

Coloca la categoría adecuada para cada grupo de expresiones.

Asking for a name/ information	Connecting	Leaving/Taking a message	Giving more information	Telephone problems
Taking a call	Making contact		Asking the caller to wait	Giving negative information

<p>Hello / good morning/afternoon/evening...</p> <p>This is Paul Thomas speaking.</p> <p>Could I speak to... please?</p> <p>I'd like to speak to...</p> <p>I'm trying to contact you...</p>	
<p>I'm calling from Madrid/ Barcelona/Paris/Amsterdam.</p> <p>I'm calling on behalf of Mr X</p>	
<p>X speaking.</p> <p>Can I help you?</p>	
<p>Who's calling, please?</p> <p>Who's speaking?</p> <p>Where are you calling from?</p> <p>Are you sure you have the right number/name?</p>	
<p>Hold the line, please.</p> <p>Could you hold on, please?</p> <p>Just a moment, please.</p>	
<p>Thank you for holding.</p> <p>The line's free now... I'll put you through.</p> <p>I'll connect you now/I'm connecting you now.</p>	
<p>I'm afraid the line's engaged.</p> <p>Could you call back later?</p> <p>I'm afraid he's in a meeting at the moment.</p> <p>I'm sorry. He's out of the office today./ He isn't in at the moment.</p> <p>I'm afraid we don't have a Mr./ Mrs. / Miss / Ms. ... Here</p> <p>I'm sorry. There is nobody here by that name.</p> <p>Sorry, I think you've dialled the wrong number / I'm afraid you've got the wrong number.</p>	

<p>The line is very bad...Could you speak up, please? Could you repeat that, please? I'm afraid I can't hear you. Sorry. I didn't catch that. Could you say it again, please?</p>	
<p>Can I leave/take a message? Would you like to leave a message? Could you give him/her a message? Could you ask him/her to call me back? Could you tell him/her that I called? Could you give me your name please? Could you spell that, please? What's your number, please?</p>	