

As I was explaining before lunch, higher prices don't always deter buyers.

Return to

Let's return to point five: Clay Corporation.

This leads us back to

This leads us back to the subject we were discussing yesterday.

30. POSTPONE AN ISSUE

We'll defer

We'll defer the matter till we have all relevant information.

Let's leave

Let's leave this issue aside for the time being.

It's too late to

It's too late to discuss advertising today. We'll have more time tomorrow.

Shall we leave it for?

Shall we leave the final decision for this afternoon's session?

Let's postpone

Let's postpone the discussion till everyone has arrived.

31. FOCUS ON THE MAIN ISSUE

The major

The only major problem we need to solve is absenteeism.

Our primary concern is

Our primary concern isn't only increased sales but better quality as well.

What is the real issue?

What's the real issue? Managers are *not* committed to their jobs.

The most important

The most important hurdle of this negotiation is to convince Mr Lewis.

We really need

We really need to look after our workforce.

32. EMPHASISE ON A POINT

This is a key issue

Labour relations are a key issue now.

I'd like to emphasise on

I'd like to emphasise on point three of my presentation.

This is highly significant

Norah's attitude is highly significant. She's certainly against us.

This is vital

Turning a profit this year is vital if we wish to survive.

It's imperative

It's imperative to solve this problem now.

33. PLAY DOWN A POINT

This is a minor issue

This is a minor issue. Price is the main concern.

This is of secondary importance

This is of secondary importance if we compare it with our real problem.

Who cares?

Who cares about PR when the company's on the brink of bankruptcy?

It's irrelevant

His view is irrelevant, completely worthless.

It's not significant

This matter is not significant at all. Let's move onto what is crucial.

34. SLOW DOWN A MEETING

Before we move on

Before we move on I believe we should hear Jackie's point of view.

Wait a minute

Wait a minute. We haven't discussed the forecast yet.

Shouldn't we postpone?

Shouldn't we postpone the decision till Lindsay is back from her office?

Not so fast

Not so fast. We haven't finished our coffee yet!

Take it easy

Take it easy. What's the hurry? We have the whole weekend ahead of us.

35. MOVE THE MEETING FORWARD

Shall we proceed onto the next point?

Shall we proceed onto the next point? There are ten items on the agenda.

We need to solve it today

We do need to solve it today. Tomorrow's Sabbath in Israel.

Let's move on

Let's move on. Time is money.

I don't have all morning

I don't have all morning. Make up your minds now!

Hurry up

Hurry up please. We can't waste more time on this.

36. CHANGE TOPICS FORMALLY

Incidentally, may I mention that?

Incidentally, may I mention that Hutchinson called today?

An alternative to consider

An alternative point to consider is the effect of this decision on our image.

While we are on the subject

While we are on the subject, I'd like to inform you that Jo is ill today.

On quite another matter

On quite another matter, battery life is still a major concern.

Could we now deal with?

Could we now deal with our plans for the Geneva summit?

37. CHANGE TOPICS LESS FORMALLY

By the way

By the way, it rained quite a bit yesterday.

Can we move onto?

Can we move onto our plans for dinner?

To bring up something else

To bring up something else, Max came to the office yesterday.

Now is time to

Now is the right time to talk about the new site. Tomorrow will be too late.

There's another issue we have to deal with

There's another issue we have to deal with – losses in the chemistry area.

38. CHANGE TOPICS INFORMALLY

I don't want to

I don't want to talk about football anymore. What are the plans for tonight?

It has just crossed my mind

It has just crossed my mind that Billy won't be able to come.

Changing subject

Changing subject, did you see Dudley yesterday?

Before I forget

Before I forget, how did Jack and Edith get on?

We've had enough

We've had enough of you talking about golf. What's the next point?

39. INTERRUPT VERY POLITELY

Er

Er, I think Joan is already here.

Sorry

Sorry, I never meant that.

Actually

Actually it was Geraldine who arrived late.

Excuse me

Excuse me, that seems taking matters too far.

May I have a word?

May I have a word? Nothing will stop the Mirror from running the story.

