Vanda Bridget Williamson El

# Telephone calls – put the sentences in the correct order

Put the phrases in the right order in the telephone conversations below. The call starts in the same way, but may continue in two different ways.

Hold the line please. I'll put you through.
I'm afraid she's not in the office at the moment.
Goodbye.
Yes, please. Could you ask her to call me back?
Good morning. ABC Services. How may I help you?
Thank you for calling. Goodbye.
Certainly. Could you give me your name again?
Thank you. I'll give her the message as soon as she gets back.
Hello Sara. This is Jerry Shivers from Ice Pops.
Thank you. And your number?
I'm calling about ...
Good morning. This is Jerry Shivers from Ice Pops.
Thank you. Goodbye.
Of course. It's Jerry Shivers.
Could I speak to Sara Dennings, please?
Could I take a message?
Sara Dennings speaking.
It's 07365 226719.

## The call

Receiver:

Caller:

Receiver:

| Option 1 | Option 2 |
| --- | --- |
| Receiver:<br><br>Caller:<br><br>Receiver:<br><br>Caller:<br><br>Receiver:<br><br>Caller:<br><br>Receiver:<br><br>Caller: | Receiver:<br><br>Caller:<br><br>....<br><br>Receiver:<br><br>Caller: |



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