Listen to second call again. How did Martha: Rec. meeting 14 rec.1

1. Answer the phone? Hello, Martha Greer speaking _____?
2. Say she didn't understand something? Sorry, could _____ ?
3. Say that there was a mistake? _____ you've got the wrong extension, Mr Kraft.
4. Offer help? _____ to connect you?
5. End the phone call? I'm putting you through now. _____.

LIVEWORKSHEETS