

Coloca la categoría adecuada para cada grupo de expresiones.

Asking for a name/ information	Connecting	Leaving/Taking a message	Giving more information	Telephone problems
Taking a call	Making contact		Asking the caller to wait	Giving negative information

Hello / good morning/afternoon/evening... This is Paul Thomas speaking. Could I speak to... please? I'd like to speak to... I'm trying to contact you...	
I'm calling from Madrid/ Barcelona/Paris/Amsterdam. I'm calling on behalf of Mr X	
X speaking. Can I help you?	
Who's calling, please? Who's speaking? Where are you calling from? Are you sure you have the right number/name?	
Hold the line, please. Could you hold on, please? Just a moment, please.	
Thank you for holding. The line's free now... I'll put you through. I'll connect you now/I'm connecting you now.	
I'm afraid the line's engaged. Could you call back later? I'm afraid he's in a meeting at the moment. I'm sorry. He's out of the office today./ He isn't in at the moment. I'm afraid we don't have a Mr./ Mrs. / Miss / Ms. ... Here I'm sorry. There is nobody here by that name. Sorry, I think you've dialled the wrong number / I'm afraid you've got the wrong number.	

The line is very bad...Could you speak up, please? Could you repeat that, please? I'm afraid I can't hear you. Sorry. I didn't catch that. Could you say it again, please?	
Can I leave/take a message? Would you like to leave a message? Could you give him/her a message? Could you ask him/her to call me back? Could you tell him/her that I called? Could you give me your name please? Could you spell that, please? What's your number, please?	