

START

TELEPHONE CONVERSATION

FINISH



A/

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

- 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.



Confirming information:

Okay. Let me repeat that just to _ _ _ sure.



D/

Sorry, I didn't quite _ _ _ that.
Could you say your name/that again, please?



Leaving a message with someone:

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



E/

I am sorry, Mr Steven is out/ busy now.
Can I ask who is calling?
Would you like to _ _ _ a message?
Is there anyone else you would like to speak to?



Explaining absence

I'm _ _ _ , he's _ _ a meeting at the moment



Start in the top left corner and follow the arrow

C/

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



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.