

ETEC Carolina Carinhato Sampaio

Professora Gleice Morais

Nome: _____

Telephone Conversation

Complete the conversation with the phrases from the boxes:

I will give it

To hold

I am phoning

Line's busy

Speaking

Leave a message

Speak to

This is

We will get back to you

Phone back later

I am afraid

Take a message

Take your call

At her desk

Put you through

Have extension

Phone

Call 1

A: Hello! Could I _____ Sam Jackson, please?

B: _____ Mr. Jackson's in the meeting. It won't be over until 3. Can I _____?

A: Yes, please. Could you ask him to _____ me? I think he's got my number, but _____ to you again just in case. It's 743 219 186

Call 2

A: Hello. Can I _____ 2173, please?

B: The _____ at the moment. Would you like _____?

A: Yes, please?

(Five second later)

B: I'm _____ now

A: Thank you.

Call 3

A: Good Morning, could I speak to Allison Short

B: I'm afraid she isn't _____ at the moment. Would you like to hold?

A: No, don't worry! I'll call _____.

Call 4

A: Good Afternoon! Could I speak to Terence Cameron, please?

B: Ah! Mr, Cameron! _____ Josh Lucas _____ about a letter
I got this morning

Call 5

A: Hello! This is Incom international! There is no one here to _____ at the
moment. Please _____ and _____ as soon as possible.