

Choose the correct words to fit the telephone conversation. Then listen to check your answers.

Maria : Santos Group, how can I help?
Henry : Hello. Could I have extension 226, please?
Maria : I'm sorry, the line's engaged. Could you please hold/wait ?...
Sir, the line's free now. I'll put/pass you through.
Henry : Thanks



Carlos : Service department.
Henry : I'd like to tell/speak to Mr Martinez, please. Is he available at the moment?
Carlos : Will/May I ask who's calling?
Henry : Henry Jones. I'm calling from GPT Ltd in London.
Carlos : Just a moment please, Mr Jones. I'll see if he's availableMr Jones? I'm afraid Senor Martinez is in a meeting. Would you like to leave/ list a message
Henry : Yes, please ask him to get behind/ back to b me as soon as possible my number's 44 201 563 361.

Carlos : I'm sorry/afraid I didn't catch that. Could you repeat/say the number, please?
Henry : Yes, it's 44 for the UK, then 207 563 361.
Carlos : OK, I'm sure/I'll make sure he gets the message. Is there anything/anyone else I can do for you?
Henry : No, thanks.
Carlos : Goodbye, then, Mr Jones. Thanks for calling.
Henry : You're welcome. Goodbye.