

Telephoning –supply missing lines (guess from the context):

CALL 1:

A: "Hello, ABC Company."

B: "Hi, this is Janet from Consult R Us. May I speak with Alex please?"

A: _____

B: "Yes. Can you have Alex call me back when he is available? My name again is Janet, and he can reach me at 555-987-6543."

A: "It's Janet at 555-987-6543. _____?"

B: "He sent over a fax, and the last page didn't print out. I will need for him to resend the fax to me."

A: "_____."

B: "Thank you."

A: "Thank you for calling ABC."

B: "_____."

A: "Bye."

CALL 2:

A: "Microsoft, this is Steve."

B: "Hi Steve, this is Richard from Third Hand Testing. I'm calling in regards to the MSN assignment.

_____?"

A: "Sure. What can I help you with?"

B: "We originally agreed on 5 testing procedures, but our program manager received a mail indicating 4 testing procedures. _____?"

A: "Yes it is. We found that we can do the last one here."

B: "Great. Does the timeline change because we reduced one of the testing procedures?"

A: "We don't have to change the timeline. Our original timeframe was very aggressive."

B: "That makes our job a little easier."

A: "_____?"

B: "No. That's all I had. Thanks for your time."

A: "_____."

B: "Ok. Good bye."

A: "Bye."

Now listen to the phone calls and compare.

Practise the conversations.

<http://www.talkenglish.com/lessonpractice.aspx?ALID=483>