



CONVERSATION

- A:** Hello. You've reached the marketing department.
How can I help you?
- B:** Yes. Can I speak to Roland Wilson please?
- A:** Who shall I say is calling, please?
- B:** It's Richard Davies here.
- A:** Just a second. I'll see if he's in.
(A talking to Roland)
Hello Roland. I've got Richard on the phone for you.
OK. I'll put him through.
(A talking back to B)
Hang on a moment. I'm just putting you through.
- B:** 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.
- I'll put you through.
- Hang on a moment.

ACTIVITY

Choose the best answer.

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



PRACTICE

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