

On the phone

Directions: Part I Listen and put the conversation in order

Part II Listen to each conversation and complete using the phrases in the box.

Part I : LISTEN AND PUT THE CONVERSATION IN ORDER

	I'm sorry. Could you say that again more slowly?
	Err, yes. Just a moment.
	Yeah. Good bye.
	UKN Systems. Janet speaking.
	It's 0766 349 3782
	Bye
	0766 349 3782
	It's probably just around the corner.
	Morning. My name's Peter Bland from Pressic SA. I arranged to meet Derek LamMottle at a factory out here on the Houghton Industrial Estate, but I can't find it. Could you give me his mobile so I can ask him where it is?
	Right. Got it. Thanks

**Part II:LISTEN TO EACH CONVERSATION AND COMPLETE
USING THE PHRASES IN THE BOX.**

Extension

engaged

just check that

I'll give him the message

putting you through

1. A: Can I have (1) _____ 305, please?

B: I'm afraid the line is (2) _____.Will you hold?

2. A : Could I (3) _____ ?

You need 50 units by Friday, and Mr. Johansson
can contact you on 943694726.

B: Yes, that's correct.

A: Right, Mr.Smith , I'll

(4) _____ as soon as he's free.

3. A: Could I have the sales department, please?

B: One moment, please. Just (5) _____ now.