

Telephone Conversation

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 misdialled 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.

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| 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)?