40. INTERRUPT POLITELY

Can I make a comment?

Can I make a comment? Mike was never involved in this.

May I come in here?

May I come in here? In fact, new laptops tend to be lighter, not heavier.

May I interrupt?

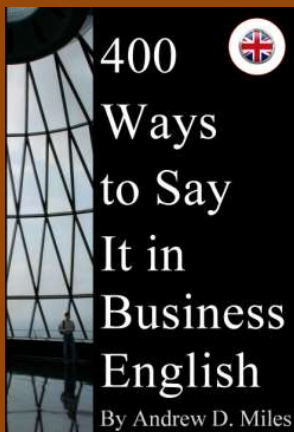
May I interrupt? I do have something relevant to disclose.

Could I say something?

Could I say something? If we want lower costs we need other suppliers.

Sorry to interrupt

Sorry to interrupt, but someone's phone is ringing.



Get 2,000
expressions for
400 business
situations at

www.amazon.com

41. INTERRUPT STRONGLY

Please listen to me

Please listen to me. It is important.

Do you mind if I jump in here?

Do you mind if I jump in here? I have to leave in five minutes.

I don't mean to intrude, but

I don't mean to intrude, but Stephen is not exactly reliable.

Can I add something?

Can I add something here? WTR Ltd should be able to supply us.

What are you trying to say?

What are you trying to say? I never accepted that.

42. INTERRUPT VERY STRONGLY

What are you getting at?

What are you getting at? Can't you see you'll only cause trouble?

Will you let me speak?

Will you let me speak? You are not the only person here.

Won't you let me give an opinion?

Won't you let me give my own opinion? I demand the right to speak.

Will you shut up for a minute, please?

Will you shut up for a minute, please? Don't you see everyone's fed up?

Can't you be quiet?

Can't you be quiet for a moment, for goodness sake?

43. AVOID INTERRUPTION

Perhaps we could leave that for later on?

Perhaps we could leave that for some other moment.

Will you let me finish?

Will you let me finish? You can object when your turn comes up.

I'd rather go on with

I'd rather go on with the current subject as we're a bit pressed for time.

Would you so be so kind as to let me finish?

Would you be so kind as to let me finish? I never interrupted your speech.

Would you mind not interrupting?

Would you mind not interrupting all the time?

44. ALLOW INTERRUPTION

Let's hear

Let's hear what Virginia has to say.

You may speak

Of course you may speak, Sylvie.

Please go ahead.

Please go ahead, Diana. What is so urgent?

We'd be delighted

We'd be delighted to hear your doubts, Paul. Please go ahead.

You're not interrupting

You're not interrupting at all. Everyone is free to share their opinions.

45. CHECK FOR CONSENSUS

Do we agree?

Do we agree that suing Dynacore is the only solution?

Do we all share?

Do we all share the same belief?

Are you all with me?

Are you all with me? We need unanimity to approve this rule.

Is there anyone who?

Is there anyone who has a different point of view?

Shall we pass?

Shall we pass the motion? Good.

46. AGREE WITH OPINIONS

Exactly!

Exactly! You couldn't have used better words.

That's how I feel

That's exactly how I feel as well.

I have to agree

I have to agree with you. There seems to be no other possibility.

I never thought about it that way before

I never thought about it that way before. It's an excellent idea.

You've found

I think you've found the right solution.

47. DISAGREE PARTIALLY

I see your point of view, but

I can see your point of view, but winter is very cold in Montreal.

You might be right. However

You might be right. However, how can we tell for sure?

You have a good point, though

You have a good point, though Anthony is also right.

You could say that, but

You could say that, but who buys ice cream in winter?

Up to a point I agree. Nevertheless

Up to a point I agree. Nevertheless, I feel James has a sounder approach.

48. DISAGREE STRONGLY

I don't agree

I don't agree with you at all.

You're not right.

You're not right. Everything you said is wrong.

It's not what I believe

It's not what I believe and I will not back you.

I don't think so

I don't think so. Why don't you change strategy?

That's not such a good idea

That's not such a good idea. Fiona tried it and it never worked.

