

## 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:** It's Richard Davies here.

**Michelle:** Just a second – I'll see if he's in. Hello, Jason, 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 Richard 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.