

Telephone Skills: End a telephone conversation

**Instruction: Fill in the blanks of the telephone conversation with the correct and suitable answer. (Type the answer )**

**Receptionist** : Good afternoon. This is Ring Ring Call. Preethi  
(1)\_\_\_\_\_. Can I (2)\_\_\_\_\_ you?

**Customer** : Good afternoon. I have an enquiry regarding my  
telephone bill. Can you (3)\_\_\_\_\_ me to the bill  
department ?

**Receptionist** : One moment madam. I'll (4)\_\_\_\_\_ you.

*Ring \* Ring \* Ring*

**Mr Farid** : Hello. Ring Ring Call Bill Department.

**Customer** : Hello. Nora here. I'm calling (5)\_\_\_\_\_ my  
telephone bill.

**Mr Farid** : May I have your (6)\_\_\_\_\_ number?

**Customer** : Certainly, it's 011-3434562.

**Mr Farid** : Thank you. (7)\_\_\_\_\_ can I help you with?

**Customer** : I think I've been overcharged for the past month.

**Mr Farid** : Oh, let me have a look at your bill madam. Right, I  
could see that you have overseas calls last month and  
the charges are accurate.

**Customer** : Can I know when it was?

**Mr Farid** : Sure. Eemm.... that was on 22, 26 & 28 October to  
Australia madam.

**Customer** : Oh...that probably my daughter made the calls. Then,  
eem...thank you for your (8)\_\_\_\_\_ in clearing this  
up.

**Mr Farid** : Of course. Is there (9)\_\_\_\_\_ else that I can help  
you with madam?

**Customer** : No, thank you. That would be all.

**Mr Farid** : Well, thank you for calling Ring Ring Call. I hope you  
are happy with the help we've (10)\_\_\_\_\_. Have a  
nice day, madam. Goodbye.