

ON THE PHONE

C Fill in the blanks with the correct words.

- 1) Secretary: Good afternoon, Daniel Jones' office. How I you?
Peter: Hello, is Peter York. Could I to Daniel, please?
Secretary: a moment, please. I'll put you through.

this

speak

may

hold on

help

- 2) Jason: Hello, it's Jason. Could you through to Lucy?
Sarah: Sorry, she's gone out. Would you like to a?
Jason: Yes, please tell her to call me back.

message

put me

leave

- 3) Caller: Hi, it's Mary's office, right?
Kevin: I'm sorry. It's, could you that, please?

repeat

bad line

- 4) Sam: Good morning, Sam
Susan: Hi, Sam. Susan. Is Tom?
Sam: Yes, I'll him.

speaking

get

it's

hang on

there

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C Fill in the blanks with the correct words.

- 5) Secretary: Could I your number, sir?
David: Yes, it's 543-225.
Secretary: read that to you -- 543-225.
David: That's correct.

phone

back

take

let me

- 6) Secretary: Hello, Ms. Lourie's How I help you?
Clara: Hi, this is Clara. Can I leave a message to Ms. Lourie?
Secretary: Yes,

could

of course

office

- 7) Caller: Is Daniel at home?
Judy: Yes, don't the phone. I'll him.

hang up

get

- 8) Caller: Hello, it's Jun Kobayashi. I like to make a dinner
Receptionist: Yes, of course. Could you your surname, please?
Caller: Kobayashi. K-O-B-A-Y-A-S-H-I.

reservation

spell

would