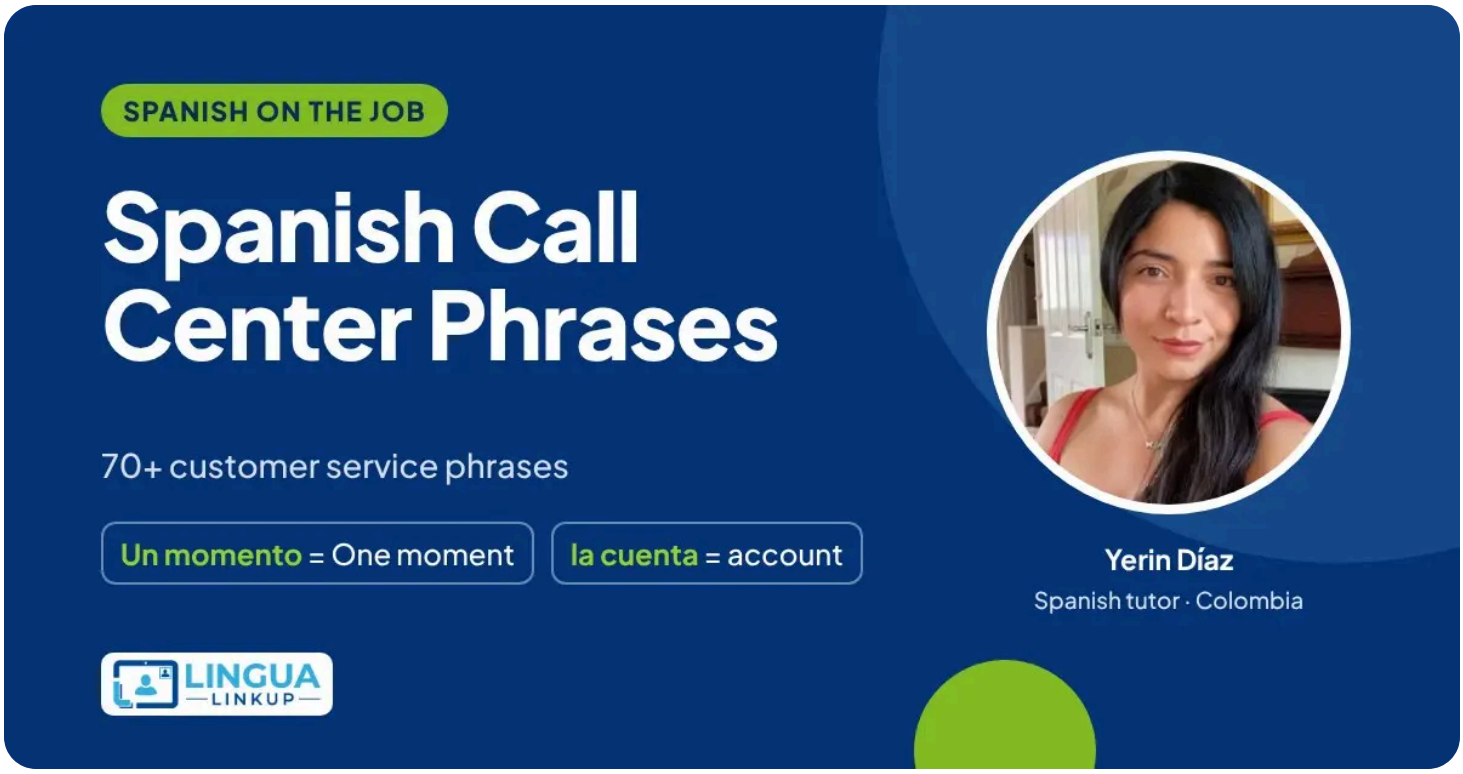
Spanish Call Center Phrases: 70+ Customer Service Phrases for Agents

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Quick answer: The essential Spanish phrases for call center agents are **Gracias por llamar a…, le habla…** (Thank you for calling…, this is…), **¿En qué le puedo ayudar?** (How can I help you?), **¿Me puede dar su número de cuenta?** (Can you give me your account number?), **Un momento, por favor** (One moment, please) and **¿Hay algo más en que le pueda ayudar?** (Is there anything else I can help you with?). This guide has 70+

customer service phrases for every stage of a call, with pronunciation help and a printable PDF.

