

Useful Telephone Phrases

Match phrases 1–10 to meanings a–j. Write one letter for each phrase. Use each letter once.

No.	Phrase	Meaning
1	I'd like to speak to Paul Verhoeven, please.	_____
2	Can I take a message?	_____
3	Do you know when he'll be available?	_____
4	I'll let him know.	_____
5	Could you repeat that, please?	_____
6	Could you speak more slowly, please?	_____
7	Could you spell your surname, please?	_____
8	Could you hold on for a moment, please?	_____
9	Could you ask him to call me back, please?	_____
10	Who's calling, please?	_____

Meanings a–j

Choose the meaning of the whole expression, not a reply to it.

Letter	Meaning
a	Say the letters of your family name.
b	Tell me when he is free to talk.
c	Say the same words again.
d	I want to talk to Paul.
e	Wait briefly on the phone.
f	Would you like to leave some information for him?
g	Talk at a slower speed.
h	I will give him the information.
i	Tell me your name so I know who is on the phone.
j	Please tell him to return my phone call.