

# TELEPHONE CONVERSATIONS –PART 1

## Phrase bank: Telephoning

This is ...	Thank you for holding. I'm putting you through now.
I'm phoning/calling about ....	Can I/you take a message?
Can/Could I speak to ...?	Can I have extension ..., please?
I'd like to speak to ....	The line is engaged.
I'm calling from (Tokyo/New York) ...	You've got the wrong number.
Can you give me the number for ...?	Could you tell him/her that I called?
Could you hold on, please?	Sorry, I didn't catch that. Could you say it again?

PUT THE CONVERSATION IN THE CORRECT ORDER:

- ☐ Hello, BDC electronics.
- ☐ Yes, please. Could you ask him to phone John Clarkson from Duraplex? He has the phone number.
- ☐ Just one moment ... I'm sorry, there's no answer.
- ☐ Yes, of course. Could I just check your name? John Clark from Duraplex.
- ☐ Thank you. Goodbye.
- ☐ Oh, dear. I'm phoning for some information. It's quite urgent. Do you know where I can contact him?
- ☐ Oh, good morning. Could I speak to Peter White, please?
- ☐ No, sorry, I'm afraid I don't. Can I take a message?
- ☐ No, it's Clarkson. He knows what it's about.
- ☐ Oh, sorry, Mr Clarkson. I'll tell him as soon as he's available.

COMPLETE THE CONVERSATION USING THE WORDS AND PHRASES IN THE BOX:

bad line    call me    Can I take a message?  
Could I speak to    dialled the wrong number    engaged  
hold    put me through    This is    You're through

- A** Sales Department. Can I help you?
- B** Oh! I must have (a) \_\_\_\_\_. Can you  
(b) \_\_\_\_\_ to Customer Services, please?
- A** I'm sorry, it's a (c) \_\_\_\_\_. Did you say  
Customer Services?
- B** Yes, that's right.
- A** Just one moment. I'm sorry, but the line is  
(d) \_\_\_\_\_. Do you want to  
(e) \_\_\_\_\_?
- B** All right.
- A** (f) \_\_\_\_\_ now.
- B** Hello. (g) \_\_\_\_\_ the department  
manager, please?
- C** I'm afraid he's not in the office this morning.  
(h) \_\_\_\_\_?
- B** Yes, please. (i) \_\_\_\_\_ George Smith.  
Could you ask him to (j) \_\_\_\_\_?
- C** Yes, of course. Goodbye.
- B** Bye.