

Student's name: \_\_\_\_\_

## Unit 2: TELEPHONING

### Module 2.1. Calling Contacts

- a He's on another line.
- b I'm sorry, she's away from her desk right now.
- c May I have your name, please?
- d I'll call back later.
- e Do you know when she'll be back?
- f One moment, please.
- g Would you like to hold?
- h Can I take a message?

1. A Good morning, Fraser Foods.

B Hello. Could I speak to Ms. O'Brien in the Accounting department, please?

A \_\_\_\_\_

B Bob Jansky from Crane Supermarkets.

A \_\_\_\_\_

C Bob! What can I do for you?

A Hi, Mary. It's about the invoice you sent me last week.

2. A Good morning, Atlantic Seafoods. How may I help you?

B Good morning. Could I speak to Craig Watson in Sales, please? This is Bob Jansky from Crane Supermarkets.

A Certainly, sir. \_\_\_\_\_, Mr. Jansky. \_\_\_\_\_

B No, thank you. \_\_\_\_\_. Goodbye.

A Goodbye.

3. A Lockitt Security Good afternoon.  
B Good afternoon. Could I have extension 325, please?  
A Certainly, sir.  
C Service department. Tony Goodman speaking.  
B Could I speak to Grace Chang, please?  
C \_\_\_\_\_  
B \_\_\_\_\_  
C I'm afraid I don't. \_\_\_\_\_  
B Yes, my name is Bob Jansky. Could you ask her to call me? She has my number.  
C Sure, Mr. Jansky. I'll ask her to call you when she gets back.  
B Thank you. Goodbye.  
C Goodbye.

- a He's on another line.**  
**b I'm sorry, she's away from her desk right now.**  
**c May I have your name, please?**  
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**e Do you know when she'll be back?**  
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