Vanda Bridget Williamson EI

Telephone calls – put the sentences in the correct order

Put the phrases in the right order in the telephone conversations below. The call starts in the same way, but may continue in two different ways.

Hold the line please. I'll put you through.
Thank you. And your number?
I'm afraid she's not in the office at the moment.
I'm calling about ...
Goodbye.
Good morning. This is Jerry Shivers from Ice Pops.
Yes, please. Could you ask her to call me back?
Thank you. Goodbye.
Good morning. ABC Services. How may I help you?
Of course. It's Jerry Shivers.
Thank you for calling. Goodbye.
Could I speak to Sara Dennings, please?
Certainly. Could you give me your name again?
Could I take a message?
Thank you. I'll give her the message as soon as she gets back.
Sara Dennings speaking.
Hello Sara. This is Jerry Shivers from Ice Pops.
It's 07365 226719.

The call

Receiver:

Caller:

Receiver:

Option 1	Option 2
Receiver:	Receiver:
Caller:	Caller:
Receiver:	....
Caller:	
Receiver:	Receiver:
Caller:	Caller:
Receiver:	
Caller:	

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LIVEWORKSHEETS