



SPEAKING PRACTICE

ON THE PHONE

X : Hello?

Y : Hello, this is Sylvia. _____ I speak with Carol, please?

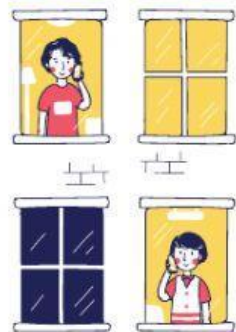
X : Hold on a sec, please.

Sylvia? I'm sorry, Carol is not here _____ the moment. _____ you like to leave a message?

Y : Yes. Could you tell her to call me back ASAP? It's pretty urgent.

X : Of course, I _____.

Y : Thanks. Bye.





SPEAKING PRACTICE

MAKING AN APPOINTMENT

Receptionist : Thank you for calling Happy Dental Clinic.
Jane _____. How can I help you?

Alex : Hi, Jane. This is Alex More calling. I have a
sore eye. I was hoping Dr. Phil would have
some time to see me tomorrow. Will he be
_____?

Receptionist : I'm _____ he's booked this week. I can
put you in for 2 PM next Tuesday. How does
that sound?

Alex : That would be great.

Receptionist : Okay great. _____ calling. I'll see you on
Tuesday then.





SPEAKING PRACTICE

ORDERING A PIZZA

Cashier : Papa Ron's Pizza. How can I _____ you?

Customer : Hi. I'd like to _____ a pizza please.

Cashier : Is this for take-out or delivery?

Customer : Delivery, please.

Cashier : Can I have your name and address, please?

Customer : My name is Sarah Smith. My address is number
two High Street.

Cashier : Okay. And what would you _____ to order
today?

Customer : I'd like a large pepperoni pizza with mushrooms,
olives and extra cheese.

Cashier : Okay. I've _____.

Customer : Thank you. Bye for now.

Cashier : Okay. Thanks for calling. Bye.

