



**At the end of the lesson, the student will be able to:**

\* use nice and polite expressions in handling incoming and outgoing misdialed calls.



## Dialogue

A: Hello. How may I help you?

B: Hello, good morning. 1Can I please talk to James?

A: James? I'm sorry but there is nobody here by that name.

B: 2Are you sure? Is this 478-2060?

A: No, it **isn't**. This is 479-2060.

B: Oh, 3I'm sorry. I guess I dialed the wrong number. Bye.

## Useful Expressions



1. Is James there? (informal)
2. Really?
3. Excuse me.  
I apologize.



## Activity

\* Complete the dialogue using the details found in the table below.

A: Hello. How may I help you?

B: Hello, good morning. Can I please talk to **(name)?**

A: **(name)?** I'm sorry but there is nobody here by that name.

B: Are you sure? Is this **(telephone number)?**

A: No, it **isn't**. This is **(another telephone number)**

B: Oh, **I'm sorry**. I guess I dialed the wrong number. Bye.

**Name of the person the caller is looking for**

**Telephone Number**

Richard

491-2013

Maria

254-8976

The Manager,  
International Motors

234-0001