

## TELEPHONE CONVERSATIONS – LISTENING ACTIVITY 1

NAME: \_\_\_\_\_

**LISTEN TO EACH CONVERSATION AND COMPLETE USING THE PHRASES IN THE BOX. THERE ARE EXTRA PHRASES**

1. Can I have \_\_\_\_\_ 302, please?

B. I'm afraid the line is \_\_\_\_\_. Will you hold?

2. Could I \_\_\_\_\_?

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 \_\_\_\_\_ as soon as he's free.

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

B. One moment, please.

Just \_\_\_\_\_ now.

4. A. Shonagh Clark speaking

B. Hello, I'm \_\_\_\_\_ your letter of 12<sup>th</sup> June

5. A. This is Jorgen Bode here. \_\_\_\_\_ Jean Simmons, please?

B. Oh, I'm sorry, Mr Bode, but Ms Simmons \_\_\_\_\_ right now.

\_\_\_\_\_ ? Or I can contact her \_\_\_\_\_ if it's urgent.

JUST CHECK THAT

ENGAGED

ON HER MOBILE

I'LL GIVE HIM THE  
MESSAGE

EXTENSION

JUST CHECK THIS

AN EXTENSION

COULD I SPEAK TO

PUTTING YOU  
THROUGH

ISN'T IN THE OFFICE

CAN I ASK HER TO CALL  
YOU BACK?

PHONING ABOUT

IS IN THE OFFICE

CALLING ABOUT

**LISTEN AND PUT THE CONVERSATION IN ORDER**

|   |   |
|---|---|
|   | I'm sorry. Could you say that again more slowly?  |
|   | Err, yes. Just a moment.  |
|   | Yeah. Goodbye.  |
|   | UKN Systems. Janet speaking.  |
|   | It's 0766 349 3782  |
|   | Bye   |
| 7 | 0766 349 3782   |
|   | It's probably just around the corner  |
|   | Morning. My name's Peter Bland from Pressic SA. I arranged to meet Derek LaMotte 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   |