Teacher: Sergio David Méndez Arroyo

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 you 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.

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: _____.

LIVEWORKSHEETS