

TELEPHONE CONVERSATIONS –PART 1

Phrase bank: Telephoning

This is ...	Thank you for holding. I'm putting you through now.
I'm phoning/calling about	Can I/you take a message?
Can/Could I speak to ...?	Can I have extension ..., please?
I'd like to speak to	The line is engaged.
I'm calling from (Tokyo/New York) ...	You've got the wrong number.
Can you give me the number for ...?	Could you tell him/her that I called?
Could you hold on, please?	Sorry, I didn't catch that. Could you say it again?

PUT THE CONVERSATION IN THE CORRECT ORDER:

- ☐ Hello, BDC electronics.
- ☐ Yes, please. Could you ask him to phone John Clarkson from Duraplex? He has the phone number.
- ☐ Just one moment ... I'm sorry, there's no answer.
- ☐ Yes, of course. Could I just check your name? John Clark from Duraplex.
- ☐ Thank you. Goodbye.
- ☐ Oh, dear. I'm phoning for some information. It's quite urgent. Do you know where I can contact him?
- ☐ Oh, good morning. Could I speak to Peter White, please?
- ☐ No, sorry, I'm afraid I don't. Can I take a message?
- ☐ No, it's Clarkson. He knows what it's about.
- ☐ Oh, sorry, Mr Clarkson. I'll tell him as soon as he's available.

COMPLETE THE CONVERSATION USING THE WORDS AND PHRASES IN THE BOX:

bad line call me Can I take a message?
Could I speak to dialled the wrong number engaged
hold put me through This is You're through

- A** Sales Department. Can I help you?
- B** Oh! I must have (a) _____. Can you
(b) _____ to Customer Services, please?
- A** I'm sorry, it's a (c) _____. Did you say
Customer Services?
- B** Yes, that's right.
- A** Just one moment. I'm sorry, but the line is
(d) _____. Do you want to
(e) _____?
- B** All right.
- A** (f) _____ now.
- B** Hello. (g) _____ the department
manager, please?
- C** I'm afraid he's not in the office this morning.
(h) _____?
- B** Yes, please. (i) _____ George Smith.
Could you ask him to (j) _____?
- C** Yes, of course. Goodbye.
- B** Bye.