



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.

PRACTICE CONVERSATION:

Use other possible expressions for the underlined words.

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