49. DISAGREE LESS STRONGLY

I've got another

I've got another point of view.

I wouldn't do that

I wouldn't do that. I would never sell a car to buy a motorcycle.

I'm afraid I can't see it

I'm afraid I can't see it that way.

Don't get me wrong

Don't get me wrong but no one here shares your views.

I'm not so keen

I'm not so keen on your strategy. It seems too complicated.

50. DISAGREE POLITELY

I don't mean to be rude

I don't mean to be rude but Bahia is north of Rio, not south.

This may sound

This may sound offensive but it is not my intention to hurt anyone.

Correct me if I'm wrong

Correct me if I'm wrong but I think cell phone sales have remained flat.

I hate to bring this up

I hate to bring this up, but Brigitte never studied Marketing.

There's another way

There's another way round this. Why not try the Beta system?

51. SOFTEN DISAGREEMENT

I'm afraid

I'm afraid your models are a bit dated.

I'm sorry

I'm sorry but I can't agree with you.

Even though I respect your

Even though I respect your position I must dissent.

I know you've tried your best

I know you've tried your best, but your assumptions are wrong.

It's a great idea

It's a great idea but we there's another way to do it.

52. EXPRESS RESERVATION

I have some reservations

I have some reservations. How much is all this going to cost?

Maybe we should reflect

Maybe we should reflect on this a bit more.

I'm worried

I'm rather worried about the rate of return.

I can't help

I can't help feeling that we've forgotten something.

I'd like to express my doubts

I'd like to express my doubts. You don't even have a business plan!

53. GIVE INSTRUCTIONS - START

Before beginning

Before beginning make sure the mains are turned off.

The first step

The first step is find out where the short-circuit happened.

I would start by

I would start by analysing the charts.

We'll set off

We'll set off by working at the far end of the garden.

To begin with

To begin with, write a business plan.

54. GIVE INSTRUCTIONS - CONTINUE

After that

Immediately after that you should ask for an appointment with Dr Thayne.

The following stage

The following stage is to make sure you have enough cash.

The next thing

The next thing will be to ask Horace to help you.

Once you've

Once you've gone through the first step you must tackle the second one.

When that is over

When the introduction is over you'll be ready to continue with the rest.

55. GIVE INSTRUCTIONS - FINISH

The last stage

The last stage is the easiest.

At the end

At the end you should check that the cables are well connected

To finish

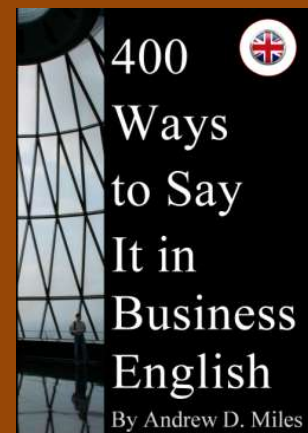
To finish you just need to turn the switch on.

The closing step

The closing step is the easiest. Just lock the latch.

We'll wrap up

We'll wrap up the whole process by resetting the system.



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56. INTRODUCE GOOD NEWS

I am delighted

I am delighted to inform you that you've won the first prize.

We are pleased

We are pleased to announce that ClaraVision will be our new ad agency.

You'll be thrilled

You'll be thrilled to hear that Gretel is returning next week.

It's a pleasure

It's a pleasure to let you know that our company has grown substantially.

I have good news

I have good news. Hopper has accepted our proposal!

57. INTRODUCE BAD NEWS FORMALLY

We regret to

We regret to inform you that your programme has been discontinued.

I'm sorry

I'm sorry but I have to let you know that we will not participate.

I'm afraid it

I'm afraid it won't be possible for us to finance your venture.

Unfortunately

Unfortunately we are not allowed to take on such high risk.

After careful consideration

After careful consideration we have decided not to publish your novel.

58. INTRODUCE BAD NEWS INFORMALLY

I have some bad news

I have some bad news for you. Hans is leaving.

I hate to tell you

I hate to tell you this, but they've given your project to Enid.

I don't know how to say

I don't know how to say this, but Heather insisted I should.

I feel sorry

I feel sorry but there's little we can do.

