

Telephone Skills: End a telephone conversation

Instruction: Fill in the blanks of the telephone conversation with the correct and suitable answer. (Type the answer)

Receptionist : Good afternoon. This is Ring Ring Call. Preethi
(1)_____. Can I (2)_____ you?

Customer : Good afternoon. I have an enquiry regarding my
telephone bill. Can you (3)_____ me to the bill
department ?

Receptionist : One moment madam. I'll (4)_____ you.

*Ring * Ring * Ring*

Mr Farid : Hello. Ring Ring Call Bill Department.

Customer : Hello. Nora here. I'm calling (5)_____ my
telephone bill.

Mr Farid : May I have your (6)_____ number?

Customer : Certainly, it's 011-3434562.

Mr Farid : Thank you. (7)_____ can I help you with?

Customer : I think I've been overcharged for the past month.

Mr Farid : Oh, let me have a look at your bill madam. Right, I
could see that you have overseas calls last month and
the charges are accurate.

Customer : Can I know when it was?

Mr Farid : Sure. Eemm.... that was on 22, 26 & 28 October to
Australia madam.

Customer : Oh...that probably my daughter made the calls. Then,
eem...thank you for your (8)_____ in clearing this
up.

Mr Farid : Of course. Is there (9)_____ else that I can help
you with madam?

Customer : No, thank you. That would be all.

Mr Farid : Well, thank you for calling Ring Ring Call. I hope you
are happy with the help we've (10)_____. Have a
nice day, madam. Goodbye.