

Fill in the categories below with phrases (2 for each group).

Answering the phone 	Asking and making requests
Going away from the phone 	Ending the call
Not understanding what somebody said 	<p><i>Sorry, I didn't quite catch that. Can you spell it for me?</i></p> <p><i>This is Acme Inc. How can I help you?</i></p> <p><i>So, is there anything else that I can help you with today?</i></p> <p>Please hold on a minute, I'll be right back</p>

I just wanted to ask about my...

Hello? Thomas speaking.

Thank you for calling

Sorry, can you say it again?

I'm calling to clarify/discuss...

I'll put you on hold.

Please don't hang up.