

## Call centre

### Making a call

🎧 Listen and complete the dialogues.



1

Switchboard Hello.

Jamie Hello, is that Euro Style?

Switchboard Yes. How \_\_\_\_\_<sup>1</sup> I help you?

Jamie Could I \_\_\_\_\_<sup>2</sup> to Ms Archer, please?

Switchboard Hold on a \_\_\_\_\_<sup>3</sup>, and I'll put you through.

Jamie Thanks.

2

Ms Archer Hello, Sales Division.

Jamie Oh, hello. Is \_\_\_\_\_<sup>4</sup> Ms Archer?

Ms Archer Speaking.

Jamie Hello, my name's Jamie Saunders.

3

Carol Hello, \_\_\_\_\_<sup>5</sup> is Carol Black calling from Tempus Holdings. Is Mrs Chatto in the \_\_\_\_\_<sup>6</sup>?

Secretary I'm sorry, but she's \_\_\_\_\_<sup>7</sup> of the office today. She's back tomorrow.

Carol Oh. OK, I'll call back then. What's her extension \_\_\_\_\_<sup>8</sup>?

Secretary 4562.

### Expressions

Could I speak to Ms Archer, please? I'll put you through.

Can I speak to Mr Rossi, please? I'll call back tomorrow.

Can I take a message? I'll pass on the message.