

These are expressions of telephone calls.
Classify them into a *formal* or *informal* expression.

Good morning (good afternoon), this is Susan. How can I help you?

Hello.

Hi. It's Laure.

Please tell him I'll be available on Thursday at 9:00.

No thanks. I'll call back later.

Hello. This is Laure. I am calling about...

I'd like to talk with _____. (Example: I'd like to talk with Mr. Adams.)

Can I talk to ____? (Example: Can I talk to mom?)

Would you mind holding for just a moment?

Just a sec.

Would you mind speaking a little more slowly?

Can you spell that?

She is away at the moment. May I ask who is calling?

I'll let him/her know that you called.

Thanks for calling - I have another phone call so I will need to let you go.

It was great to chat.

I'll talk to you again soon.

FORMAL

INFORMAL

LISTENING - TELEPHONE CONVERSATIONS

PLAY THE AUDIO.

DO THE EXERCISE ON PAGE 125

3

LISTENING - TELEPHONE CONVERSATIONS

PLAY THE AUDIO.

COMPLETE THE CONVERSATION CORRECTLY

Vebby : Hello

Pip : Hi, is Sasha there?

Vebby : Uh yeah,

Pip : It's Pip.

Vebby : Sasha, phone's for you.

Sasha : Who's it?

Vebby : It's Pip.

Sasha : Hey, what's up?

Pip : Nothing, just chilling at home. How about you?

Sasha : I am just hanging out.

Pip : You wanna grab a bite?

Sasha : Sure. What were you thinking?

Pip :

Sasha : Sounds good. I am starving.

Pip : Cool.?

Sasha : Cool. See you then.

Pip : Later

Rachel : Good afternoon. This is Rachel.?

Mr Wilson : Hello, is Mr. Savinov available?

Rachel :

Mr Wilson : My name is Mr Wilson.

Rachel : Would you mind holding for a minute, Mr Wilson?

Mr Wilson : Not at all.

Rachel : Thanks so much.

Connecting to someone...

Mr Savinov : Hello

Rachel : Mr Savinov you have a phone call from Mr. Wilson about meeting this week.

Mr Savinov :

Putting through Mr Wilson

Mr Savinov : Hello, Mr. Wilson. What can I do for you?

Mr Wilson : Hi, Mr. Savinov. What's a good time for you?

Mr Savinov : Well I am pretty swamped tomorrow. How about 10 o'clock on Friday?

Mr Wilson : I am not be able to make it at 10.?

Mr Savinov : Sure that works for me. I'll pencil you in for 10.30 on Friday.

Mr Wilson : Great. See you soon.

Mr Savinov : Sure. Thanks for calling. Take care.