TELEPHONE CONVERSATION

START





Good morning, England PC Services. (This is) Sarah _ _ _ _ . How can/could/may I help you?



Introducing yourself:

Hello, this is Kevin Jelf Friend Tecnology Firm.



Asking for someone or something: Could/May/Can I ____ to Charles Steven, please?



Connecting someone:

Just a moment, please. I'll see if he is or if Mr Steven is



B/: Mr Steven?

I've got a Mr Kevin Jelf ____ for you from Friend Tecnology Firm. Will you the call?



The person's answering for the phone call: Yes, please put him .

I'm not available right now.

1) Match the 5 titles with their corresponding section.

Answering the phone

Asking the person who is being called for the phone call

Connecting someone

Problems/Making special requests

Taking a message

2) Fill in the 15 gaps in the different sections.

Finishing a conversation:

Thank you for , Mr Jelf. Good bye.



FINISH

Confirming information:

Okay. Let me repeat that just to sure.



Sorry, I didn't quite___ that. Could you say your name/that again, pl



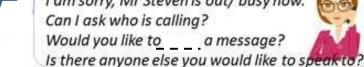
Leaving a message with someone:

Yes, it is Kevin Jelf here. Could you ask him to call me when he is available?

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/		
ım sorry, Mr Steve	n is out/ busy now.	(A)(G)
nn I ask who is call	ing?	
fould you like to	a message?	

Explaining absence

I'm____, he's__a meeting at the momen



Sath the top left corner and follow the ato



Mr Jelf? Thank you for I'm just putting you through to Mr Steven.