

CONVERSATION

Michelle: Hello, You've reached the marketing department. How can I help you?

Richard: Yes. Can I speak to Roland Wilson please?

Michelle: Who shall I say is calling please?

Richard: Richard Davies here.

Michelle: Just a second – I'll see if he's in. Hello, Roland, I've got Richard on the phone for you..

OK – I'll put him through. Hang on a moment. I'm just putting you through .

Richard: Thank you.

USEFUL PHRASES:

- Who shall I say is calling please?
- Just a second/ For a moment please.
- I've got _____ on the phone for you.
- Put someone through .
- Hang on a moment .



ACTIVITY:

1. When you telephone a company the person answering the phone may ask you a question. Which is the correct question?
 - A. Who's calling please?
 - B. Who calls?
 - C. Who it is?
 - D. Who called?
2. Which phrase means the same as 'hang on a moment?'
 - A. Just a second .
 - B. I'll put you on .
 - C. Go ahead .
 - D. I'm ready .
3. Choose the correct word: "Please and I'll put you through."
 - A. stop
 - B. stay
 - C. talk
 - D. hold
4. What is the expression used to connect two people on the telephone?
 - A. I'm sending you through .
 - B. I'm putting you through .
 - C. I'm calling you through .
 - D. I'm talking you through .

**PRACTICE**

Call a hotel and connect to the customer service. Ask about room vacancy and the rates.