

Telephone Skills : Begin a telephone conversation

Instruction: Fill in the blanks of the telephone conversation with the correct and suitable answer.

got	James	good morning	calling
speak	regarding	speaking	hold on
through	may		

Receptionist : ____ (1) ____, this is NUNU Sdn Bhd. Shasha ____ (2) _____. How ____ (3) ____ I help you?

Client : Hello. This is Hannah here. ____ (4) ____ from Prime Dot. I'd like to ____ (5) ____ to Mr James, please.

Receptionist : Certainly. Please ____ (6) ____ . I'll put you ____ (7) ____ to him.

*Ring * ring * ring*

Receptionist : Hello, Mr James. I've ____ (8) ____ Hannah from Prime Dot for you. I'll put her through.

Mr James : Hello. ____ (9) ____ speaking.

Client : Good morning Mr James. Hannah here. Calling ____ (10) ____ the metal deliveries.

Mr James : Oh yeah.....