It's a shame

It's a shame but nobody will be there to receive you.

59. EXPRESS CONDOLENCE

I was sorry to hear

I was sorry to hear about Mr Sloan. He will be missed by all of us.

I'd like to extend my sympathy

I'd like to extend my sympathy to you and to your family.

We were sad to learn

We were sad to learn that Mrs Finn passed away.

I'd like to express my bereavement

I'd like to express my bereavement for the loss of such a valued person.

My condolences

Our condolences over the death of such an esteemed member of your team



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60. COMPLAIN STRONGLY

I'd like to file a complaint

I'd like to file a complaint with your manager.

I'm not satisfied

I'm not at all satisfied with your attitude.

We deserve better

We deserve a better service.

I'm not used to

I'm not used to such impolite behaviour.

I'm sorry to have to

I'm sorry to have to say this but food today wasn't good at all.

61. COMPLAIN LESS STRONGLY

I don't want to sound critical but

I don't want to sound critical but your employees should be better trained.

I'm sorry to bother you

I'm sorry to bother you but I must tell you something you won't like.

Excuse me if I seem out of line

Excuse me if I seem out of line but I think you should change your attitude.

There may be a misunderstanding

There may have been a misunderstanding. I said *ham*, not *jam*!

Don't get me wrong

Don't get me wrong but I do believe you should improve the packaging.

62. REPLY TO A COMPLAINT

We are sorry

I'd like to say we are sorry for the inconveniences. Here's your refund.

I'd like to apologise

I'd like to apologise for Jim's behaviour. We will take disciplinary action.

I regret

I regret to inform you that we cannot return your money.

We'll do our best to settle the matter

We'll do our best to settle the matter to your satisfaction, sir.

We'll solve this affair

We'll solve this affair once and for all. Please come with me.

63. EXPRESS SOMETHING SURE

Surely

This will surely happen.

Definitely

Daphne will definitely replace Ethel next month.

Without any question

There is no question that Dynacore will be taken over by Riversoft.

Doubtlessly

The building will doubtlessly be finished this November.

Certainly

We will certainly increase our turnover within the next quarter.

64. EXPRESS SOMETHING PROBABLE

Probably

It will probably take place next summer.

Likely

The festival is not likely to happen.

It seems

It seems that Sean will be joining us after all.

Apparently

Apparently the prototype will be ready by Monday.

On the face of it

On the face of it, everything seems to be running smoothly.

65. EXPRESS SOMETHING POSSIBLE

Possible

It is, of course, possible to give you a discount if you increase volume.

Conceivably

Can we conceivably believe that you will not make another mistake, Tom?

Feasible

The project is perfectly feasible. We only need financing.

Viable

We do agree that it is viable. Now, is it possible with only three men?

Doable

The plan is doable. Ask Mr Danton, who has all the figures.

66. EXPRESS SOMETHING IMPROBABLE

Improbable

It is improbable that she will finish before the deadline.

Doubtful

Success seems doubtful. Who would back this adventure anyway?

Unlikely

A deal looks unlikely.

I have my doubts

I have my doubts about this business ever happening.

I'm unsure

I'm unsure. There are less than thirty percent chances of winning.

67. EXPRESS SOMETHING IMPOSSIBLE

Impossible

It's impossible for Greg to arrive on time. His plane is delayed in Paris.

Undoable

This project is just undoable. Who drew the plans?

Out of the question

Buying a new car is out of the question. Why don't we lease one?

Unreachable

The goals Rachel set are unreachable.

Unattainable

Total quality will be unattainable without a well-trained workforce.

68. ADD FURTHER INFORMATION

In addition

In addition, I'd like to mention that Sara's generally right.

We might also

We might also deduce that bonuses will be affected too.

As well

Corn, as well as wheat, is produced in Brazil.

Furthermore

Furthermore, they insisted we should join them.

Moreover

Moreover, the fine must be paid within seven days.

69. PROVIDE MORE DETAIL

To elaborate

To elaborate on what Ms Finch exposed we will use a chart.

Here I have further information

Here I have further information. As you see, the weather has changed.

