



Match the phrases in the box with the correct step in the table.

I'd like to speak to the HR manager – It's Noor Ali from AUC company
– Good morning. Can I help you? – Could I ask who's calling, please? - Thanks
– Would you like to leave a message? – I'm sorry, he's/she's busy at the moment.

Steps	Phrases
Answering the phone and greeting	
Asking to speak to someone	
Asking the caller's name	
Saying who you are	
Saying someone is unavailable	
Offering to take a message	
Thanking the caller	