

ETEC Carolina Carinhato Sampaio

Professora Gleice Morais

Nome: \_\_\_\_\_

Telephone Conversation

Complete the conversation with the phrases from the boxes:

I will give it  
To hold  
I am phoning  
Line's busy  
Speaking  
Leave a message  
Speak to  
This is  
We will get back to you

Phone back later  
I am afraid  
Take a message  
Take your call  
At her desk  
Put you through  
Have extension  
Phone

Call 1

A: Hello! Could I \_\_\_\_\_ Sam Jackson, please?

B: \_\_\_\_\_ Mr. Jackson's in the meeting. It won't be over until 3. Can I \_\_\_\_\_?

A: Yes, please. Could you ask him to \_\_\_\_\_ me? I think he's got my number, but \_\_\_\_\_ to you again just in case. It's 743 219 186

Call 2

A: Hello. Can I \_\_\_\_\_ 2173, please?

B: The \_\_\_\_\_ at the moment. Would you like \_\_\_\_\_?

A: Yes, please?

(Five second later)

B: I'm \_\_\_\_\_ now

A: Thank you.

**Call 3**

A: Good Morning, could I speak to Allison Short

B: I'm afraid she isn't \_\_\_\_\_ at the moment. Would you like to hold?

A: No, don't worry! I'll call \_\_\_\_\_.

**Call 4**

A: Good Afternoon! Could I speak to Terence Cameron, please?

B: Ah! Mr, Cameron! \_\_\_\_\_ Josh Lucas \_\_\_\_\_ about a letter  
I got this morning

**Call 5**

A: Hello! This is Incom international! There is no one here to \_\_\_\_\_ at the  
moment. Please \_\_\_\_\_ and \_\_\_\_\_ as soon as possible.