Let me expand

Let me expand on Robbie's plan. It will entail a drastic change.

Let me tell you a little more

Let me tell you a bit more about Dynacore. They're not so reliable.

What's more

What's more, ClaraVision will also promote our merchandise.

70. GENERALISE

On the whole

On the whole, we can't really say A is better than B.

In general

In general people prefer longer, less expensive holidays.

By and large

By and large, the process was successful.

All things considered

All things considered, the match didn't turn out so badly.

Broadly speaking

Broadly speaking, women follow fashion more closely than men do.

71. DESCRIBE CURRENT PROJECTS

We are working on

We're now working on the new model.

We have started the process of

We have started the process of designing another prototype.

The projects under development

The projects under development are secret so we will not discuss them.

We are involved in

We are already fully involved in phase B.

We remain occupied with

We remain occupied with the installation of the wiring system.

72. DESCRIBE FLUCTUATION

Fluctuate

Stock prices fluctuated throughout the session.

Unstable

The system is unstable and it might crash any minute.

Irregular

Growth patterns are irregular in Europe.

Erratic

His behaviour is erratic. He's happy one day and sad the next.

Vary

Figures vary all the time. It's impossible to draw a working model.

73. DESCRIBE STABILITY

Stable

Prices will be stable for the whole season.

Remain unchanged

Nothing remains unchanged for very long.

Steadily

If we are lucky, sales will move steadily for the next couple of months.

Constant

If the number of unemployed people remains constant we will face trouble.

The same

Things are the same as one year ago. Does nothing ever change here?

74. DESCRIBE INCREASE

Increase

Salaries should increase according to productivity.

Improve

Sales have improved and reached almost a million.

Raise

The government need to raise taxes to lower the deficit.

Rise

If inflation rises we will need to raise our prices.

Go up

The rates will not go up until the Central Bank decides they should.

75. DESCRIBE GRADUAL INCREASE

Accumulate

We have accumulated around ten percent.

Escalate

Costs have escalated by a very small factor.

Accrue

Interest has accrued in my savings account.

Grow

The economy will grow this year.

Develop

Sales have developed more slowly than we had expected.

76. DESCRIBE SUDDEN INCREASE

Boost

The advertising campaign boosted donations by twenty percent.

Shoot up

The cost of raw materials has shot up because of the increased demand.

Spring up

Absenteeism always springs up when there's an epidemic of flu.

Surge

Interest rates surged to twenty-five percent because of inflation fears.

Multiply

We need to multiply output by two within the next semester.

77. TALK ABOUT CAUSES

Caused by

The decrease in productivity was caused by lack of innovation.

Result from

The fall in passengers resulted from a misguided marketing policy.

Due to

Our failure was due to disorganization.

Conclusion

Her success was the logical conclusion of hard work.

Bring about

The change was brought about by our mistakes last year.

78. TALK ABOUT CONSEQUENCES

Lead to

The rise in sales led to more R&D.

Result in

Our failure resulted in the loss of the contract.

Mean that

Rachel's decision to fire David means that I have to work harder.

Imply that

If she arrives late every day it implies that she's not happy with her job.

Entail that

Lengthening the lunch hour will entail hiring at least one more worker.

79. WARN ABOUT CONSEQUENCES

Unless we

The company won't survive, unless we stop the problem now.

If we don't

If we don't audit our accounts we will face problems with the shareholders.

Only if

I'll give you both my support only if you promise to solve your differences.

Watch

Watch your cash flow and be careful with bank clearing dates.

Otherwise

She needs to be there today. Otherwise, we'll lose the contract.

80. CONVINCING

I'm convinced

I'm convinced this is the best way to do it.

I assure you

I assure you our machine will work in every type of weather.

There is no doubt

There are no doubts Sandra is the best candidate.

You have my personal guarantee

You have my personal guarantee this will not happen.

I'd like to reassure you

I'd like to reassure you. Every aspect of the operation has been revised.

81. DESCRIBING ADVANTAGES

It will help you

This programme will help you keep your accounts more easily.

