

**Choose the most appropriate answer.**

1. Hello. This is John Bates. May I speak with Mr. Wilson, please? – ... Mr. Wilson is not here right now.
  - A. I'm sorry, but
  - B. No, you may not.
  - C. What number are you calling?
  - D. You got the wrong number.
2. Hello. Could I speak to Susan Malden, please? – ... , please. I'll see if she is in.
  - A. Call back
  - B. Hang up
  - C. Hold on
  - D. Pick up
3. I'm sorry. Mr. Garcia can't come to the phone at the moment. ... leave a message?
  - A. Could I
  - B. Do you like to
  - C. May I
  - D. Would you like to
4. I'm afraid Professor Grimes has just stepped out. Can ... a message?
  - A. I give
  - B. I take
  - C. you give
  - D. you take
5. I'm afraid Barbara is not in. – Can I ... a message for her, please?
  - A. give
  - B. leave
  - C. take
  - D. write
6. Hello! Mary? – ... .
  - A. calling
  - B. dialing
  - C. speaking
  - D. waiting
7. Hello, is Mike ... , please? – Sorry, he's out.
  - A. busy
  - B. here
  - C. now
  - D. there
8. Can I speak to Douglas, please? – There is no one here ... .
  - A. by that name
  - B. I know of
  - C. to speak to
  - D. who is likely to have such a name
9. I'd like to speak to Anne, please. – I'm sorry. ... .
  - A. This isn't it
  - B. This isn't she
  - C. You must have the wrong number

D. You must have misdialed the wrong number

10. Can I speak to Betsy, please? – ... , please. Betsy, phone!

- A. Certainly
- B. Just a moment
- C. Of course
- D. Yes

**Choose suitable words for the telephone dialogue below:**

sure message hold afraid this help repeat through call

- **Operator:** Hello, Frank and Brothers, How can I \_\_\_\_\_ you?
- **Peter:** This is Peter Jackson. Can I have extension 3421?
- **Operator:** Certainly, please \_\_\_\_\_ and I'll put you \_\_\_\_\_
- **Frank:** Bob Peterson's office, Frank speaking.
- **Peter:** \_\_\_\_\_ is Peter Jackson calling, is Bob in?
- **Frank:** I'm \_\_\_\_\_ he's out at the moment. Can I take a \_\_\_\_\_?
- **Peter:** Yes, Could you ask him to \_\_\_\_\_ me at 9147 6320. It's urgent.
- **Frank:** Could you \_\_\_\_\_ the number please?
- **Peter:** Yes, that's 9147 6320, and this is Peter Jackson.
- **Frank:** Thank you Mr Jackson, I'll make \_\_\_\_\_ Bob gets your message.
- **Peter:** Thanks, bye.
- **Frank:** Good bye.

**. Match the question with the correct response.**

1. Can I help you?	A. I'll give it to you just in case she doesn't.
2. Could I have your name, please?	B. I would like to speak with Steve Cross.
3. Would you like to leave a message?	C. No, he's the only one who can help me.
4. Could I transfer you to anyone else?	D. It's Debra Wilson.
5. Does she have your number?	E. No, I'll call back a little later.

**What would you say to someone on the phone if...**

1. you couldn't understand their name?
2. you answered your colleague's phone and he/she was out at lunch at that moment?
3. you had called him/her and the line was very bad (i.e. it was very noisy and you couldn't hear them well)?