Spanish-speaking customers are a huge share of U.S. call volume in banking, insurance, telecom, utilities and healthcare. Agents who can greet, verify and resolve simple issues in Spanish cut transfers and wait times, even before they're fully bilingual. All phrases use the polite **usted** form, which is the standard for customer service.

Opening the call

Spanish	Say it	English
Gracias por llamar a [empresa]. Le habla [nombre].	GRAH-see-ahs por yah-MAR ah… leh AH-blah…	Thank you for calling [company]. This is [name].
¿En qué le puedo ayudar?	en keh leh PWEH-doh ah-yoo-DAR	How can I help you?
¿Con quién tengo el gusto?	kohn kee-EN TEN-goh el GOOS-toh	Who am I speaking with?
¿Prefiere continuar en español o en inglés?	preh-fee-EH-reh kohn-tee-noo-AR en es-pah-NYOL oh en een-GLES	Would you prefer to continue in Spanish or English?
Esta llamada puede ser grabada.	ES-tah yah-MAH-dah PWEH-deh ser grah-BAH-dah	This call may be recorded.

Verifying the customer

Spanish	Say it	English

¿Me puede dar su nombre completo?	meh PWEH-deh dar soo NOHM-breh kohm-PLEH-toh	Can you give me your full name?
¿Cuál es su número de cuenta?	kwahl es soo NOO-meh-roh deh KWEN-tah	What's your account number?
¿Cuál es su fecha de nacimiento?	kwahl es soo FEH-chah deh nah-see-mee-EN-toh	What's your date of birth?
¿Me confirma los últimos cuatro dígitos de…?	meh kohn-FEER-mah lohs OOL-tee-mohs KWAH-troh DEE-hee-tohs deh	Can you confirm the last four digits of…?
¿Me lo puede deletrear, por favor?	meh loh PWEH-deh deh-leh-treh-AR, por fah-BOR	Can you spell it for me, please?
¿Cuál es su correo electrónico?	kwahl es soo koh-RREH-oh eh-lek-TROH-nee-koh	What's your email address?
Gracias. Ya verifiqué su cuenta.	GRAH-see-ahs. yah beh-ree-fee-KEH soo KWEN-tah	Thank you. I've verified your account.

Tip: Practice numbers and the alphabet until they're automatic. Most verification mistakes happen with digits and spelling. Our Spanish alphabet sounds guide helps.

Understanding the problem

Spanish	Say it	English
¿Me puede explicar el problema?	meh PWEH-deh eks-plee-KAR el proh-BLEH-mah	Can you explain the problem?
¿Desde cuándo tiene este problema?	DES-deh KWAHN-doh tee-EH-neh ES-teh proh-BLEH-mah	Since when have you had this problem?

Entiendo. Lamento las molestias.	en-tee-EN-doh. lah-MEN-toh lahs moh-LES-tee-ahs	I understand. I'm sorry for the trouble.
¿Puede repetir, por favor? Se cortó la llamada.	PWEH-deh reh-peh-TEER, por fah-BOR? seh kor-TOH lah yah-MAH-dah	Can you repeat that, please? The call cut out.
¿Puede hablar un poco más despacio?	PWEH-deh ah-BLAR oon POH-koh mahs des-PAH-see-oh	Can you speak a little more slowly?
Si entiendo bien, usted quiere…	see en-tee-EN-doh bee-EN, oos-TED kee-EH-reh	If I understand correctly, you want to…

Hold, transfer and callback

Spanish	Say it	English
Un momento, por favor.	oon moh-MEN-toh, por fah-BOR	One moment, please.
¿Me permite ponerle en espera?	meh per-MEE-teh poh-NER-leh en es-PEH-rah	May I put you on hold?
Gracias por esperar.	GRAH-see-ahs por es-peh-RAR	Thank you for waiting.
Le voy a transferir con el departamento de…	leh boy ah trahns-feh-REER kohn el deh-par-tah-MEN-toh deh	I'm going to transfer you to the … department.
Si se corta la llamada, le devuelvo la llamada a este número.	see seh KOR-tah lah yah-MAH-dah, leh deh-BWEL-boh lah yah-MAH-dah ah ES-teh NOO-meh-roh	If the call drops, I'll call you back at this number.

