



The keyboard should be used in this activity.

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Put the sentences of the phone conversations into the correct order.

CONVERSATION 1

- A. **Mark:** OK! Thanks.
- B. **Secretary:** Hang on a moment, please. Let me try to connect you.
- C. **Secretary:** Hello! Mr. Wilson's office. How can I help you?
- D. **Mark:** Hi! This is Mark. Could you put me through to Mr. Wilson, please?



CONVERSATION 2

- A. **Zack:** Hello! Zack speaking.
- B. **Zack:** I'm afraid he is not available at the moment. Would you like to leave a message?
- C. **Simon:** No, thanks. I'll call back later.
- D. **Simon:** Hi, Zack! This is Simon. Is your brother there?