TELEPHONE CONVERSATIONS – LISTENING ACTIVITY 1

NAME: _____

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

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

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 12th 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.

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