

Student's name: _____

Unit 2: TELEPHONING

Module 2.1. Calling Contacts

- a He's on another line.
- b I'm sorry, she's away from her desk right now.
- c May I have your name, please?
- d I'll call back later.
- e Do you know when she'll be back?
- f One moment, please.
- g Would you like to hold?
- h Can I take a message?

1. A Good morning, Fraser Foods.

B Hello. Could I speak to Ms. O'Brien in the Accounting department, please?

A _____

B Bob Jansky from Crane Supermarkets.

A _____

C Bob! What can I do for you?

A Hi, Mary. It's about the invoice you sent me last week.

2. A Good morning, Atlantic Seafoods. How may I help you?

B Good morning. Could I speak to Craig Watson in Sales, please? This is Bob Jansky from Crane Supermarkets.

A Certainly, sir. _____, Mr. Jansky. _____

B No, thank you. _____. Goodbye.

A Goodbye.

3. A Lockitt Security Good afternoon.
B Good afternoon. Could I have extension 325, please?
A Certainly, sir.
C Service department. Tony Goodman speaking.
B Could I speak to Grace Chang, please?
C _____
B _____
C I'm afraid I don't. _____
B Yes, my name is Bob Jansky. Could you ask her to call me? She has my number.
C Sure, Mr. Jansky. I'll ask her to call you when she gets back.
B Thank you. Goodbye.
C Goodbye.

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