READING

A. Read the post from a business blog. Then, read the paraphrase of the article. Fill in the blanks with the correct words and phrases from the box.

by name	connect	telephone
extension	courtesy	

It is important to businesspeople to have good 1 ..... etiquette. 2. ..... should be used whenever speaking to anyone on the phone. Callers should identify themselves and then ask to speak to someone 3 ..... They can also ask to be 4 ..... to a(n) 5 ..... A good way to end a call to thank to person they're speaking to for his or her line.



B. Place the words and phrases from the word box under the correct heading.

Thank you for your time.	Hello this is …
Nice speaking to you.	Is … available?
Could I speak to …?	

Greeting	Ending	Asking for someone
.....		.....
	.....	
.....		.....
	.....	

D. Write a word or phrase that is similar in meaning to the underlined part.

1. Hello my name is Robert and <u>I work for</u> Benson Industries.
   I' _ _a_ _in_ f_ _ _
2. <u>I would like to talk to</u> the director of the sales department.
   _ay _ s_ _a_ _o
3. Please <u>expect a call from me</u> in Thursday.
   I _ _ll _a_ _ y_ _ _ac_
4. It is important to behave with <u>politeness</u> on the telephone.
   _ou_ _ _s_
5. Will you <u>direct my phone call to</u> Number 443?
   C_ _ _o_ _ _nn_ _t _e _ _
   ex_ _ _s_on

LIVEWORKSHEETS