

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

<p>Answering the phone</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Asking and making requests</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>Going away from the phone</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Ending the call</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>Not understanding what somebody said</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p><i>Sorry, I didn't quite catch that.</i> <i>Can you spell it for me?</i></p> <p>This is Acme Inc. How can I help you?</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.