

# Conversation Tree (電話対応の基本パターン)



☎ RRRRRRRRRR---♪

電話対応ですぐに使える基本表現をまとめました。まず、  の表現から覚えましょう。

繰り返し練習しておけば、とっさのときに自信を持って電話対応ができます。

## 電話を受ける

[ Greeting ], [ company name ].  
May I help you?

Hello,  
1. I'd like to speak to \_\_\_\_\_ (, please).  
2. May I speak to \_\_\_\_\_ (, please)?  
3. Is \_\_\_\_\_ there?

## 名前を聞く(1)

1. Who's calling, please?  
2. May I ask who's calling (, please)?  
3. May I have your name (, please)?

Yes, this is \_\_\_\_\_ [ of company ].

## 転送する

Just a moment, please.  
1. I'll put you through (to \_\_\_\_\_).  
2. I'll transfer your call (to \_\_\_\_\_).

(The callee answers)  
Hello. This is \_\_\_\_\_ speaking.

## 取り次ぐ

Hello, [ name of callee ].  
Mr./Ms. \_\_\_\_\_ [ of company ] is on the line.

## "お待たせしました"

Hello, Mr./Ms. \_\_\_\_\_. Thank you for waiting.

## 不在を伝える

I'm afraid \_\_\_\_\_ is ...  
(on another line, away from his/her desk, in a meeting, out of the office, off, etc.)

## 伝言を受ける

1. May I take a message?  
2. Would you like to leave a message?

That's all right. I'll call back later.

## 名前を聞く(2)

May I tell him/her who called?

Yes, this is \_\_\_\_\_ [ of company ].

## スペルを聞く

1. How do you spell your name (, please)?  
2. Could you spell your name (, please)?

That's X-X-X-X-X.

## 電話を切る

So that's X-X-X-X-X. Thank you.  
I'll tell him/her you called. Good-bye.

1. Could you tell me when he/she'll be back?  
2. Do you know when he/she'll be available?

## 戻り時間を知らせる

1. He/She should be back / available / ... finished ...  
2. He/She is expected to be back ... (soon / around X o'clock / by... / in ..., etc.)  
Shall I have him/her call you back?

That's all right. I'll call back then. Thanks.

## 電話を切る

I'll tell him/her you called. Thank you for calling. Good-bye.

Yes, this is \_\_\_\_\_ [ of company ].

1. Please ask him/her to call me at [ phone number ].  
2. Please tell him/her that ... (message).  
3. Please ask him/her if ... (message).  
4. Just tell him/her \_\_\_\_\_ [ of company ] called.

## 伝言を確認する

(Certainly.)  
1. So that's \_\_\_\_\_ [ of company ]. And the number is ...  
2. So you would like \_\_\_\_\_ to call/meet you at ...  
3. Let me confirm/repeat that.  
4. I'm sorry, could you repeat that?  
5. How do you spell your name, please?  
etc.

(The caller either confirms or repeats the message)

## 電話を切る

(All right.) I'll give him/her your message.  
Thank you for calling. Good-bye.

**\* 聞き取りにくい時の便利な表現**  
会話が聞き取りにくい場合は、もう一度確認したいことを、はっきり伝えることが大切です。  
1. I'm sorry, I can't hear you well.  
2. Could you repeat that?  
3. Could you speak a little louder, please?  
4. Could you speak a little more slowly, please?