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- Secretary:** Hello, Ultimate Computers. _____?

Secretary: I'm sorry, but _____

Caller: Okay, do you know _____?

Secretary: Uh, yes, she _____ later on this afternoon maybe
_____. May I _____?

Caller: Yes. Ms. Strong sent me a _____ **detailing** your newest _____ with a description of other _____, but there wasn't _____ about after-sales service.

Secretary: Oh, I'm sorry. Would you like me _____ ?

Caller: Yes, but our fax is being _____ at the moment, and it won't be working until _____. Hum . . . could you try sending that information _____? That should

to look over the material _____ Ms. Strong, say, around 5:00.

Secretary: Sure. _____, _____, and _____, please?

Caller: Yes. Jack Kordell and the phone number is _____. And the fax number is _____.

Secretary: Okay. Jack Kordell. Is your name _____ C-o-r-d-e-l?

Caller: No. It's Kordell _____. "K-o-r-d-e-l-l."

Secretary: _____, Mr. Kordell. And your phone number is _____, and the fax number is _____. Is that _____?

Caller: Yes it is.

Secretary: All right. I'll be sure to _____ this afternoon.

Caller: Okay, _____

Complete the dialogue with the following words and sentences:

May I help you?	Speak to	when she'll be back
From	she's not in right now	should be here
about 4:30	line of laptop computers	Repaired
take a message	software products	around 2:30.
brochure	any information	around 3:30?
give me time	Could I have your name,	before I call
to fax that to you?	telephone number,	fax number,
560-1287.	560-1288.	spelled
with a "K" and two "l's."	All right,	560-1287,
560-1288.	correct?	send you the fax
bye.		