

2.6 COMMUNICATION FILE

Starting a call

Student A

- a Hello. Is that Michel Royale?
- b Good morning, Harris plc. How can I help you?
- c Hi, Michel. This is Trevor Marsh. I'm calling about our meeting tomorrow.
- d Yes, speaking.
- e Just a moment, please.
- f Good morning. Can I speak to Michel Royale, please?
- g Hello.

2.6 Starting a call

Student B

- a Hold on, please.
- b Hello, Sergio, It's Anita. How are you?
- c It's Sergio Biancale from Red Impact Ltd.
- d Oh, hello. Could I speak to Anita Baksi, please?
- e Fine, thanks, Anita. I'm phoning about the conference next month.
- f Who's calling, please?
- g Birmingham TR Ltd. How can I help you?