

Vocabulary

A. Complete the sentences with the following words.

available extension identifying impression switchboards

- 1 Good phone etiquette helps to create a good
- 2 Sorry. Mr Barter is not at the moment.
- 3 In most companies, the are always busy.
- 4 You should always begin by yourself.
- 5 Giving the number will help you to be connected quickly.

Grammar

B. Circle the correct answer.

- 1 I have to inform him **of / for** an important change to an order.
- 2 You can leave your message **in / on** voicemail.
- 3 You'd better choose a **better / best** time to reach her.
- 4 I check all the messages before I **leave / am leaving** the office.
- 5 Thank you for your **time / timing**.

Content

C. Match the sentences to the second part.

- 1 She might check the messages...
- 2 You should call the people back...
- 3 You had better discuss the problem...
- 4 The best time to reach Mr Ford...
- 5 Don't forget to thank to the person...

- A** before you end the call.
- B** with Mr Sanchez face to face.
- C** is between 9 and 11.
- D** before she comes to the office.
- E** on the date you said you would.

D. Put the dialogue into correct order.

.....I'm sorry. She is not available at the moment.

.....Thank you for your time.

.....Good morning. Welcome to XYZ Company. How can I help you?

.....Sure, what's the message?
.....I'm George Tommy. Can you connect me to MS Jones?
.....Can I leave a message for her, then?
.....The products will be delivered next week.
.....Ok, Mr Tommy. Thank you for calling XYZ Company.
.....When is she going to be in her office?
.....I'm not sure. She is very busy today.