

*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, *250 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.words300.com/books](http://www.words300.com/books) for \$ 1.99. It includes two hundred and fifty situations, with thirty-three that refer exclusively to telephoning. In total, one thousand two hundred and fifty expressions to help students with their business English.

## ABOUT THIS E-BOOK

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If you enjoy this e-book you might also like **250 Ways to Say it in Business English**. It has one thousand two hundred and fifty phrases and includes a whole chapter on the most common telephone expressions in many situations.

You can buy the **250 Ways e-book** for \$1.99 at [www.words300.com/books](http://www.words300.com/books)

## 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.

### **My name is**

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.

### **How are you?**

How are you today? I'm Liz.

### 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.**

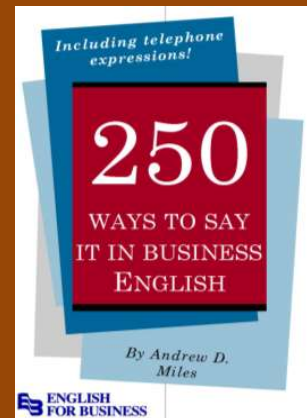
I'm delighted to meet you. Welcome to London.

**My pleasure**

My pleasure. Have you had a good trip?

**It's an honour**

It's an honour, ambassador.



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### 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?

**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<br>To start with<br>Initially<br>In first place<br>Let us begin by | Secondly<br>Then<br>Next<br>Following on from<br>After | To end<br>To conclude<br>Finally<br>To finish<br>Last but not least |
|--|--|---|

### **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. Then we changed for Spain but finally travelled nowhere.

### **In first place, after 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, after and last but not least**

Let us begin by setting the goals. We can talk about the budget after that 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 facts?**

Do you have any more hard facts or have you already said 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 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.

**This is inconsequential**

This is inconsequential. Who cares about PR anyhow?

**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 can't 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?**

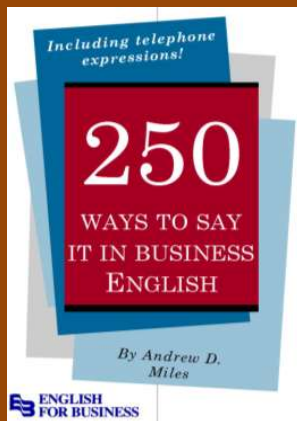
May I interrupt? I do have something relevant to disclose.

### **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.



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## 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.

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## 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 for a minute?**

Can't you be quiet for a minute, 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. Passed.

## 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 studies Marketing.

### **There's another way**

There's another way we could handle this. Why not try the Beta system?

## 51. SOFTEN DISAGREEMENT

### **I'm afraid**

I'm afraid your models are a bit outdated.

### **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**

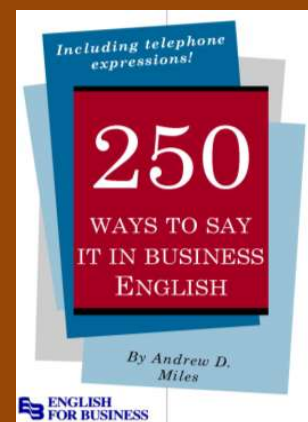
To finish you just need to turn the switch on.

### **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.

### **I'm very pleased**

I'm pleased 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 condolence**

Our condolence 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 don't want to sound critical but**

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

## 61. COMPLAIN LESS STRONGLY

### **I'm sorry to have to**

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

### **I'm sorry to bother you**

I'm sorry to bother you but I have to 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 think you should improve the packaging.

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## 62. REPLY TO 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**

This deal looks more unlikely as days go by.

### **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 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 with 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.

**It implies that**

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

**It entails 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. SELL A PRODUCT

### **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 was an excellent 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 should 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 tell you about**

Let me tell you about 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 particular 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 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'd like to finish**

I'd like to 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 the time we have**

Well, that seems to be all the time we have today. Let's stop now.

### **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 talking to**

It's been nice talking 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 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 for**

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**

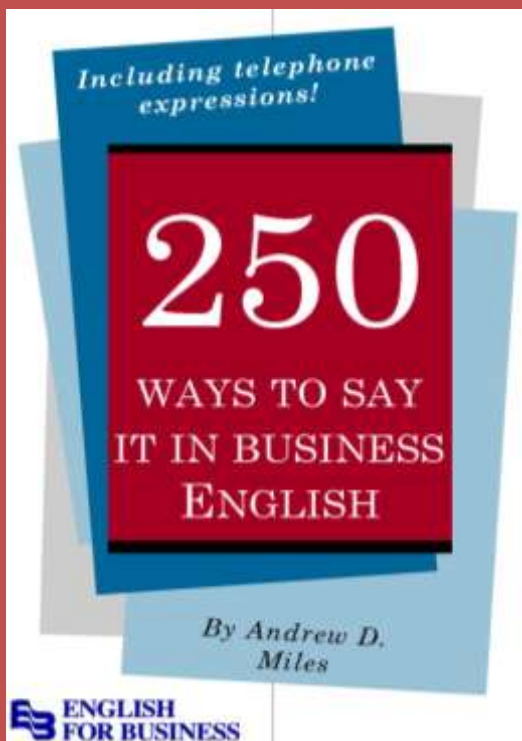
Cheers. Give my love to Jeannette.

### **Bye**

Bye Charlie.

### **So long**

So long. Lovely to see you again.



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