



unit 2 電話應答

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| A Hello, this is fire bureau. How can I help you? | 你好，這裡是消防局，請問需要什麼服務？ |
| B This is David Wu. Could I speak to Mr. Wang, please? | 我是吳大衛，請問我能跟黃先生講話嗎？ |
| A Sure. Hold on, please.
1) I'll check to make sure if he's in.
2) I'll just find out if he's in his office.
3) I'll see if he's in.
I'm sorry, he is not here right now. | 當然，請稍等一下。
我看看他在不在。

很抱歉，他現在不在辦公室。 |
| B Do you know when he will be back? | 你知道他甚麼時候會回來嗎？ |
| A I'm sorry, I have no idea.
Would you like to leave a message? | 抱歉，我不知道。
你要留言嗎？ |
| B No, thanks. Could you ask him to call me back, please?
My number is 3379119, extension 168. | 不用了，謝謝。他回來的時候能請他回撥給我嗎？
我的電話號碼3379119分機168 |
| A Sure, hold on for just a second so I can grab a pen and paper.
Would you repeat, please? | 當然，如果你可以等我一下，讓我拿個紙筆寫下來。
能不能請你再重複一遍？ |





B 3379119, extension 168.

3379119分機168。

A Ok, I'll tell him as soon as he back.
Thanks for calling.

好的，他一回來我就會立刻告訴他。感謝你的來電。

B Thank you. Goodbye.

謝謝你，再見。



Words & Phrases

- | | |
|-------------|----|
| • Hold on | 稍等 |
| • Message | 訊息 |
| • Extension | 分機 |
| • Repeat | 重複 |



Other Expressions

- | | |
|-----------------------|-----------|
| • How can I help you? | 請問需要什麼服務? |
| • Could I speak to~ | 我能和~講話嗎? |
| • I have no idea | 我不知道 |
| • Leave a message | 留言 |
| • Call back | 回電話、回撥 |
| • As soon as | 一~就~ |
| • Thanks for calling | 感謝來電 |

