

Telephoning 1: Part 2

Add extra language to each of the sentences below.

1. _____ Jane speaking.
2. Can I speak to _____ your marketing department please?
3. I'll _____ check if he's available.
4. _____ hold _____, please?
5. Mr. Thatcher is in a meeting _____.
6. Would you like _____ a message?
7. I'll pass your message on _____.
8. _____ anything else?
9. I'm sorry; _____ I didn't catch your name?
10. I'm _____ sorry.
11. Can I check that _____?
12. I will get back to you _____.
13. Can you speak _____ louder, please?

Telephoning 1: Part 2: Answer key

1. This is Jane speaking.
2. Can I speak to someone in your marketing department, please?
3. I'll just check if he's available.
4. Can you hold the line please?
5. Mr. Thatcher is in a meeting at the moment.
6. Would you like to *leave / me to take* a message?
7. I'll pass your message on to him.
8. Was there anything else?
9. I'm sorry; I'm afraid I didn't catch your name?
10. I'm terribly sorry.
11. Can I check that back?
12. I will get back to you as soon as I can.
13. Can you speak a little louder, please?