

Listen and complete the dialogue

Receptionist : Good morning, Apex Industries.

John : Yes, this is John Richards from Customer Zone Software. I'd like to speak to Eva Lang, please. Could you put me through to her?

Receptionist : Of course please. Oh, it seems that her line is engaged. Could you hold a moment? Or.....to leave a message?

John : I'd prefer to hold for just a minute or two.

Receptionist : Mr. Richards? I'm putting you through to Ms. Lang's office now. If you get cut off for some reason, please get back to me.

John : I'm sorry. Could you speak up a bit? I didn't that

Receptionist : Sure. I'm connecting you now to Ms. Lang's office. If you don't get through, please ring again. We're having some problems with our phone system.