3 Listening comprehension: Starting a call

Part A: Listen and complete the following extracts from six phone conversations.

could I speak to	could you put me through	How may I help you
I dialled	I'd like to speak	I'm calling about
I'm calling from	I'm phoning because	I'm ringing to
is Peter there	Is that	speaking

Narrator: **Dialogue 1**

Maria Gomez: Good morning, Simtech Ltd. _____[1]?

Daniel Goldman: Good morning, _____[2] to the sales department, please?

Maria Gomez: Certainly, sir. One moment, please.

Narrator: **Dialogue 2**

Susan Clarke: Hello, my name is Susan Clarke. _____[3] Xcel Systems. _____[4] to Miles Henderson, please.

Simtech employee: Certainly. Just a moment.

Narrator: **Dialogue 3**

Miles Henderson: Hello, _____[5] Anthony Smart, please?

Anthony Smart: Speaking.

Miles Henderson: Oh, hi Anthony, it's Miles. _____[6] tomorrow's meeting.

Narrator: **Dialogue 4**

Susan Clarke: Hello, Susan Clarke _____[7].

Maria Gomez: Hi Susan, Maria here. _____[8] confirm our meeting tomorrow.

Narrator: **Dialogue 5**

Miles Henderson: Hello.

Mike Smith: Hello, _____[9]?

Miles Henderson: I'm sorry, there's no one here called Peter.

Mike Smith: _____[10] 27453010?

Miles Henderson: No, it's 27453011.

Mike Smith: Oh, sorry, it looks like _____[11] the wrong number.

Narrator: **Dialogue 6**

Paul Groves: Accounts department.

Maria Gomez: Hello, this is Maria Gomez from Simtech Ltd. _____[12] we haven't received any payment for the last invoice we sent you.

LIVEWORKSHEETS

5 Listening comprehension: Ending a call

Listen to the five short telephone dialogues. Complete the dialogues below.

Bye now	Give me a call	Give my regards	Give us a call if
I'll do that	I'll let you go	I think that's everything	I will
see you	Speak to you later	Thank you for your call	thank you very much for

Narrator: **Dialogue 1**

Anthony Smart: Ok, _____[1]. I look forward to seeing you on Tuesday. _____[2] if you have any problems.

Daniel Goldman: Fine. _____[3] to your boss.

Anthony Smart: _____[4]. Goodbye.

Daniel Goldman: Goodbye.

Narrator: **Dialogue 2**

Maria Gomez: So, _____[5] all your help.

Susan Clarke: Not at all. _____[6]. Goodbye.

Narrator: **Dialogue 3**

Daniel Goldman: So, _____[7] next Monday.

Miles Henderson: Great. _____[8].

Narrator: **Dialogue 4**

Anthony Smart: Anyway, _____[9]. I know you have a lot of work to do.

Susan Clarke: OK Anthony, it was good talking to you again. _____[10]. Bye.

Narrator: **Dialogue 5**

Susan Clarke: I apologise once again. _____[11] we can be of any further help.

Maria Gomez: Right, _____[12]. Goodbye, then.

Susan Clarke: Goodbye.

LIVEWORKSHEETS