

# Useful Phrases for Meetings

## Conference Calls in English



### Greetings

Each participant should announce their presence. If you are running the meeting each participant should be welcomed individually.

Good morning. This is Alex from the Paris office.

Good afternoon. Rachel speaking.

Good afternoon Rachel. Thank you for joining us today

### Attendance

Make sure all invitees are present.

Before we start, please could you introduce yourselves?

I'm afraid Vladimir is absent today. We will have to proceed without him.

### Checking names

Check the pronunciation of difficult names. You may have people with the same name.

Ralph speaking. The correct pronunciation is RAYF.

Ralph, please could you correct my pronunciation before we begin?

Today we have two Rachels. Please could we add surnames when speaking: Rachel Smith and Rachel Taylor.

### Introducing new members

New members should be introduced to other participants.

I'd like to introduce Paul. He's in charge of Sales in the Paris office.

## Setting ground rules

Remind participants to speak clearly right from the start. Avoid too many people speaking at the same time. Remind participants how to use the technology.

We have 3 nationalities here today. Please speak clearly and slowly so that everyone understands.

Please could you speak one at a time?

May I remind you to speak one at a time?

Could you check your microphone please?

Remember to switch off the mute button when you are speaking. Switch it on when you're not speaking.

## Checking the volume

Make sure all participants can hear well.

Can you hear me ok?

Could you check your microphone please?

## Problems with sound

Let the other attendees know when you are experiencing problems with sound.

I can't hear very well.

I'm sorry. I have a problem with my microphone.

There's a lot of noise in the background. Could you check your microphone please?

John, you need to switch off the mute button if you want to speak

## Problems understanding accents

Politely ask caller to repeat if you have difficulty understanding.

I'm sorry John, but I'm afraid I didn't understand. Please could you repeat that?

I'm afraid I didn't understand Mr Chopra. Please could you speak more slowly?

## Problems understanding part of a sentence

Ask the caller to repeat the sentence.

I'm sorry Mr McKay but I didn't catch that. Could you repeat that please?

I'm afraid I didn't understand Mr McKay. Please could you say that again?

I'm sorry Mr McKay. Please could you clarify what you mean by .....?

## Multiple voices

There are two people speaking. Mr Chopra, can you continue? John, we'll come back to you in a moment.

## Setting objectives

Clearly state the purpose of the meeting at the beginning of the call.

The purpose of today's meeting is to review last month's sales.

The objective of this meeting is to make a decision about the advertising campaign

## Referring to documents

Participants can't see you so you have to be able to describe them clearly.

You should have a green document in front of you entitled 'Customer Satisfaction'

The main points are highlighted in bold.

Please turn to page 14.

## Asking for an opinion

Shall we go round the table and hear everyone's opinion?

Alex, what do you think?

Rachel, what are your thoughts?

## Expressing an opinion

In my opinion, we are performing well under the circumstances.

I think that....

## Agreeing

I agree.

I completely agree.

I agree to a certain extent.

## Disagreeing

I'm sorry but I'm afraid I disagree.

I see your point but I'm afraid I disagree.

I tend to disagree.

I see things from a different perspective.

## Checking for understanding

So what you're saying is, we need to increase sales.

Could you repeat that please?

So if I understood correctly, you want us to increase the budget?

## Compromising

Let's try to find a middle ground.

Why don't we try to reach a compromise?

Would you be willing to compromise?

If you could increase our budget, then we could spend more on advertising.

## Making a suggestion

Maybe we could increase the budget.

Why don't we focus on online advertising?

## Agreeing with a suggestion

That's a good idea.

I like that idea.

## Showing understanding

I understand.

I see your point.

## Interrupting someone

I'm sorry to interrupt. It's Susan here.

Alex here. Could I just jump in here

## Clarifying who is speaking

Tell callers to clearly state their name before speaking.

Sorry. Who's speaking please?

Please could you say your name before speaking?

## Inviting participants to speak

Make sure everyone has a chance to speak.

Pauline, what are your thoughts?

Let's ask everyone their opinion.

## Respecting the schedule

Be aware of the time restrictions and make sure everyone else knows too.

May I remind everyone that we have to finish by 4pm.

Please be brief as we only have 30 minutes.

I think we're getting side-tracked. Let's try to keep to the agenda.

## Bringing the discussion to an end

I'm afraid we're running out of time.

Would anyone like to add anything before we finish the call?

We're running out of time. Let's try to wrap things up.

## Summarising

Summarise the key decisions and action points.

So, let's go over the main points.

So, to summarise we have decided to focus on online sales.

## Highlighting action points

Make sure everyone knows the next steps, individual actions to be taken, and relevant deadlines.

So Alex, you're going to send out the minutes. Rachel, you're going to speak to the regional Manager.

## Refer to a future conference call

Make sure everyone knows the date and time of the next meeting.

Shall we schedule a follow-up call in 2 weeks?

Let's speak again next month.

For more advice  
and information visit:

<http://blog.tjtaylor.net/conference-calls>