

PHONE CONVERSATIONS

Your name: _____

Your Partner's name: _____

Arrange the dialogues to make 2 conversations.

Atlantic Finance. How can I help you?

Can you spell your last name, please?

Can I have your name, please?

Yes, of course. H-I-G-G-I-N-S.

It's Ron Higgins from C&S Foods.

Thank you, Mr. Higgins. I'll transfer your call.

Hello. Can I speak to Nancy Chen, please?

OK. Can I have your phone number, please?

Yes. This is Howard Allman. Can I speak to Mary Young, please?

Sure. It's 802-555-1167

Good afternoon. Tri- State Industries. May I help you?

Yes. Please ask her to call me back.

That's OK. it's 802-555-1167

I'm sorry. She's on a holiday. Can I take a message.

I'm sorry. I can't hear. Can you say that again.