Billing and payments

Spanish	Say it	English
la factura	lah fahk-TOO-rah	bill, invoice
el saldo	el SAHL-doh	balance
el pago / la fecha de vencimiento	el PAH-goh / lah FEH-chah deh ben-see-mee-EN-toh	payment / due date
el cargo / el reembolso	el KAR-goh / el reh-em-BOHL-soh	charge / refund
Su saldo es de cincuenta dólares.	soo SAHL-doh es deh seen-KWEN-tah DOH-lah-res	Your balance is $50.
¿Quiere hacer un pago hoy?	kee-EH-reh ah-SER oon PAH-goh oy	Would you like to make a payment today?
¿Con tarjeta de crédito o de débito?	kohn tar-HEH-tah deh KREH-dee-toh oh deh DEH-bee-toh	By credit or debit card?
Su pago fue procesado.	soo PAH-goh fweh proh-seh-SAH-doh	Your payment was processed.

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Tech support basics

Spanish	Say it	English
Apague el equipo y vuelva a encenderlo.	ah-PAH-geh el eh-KEE-poh ee BWEL-bah ah en-sen-DER-loh	Turn the device off and on again.
¿Qué ve en la pantalla?	keh beh en lah pahn-TAH-yah	What do you see on the screen?
Haga clic en…	AH-gah kleek en	Click on…
la contraseña / el usuario	lah kohn-trah-SEH-nyah / el oo-SWAH-ree-oh	password / username
Le voy a enviar un enlace por mensaje de texto.	leh boy ah en-bee-AR oon en-LAH-seh por men-SAH-heh deh TEKS-toh	I'll send you a link by text message.

Calming an upset customer

- **Entiendo su frustración.** – I understand your frustration.
- **Tiene toda la razón.** – You're absolutely right.
- **Voy a hacer todo lo posible para ayudarle.** – I'll do everything I can to help you.
- **Le pido disculpas por el inconveniente.** – I apologize for the inconvenience.
- **Vamos a resolverlo juntos.** – Let's solve it together.

Closing the call

Spanish	Say it	English
¿Hay algo más en que le pueda ayudar?	eye AHL-goh mahs en keh leh PWEH-dah ah-yoo-DAR	Is there anything else I can help you with?
Su número de referencia es…	soo NOO-meh-roh deh reh-feh-REN-see-ah es	Your reference number is…

Gracias por su paciencia.	GRAH-see-ahs por soo pah-see-EN-see-ah	Thank you for your patience.
Que tenga un buen día.	keh TEN-gah oon bwen DEE-ah	Have a nice day.

Common mistakes agents make

- **Using tú with customers.** Stick with usted (*¿En qué le puedo ayudar?*, not *¿En qué te puedo ayudar?*).
- **Saying "Estoy embarazada" to mean embarrassed.** It means "I'm pregnant." To apologize, say *Disculpe* or *Perdón*.
- **Translating "Let me…" word for word.** Use *Permítame…* or *Voy a…*: *Voy a revisar su cuenta*.
- **Confusing quince (15) and cincuenta (50).** Repeat amounts back: *¿Cincuenta, cinco-cero?*

Spanish training for call center teams

Scripts are a start, but agents need to understand fast speech, different accents and real customer problems. Our Spanish training for call centers combines live group lessons by role with a self-study course agents use between calls, and we can build lessons from your own scripts and FAQs. Need English for a Spanish-speaking team? See English training for call centers.

Frequently asked questions

How do you answer the phone in Spanish at work?

Gracias por llamar a [empresa]. Le habla [nombre]. ¿En qué le puedo ayudar? – Thank you for calling [company]. This is [name]. How can I help you?

How do you say “please hold” in Spanish?

Un momento, por favor, or more formally ¿Me permite ponerle en espera? When you come back: Gracias por esperar.

Should call center agents use tú or usted?

Usted. It is the standard for customer service in every Spanish-speaking country.

How do you end a customer service call in Spanish?

¿Hay algo más en que le pueda ayudar? … Gracias por llamar. Que tenga un buen día.

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