

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 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.

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