It will improve

The stationary bicycle will improve your health.

The benefits are

The benefits to the company are twofold: lower cost and better yield.

It will allow you

Our cleaning service will allow you to have every morning to yourself.

It stands out

The GRS stands out among its competitors because it's less noisy.

82. GET PEOPLE TO ACT

Now's the time to apply

Now's the time to apply what we have learnt.

We'd better move before

We'd better move before the competition does.

Let's get going

Let's get going. Time is golden.

We must act now

We must act now if we want immediate results.

Tomorrow will be too late

Tomorrow will be too late. Today is the beginning of a new life.

83. PROPOSE SOLUTIONS

Maybe we should

Maybe we should call Gerald

How about

How about setting up a meeting with their purchasing department?

Why don't you

Why don't you call the help line?

The best way is to

The best way to find a job is to look for one!

I would

I would change your old computer for a newer one.

84. EXPLORE OPTIONS

Let's look at

Let's look at option A.

Why don't we consider?

Why don't we consider Nina's suggestion?

How about?

How about this last alternative? Shall we review it?

We have several choices

We have several choices. Managua, Shanghai or Hanoi.

We could either

We could either invest in gold or silver.

85. PROPOSE WHAT IS NEEDED

You might need

You might need an architect to sign the blueprints.

It would be a good idea

It would be a good idea to take a couple of spare ropes.

It might be better

It might be better to include a colour photograph along with the letter.

You would better add

You'd better add another person to the team.

You shouldn't forget

You shouldn't forget to carry your passport.

86. REQUEST WHAT IS NEEDED

We need

We need at least \$10,000 for the next round of financing.

We can't do without

We can't do without Edith. She's our leader!

It is essential

Working all night is essential. We won't meet targets otherwise.

It is compulsory

Wearing a tie is compulsory at this office.

We require

We require a deposit of at least twenty percent of the final price.

87. RECOMMEND A PERSON OR FIRM

Recommend

I can surely recommend ClaraVison. They're a reliable agency.

Put in a good word

Of course I can put in a good word for Kate. She is a brilliant teacher.

Say good things

I can only say good things about DT. It's an excellent detergent.

Vouch for

Yes, I'll vouch for Jacqueline. Why do you want to know about her?

Endorse

Yes, I'm ready to endorse Miss Low. She's an exemplary worker.

88. RECOMMEND AN ACTION

We urge you to

We urge you to continue with the programme.

We recommend you

We recommend you prepare your managers for a shakeout.

We think you should

We think you should confront gossip with facts.

You ought to

You ought to conduct quality audits every year.

If I were you

If I were you I'd keep my mouth shut.

89. DESCRIBE A PRODUCT

Let me describe

Let me describe our latest engine.

Can I tell you?

Can I tell you about our school's services? We teach English.

Here you can see

Here you see why we call the TXR our star drier.

This model

This particular model was designed by our people in Geneva.

It is priced

It is priced at \$ 3,499 and we pay for shipping!

90. DESCRIBE FEATURES OF A PRODUCT

It is made of

It is made of wood and aluminium.

It features

The team features two Nobel Prize winners.

It comes with

It comes with a calculator and a pocket translator.

It measures

It measures ten feet in width, two in height and one in depth.

It weighs

It weighs close to a ton.

91. REFER TO WHAT HAS BEEN SAID

If we go back

If we go back to the chart we'll see how fabric design has changed.

As I said before

As I said before, it's never too late to start exercising.

Returning to point one

Returning to point one, fixed assets are undervalued in your accounts.

As has already been mentioned

As has already been mentioned, we cannot guarantee supply.

As you no doubt remember

As you now doubt remember, we started this chat with a quote by Drucker.

92. SUMMARISE

To sum up

To sum up, we are in deep trouble.

To recapitulate

To recapitulate, this has been our best year ever.

The conclusion is

The conclusion is that all our efforts have finally proven successful.

In a few words

In a few words, Karen would like to congratulate you all.

It all boils down

It all boils down to a simple truth: money brings money.

93. FINISH A SPEECH

I'd like to conclude

I'd like to conclude by thanking everyone.

