Listen again and write in the missing words.

Phone call 1

A: Hello? Josh's phone.

B: Hi. Is Josh there?

A: Who's this?

B: This is Tamara.

A: Hang _____[1] a minute, I'll get him. Josh? Josh? ... Sorry, he can't come to the phone.

B: Oh. He hung _____[2] on me the last time we spoke – we had an argument. Can you tell him that I called to say I'm sorry? Did you get that?

A: Yes. I'll pass that on.

B: Thanks. Bye.

A: Bye.

LIVEWORKSHEETS

Phone call 2

C: Hello, Gladstone Hotel. Trudy speaking. How can I help you?

D: Hello. Could I speak to Mr. Bunn, please?

C: Who's calling, please?

D: It's Mr. Abernathy, from May Flowers.

C: Please hold _____[1] a moment. I'll put you _____[2] . ... I'm afraid Mr. Bunn is not available. He's in a meeting until 3 o'clock.

D: Sorry, can you speak _____[3] , please? I can't hear you very well.

C: Yes, Mr. Bunn is in a meeting until 3 o'clock.

D: I see. I'd like to leave a message, please.

C: All right.

D: I need to check the order numbers from the flowers he asked for. I have 2-4-5-6-9-2, and I want to know if that's correct. Could he email me to confirm? Would you like me to say that again?

C: Yes, please, just the order number.

D: It's 2-4-5-6-9-2.

C: Thank you. I'll make sure he gets the message.

D: Thanks, goodbye.

C: Goodbye.

LIVEWORKSHEETS

Phone call 3

Hi Laurence! It's Andy here. You're not picking _____[1] , so I guess you're driving to work now. Since I can't get _____[2] to you, I'll leave a message. I'm calling to tell you that I'll be late for our meeting. Sorry. I think I should be there at ten thirty. I'm on the train, and it's delayed...again. Hang on a minute. They're making an announcement.... OK, now it looks like I'll be there at eleven. Did you get that? Can you text me to confirm? We're going through a tunnel, so I'm probably breaking _____[3] . Anyway, see you later....



LIVEWORKSHEETS