



Conversation

Business telephone calls – Exercise

Fill in the gaps in this conversation.

A: Good morning. How ... **may I...** help you?

B: you me Mr Ashton, please?

A: May I who's, please?

B: This is Sue Barker.

A: I'm sorry. I your surname.you Baker or Barker?

B: Barker. I'll you: B-A-R-K-E-R.

A: Thank you. Which company you, please?

B: BBL.

A: And, may I the of your call?

B: I need to my appointment with Mr Ashton.

A: me one moment. I'll and you.

B: Thank you.

A: for you waiting.

B: That's

A: Mr Ashton is not Would you like to hold I try again, or later?

B: actually. Could you please him to me a call?

A: Certainly. I your number, please?



B: Yes, It's 07788 903058.

A: I'm sorry. I can hear you. you repeating the last three

B: 058.

A: 058. Let me the number to you: 07788 903058. Is that right?

B: Yes, that's correct.

A: Thank you. I'll Mr Ashton to call you he's back.

B: Please tell him that he can me this number 6 p.m.

A: I'll he knows that.

B: I that. Goodbye.