

ON THE PHONE



CONVERSATION 1

- Hello. Good morning. Can I speak to Susan please?
- Just a moment please. Hold on... I'm sorry. She's not in her office at the moment.
- Could you tell her that I called? I'm David, from the marketing department.
- OK. I'll let her know.
- Thank you. Good bye.
- Bye bye.

CONVERSATION 2

- Hello Nick! How are you? I'm Steve!
- I'm sorry Steve. There's nobody here by that name.
- Oh...Is this 00 11 34 65 24?
- No. This is 00 12 34 65 24.
- Ok. I've got the wrong number. I'm sorry. Good bye.
- No problem. Bye.

CONVERSATION 3

- Hello. Good afternoon, this is John Brown speaking. Could I speak to Silvia please?
- Just a moment. I'll put you through...
- I'm sorry. I'm afraid the line's engaged. Could you call back later?
- Don't worry. I hold on...
- Sir? Are you still there?
- Yes. I'm here.
- Thank you for holding. The line's free now, I'm connecting you now.

CONVERSATION 4

- Armando's Pizza. How can I help you?
- Hi. I'd like to order a pizza please.
- Is this for take-out or delivery?
- Delivery please.
- Can I have your name and address please?
- My name is...
- Sorry, it's really busy in here. Could you speak up a little please?
- Oh, sure. This is Angela Smith. My address is number two Front Street.
- Is that an apartment or a house?
- It's an apartment. Number seventeen.
- Okay. And what would you like to order today?
- I'd like a large pepperoni pizza with mushrooms, olives and extra cheese.
- ...And extra cheese... Large pizza. OK. Would you like anything else?
- No, thank you. How long will that be?
- It will be about thirty minutes, Miss Smith.
- OK, Thank you
- Thanks for calling. Bye.