Let me end

Let me end by reminding you that we are at the top because of your work.

I'll finish

I'll finish with the words of Julius Caesar: "Veni, vidi, vici".

Finally

Finally, I want to say I'm delighted to have had the chance to meet you.

To conclude

Before concluding, I'd like to invite Alice to say a few words.

94. CLOSE A MEETING

That's all

Well, that's all for today. Any comments?

Could we make a decision right away?

Could we make a decision right away? I'm hungry!

We'll have to leave it for now

We'll have to leave it for now. I have another appointment.

Time to finish!

Time to finish! Does anyone need a ride back to the hotel?

Shall we call it a day?

Shall we call it a day? We can adjourn the meeting till tomorrow.

95. CLOSE A CONVERSATION

It's been nice to talk to

It's been nice to talk to you, Alexandra.

I enjoyed meeting you

I really enjoyed meeting you, Mr Brown.

I have to leave

I'm afraid I have to leave now. I'm double-parked!

We have to move on

We have to move on, sorry!

It's getting late

It's getting late. We should be going home now.

96. SAY THANKS

Thanks

Thanks for everything.

Thank you

Thank you for your kind cooperation.

I'm thankful for

I'm thankful for all your efforts.

I appreciate

I appreciate your interest in my situation.

I'm grateful for

I'm grateful for your support in securing the bank loan.

97. THANK PEOPLE FOR COMING

Thank you

Thank you for coming.

It's been a pleasure

It's been a pleasure to meet you.

I've been delighted to

I've been delighted to be able to speak to you.

I'd like to show my thanks

I'd like to show my thanks by inviting you to my house for drinks.

I have enjoyed

I have enjoyed your company today.

98. THANK FOR LETTING YOU SPEAK

Thank you, John.

Thank you, John. I want to stress on the fact Jo is irreplaceable.

Thanks for allowing me

Thanks for allowing me to speak at this forum.

Thanks for calling on

Thanks for calling on me. It's a great chance to share my ideas.

I appreciate the opportunity to address

I appreciate the opportunity to address such a distinguished group.

It's a pleasure to

It's a pleasure to be able to talk about the MX project.

99. SAY BYE FORMALLY

Good night

Good night, everyone.

Goodbye

Goodbye. Please send my regards to Miss Burkes.

It was nice to

It was nice to talk to you.

It's been a pleasure to

It's been a pleasure to get to play golf with you.

Hope we meet

Hope we meet again before next summer.

100. SAY BYE INFORMALLY

See you

See you later.

Take care

Take care. Till tomorrow.

Cheers

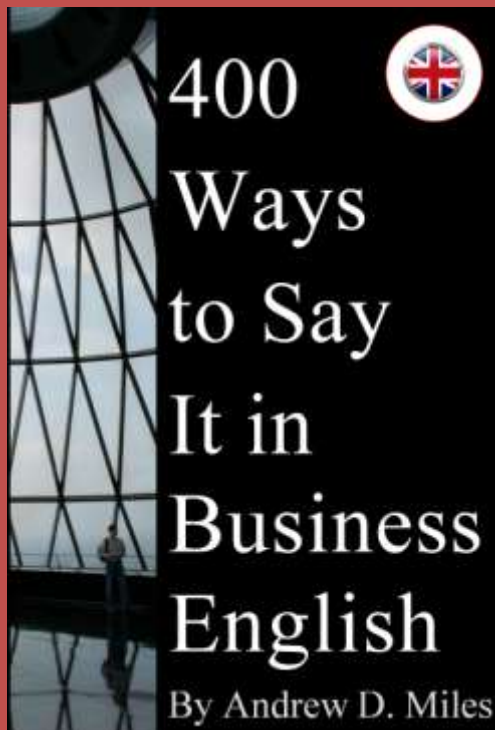
Cheers. Give my love to Jeannette.

Bye

Bye Charlie.

So long

So long. Lovely to see you again.



If you enjoyed this book you might also like “400 Ways to Say It in Business English”. It has two thousand phrases to use in many business situations and includes a whole chapter on common telephone expressions.

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