

4.5 COMMUNICATION FILE

On the telephone

Work in pairs.

- ① Match the questions 1–8 with the answers A–H.

- 1 Will you hold?
- 2 Could you give me your phone number, please?
- 3 Could you ask John to email me?
- 4 Can I speak to Mary Stevens, please?
- 5 Can I take a message?
- 6 Sorry, could you spell your name, please?
- 7 Sorry, could you say that again?
- 8 Can I have extension 156, please?

- A Yes, it's 01592 391 4388.
- B Yes. Could you ask her to call me at the hotel?
- C I'm sorry, the line's busy at the moment.
- D Er, no, I'll call again later.
- E Yes. I said ask him to phone me this afternoon.
- F I'm sorry, but she's in a meeting.
- G Yes, I'll give him your message.
- H Yes, it's J-E-N-K-I-N-S-O-N. Steven Jenkinson.

- ② Read the sentences again and say who is speaking: the caller or the person who answers.