

Choose the correct words to fit the telephone conversation. Then listen to check your answers.

Maria : Santos Group, how can I help?
Henry : Hello. Could I have extension 226, please?
Maria : I'm sorry, the line's engaged. Could you please **hold/wait** ?...
Sir, the line's free now. I'll **put/pass** you through.
Henry : Thanks



Carlos : Service department.
Henry : I'd like to **tell/speak** to Mr Martinez, please. Is he available at the moment?
Carlos : **Will/May** I ask who's calling?
Henry : Henry Jones. I'm calling from GPT Ltd in London.
Carlos : Just a moment please, Mr Jones. I'll see if he's availableMr Jones? I'm afraid Senor Martinez is in a meeting. Would you like to **leave/list** a message
Henry : Yes, please ask him to get **behind/ back** to b me as soon as possible my number's 44 201 563 361.

Carlos : I'm **sorry/afraid** I didn't catch that. Could you **repeat/say** the number, please?
Henry : Yes, it's 44 for the UK, then 207 563 361.
Carlos : OK, **I'm sure/I'll make sure** he gets the message. Is there **anything/anyone** else I can do for you?
Henry : No, thanks.
Carlos : Goodbye, then, Mr Jones. Thanks for calling.
Henry : You're welcome. Goodbye.