

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.....