

**Listen to an audio and use the phrases in the box to complete the dialogue.**

Good morning - You're welcome and have a nice day. - Thank you -  
How may I help you? – Would you like to leave a message? –  
Would you like to spell your name, please? –  
I'll give Mr. Javier the message as soon as possible –  
Can I speak to Mr. Javier, the General Manager, please? –  
Where can Mr. Javier contact you? - What is the call regarding?

**Telephoning: Leave a Message**

**Receptionist:** \_\_\_\_\_, Rajawali Global Group.

**Caller:** Nila speaking. \_\_\_\_\_.

**Caller:** Good morning Mrs. Nila. \_\_\_\_\_.

**Receptionist:** I am sorry, he is unavailable. He is in a very important meeting, now.

**Caller:** When will he be back?

**Receptionist:** Mr. Javier should be at the office again at 1:00 pm.

\_\_\_\_\_.

**Caller:** Yes, please. My name is Inneke from Sakura Jaya Company.

**Receptionist:** \_\_\_\_\_.

**Caller:** Alright, i for india, n for Nancy, e for echo, k for kilo, e for echo.

**Receptionist:** I got it. And \_\_\_\_\_.

**Caller:** My phone number is 77131111.

**Receptionist:** \_\_\_\_\_.

**Caller:** I want to discuss the grand opening of a new branch office in Jakarta. And please, ask Mr. Javier to call me back when he is back.

**Receptionist:** Alright, so you want Mr. Javier to call you on the grand opening of a new branch office.

**Caller:** Yes, that's right.

**Receptionist:** \_\_\_\_\_.

**Caller:** Alright, Mrs. Nila. \_\_\_\_\_.

**Receptionist:** \_\_\_\_\_.