

Read the words and expressions and then drag them to appropriate situation

1. ABC company. Liza speaking.	2. Could you speak a little slower.	3. How can I help you?
4. Is this Gigabyte company?	5. Sorry, I think you have dialed the wrong number.	6. Are you Lida?
7. Who's calling. Please?	8. I'll call back later.	9. May I have your name, please?
10. This is Liza from ABC company.	11. Would you like to leave a message.	12. This is Linda calling.
13. I'd like to speak to....	14. I'm sorry he is in a meeting at the moment.	15. Is she in?
16. Could you put him through, please?	17. Hold on, please.	18. Extension 122, please.
19. Just a minute please.	20. Could you connect me with the section....	21. Please hold the line.
22. I can't get through.	23. Is Liza there, please?	24. I'm afraid he isn't in at the moment.
25. Could you take a message.	26. My name is.....	27. I'll tell her that you called.
28. Could you ask him to call me back.	29. May I ask who's calling?	30. What is your telephone number.
31. I think you have the wrong number.	32. Is that 03-435-3245?	33. There is nobody here by that name.
34. I'm sorry. I can't hear you very well.	35. Hello!	36. Could you spell that, please.

Greeting

Recheck

Asking the caller's name

Introduction oneself

Tell the objective

Ask for transferring

Ask for waiting

Busy line

Taking and leaving message

Asking the telephone number and calling back

Wrong deal

Problem and request
