10 Match useful telephone expressions

Match 1–11 to a–k. Use each letter once. Expressions 1–6 are from the audio; expressions 7–11 are extra useful telephone language.

No.	Expression	Letter
1	hold the line	_____
2	put you through	_____
3	she's unavailable	_____
4	take a message	_____
5	call Sarah back	_____
6	pass on your message	_____
7	Could you spell your surname, please?	_____
8	Could you repeat that, please?	_____
9	The line is breaking up.	_____
10	Let me read that back to you.	_____
11	Thank you for holding.	_____

Meanings a to k

Letter	Meaning
a	Ask someone to say the same words again.
b	Connect your call to another person.
c	Thank someone for waiting on the phone.
d	Return Sarah's telephone call.
e	Wait without ending the call.
f	Say the information again to check it is correct.
g	She cannot speak to you now.
h	Ask someone to say the letters of their family name.
i	Give your message to the other person.
j	Write down information for someone else.
k	The phone connection is unclear; parts of the speech are missing.

LIVEWORKSHEETS