

PUTTING SOMEONE THROUGH



1 Three people are calling the company Micah Information Systems. Listen to the three dialogues and complete the table.

	CALL 1	CALL 2	CALL 3
Who is calling?			
Who does he/she want to speak to?			
Does he/she get through? If not, why not?			
What will happen next?			

British English	American English
The line is engaged. mobile (phone)	The line is busy. cell (phone)



2 Listen again and complete the sentences from the dialogues.

- 1 Micah Information Systems. Sylvia _____.
- 2 I'll _____ Mr Seide you _____.
- 3 It's Karen Miller _____.
- 4 I actually _____ to speak to Maria.
- 5 Just _____ on a moment while I make the _____.
- 6 I'm _____ Maria's line is _____.
- 7 I'll try _____ later.
- 8 Let me just _____ a pen.
- 9 Nice to _____ from you.
- 10 I'm actually talking to someone on the other _____.

3 Match the halves to make questions from the dialogues.

- | | |
|---------------------|------------------------|
| 1 Could I speak | my mobile number? |
| 2 Can I take | through to her? |
| 3 Could you ask | have your number? |
| 4 Could you tell me | back in ten minutes? |
| 5 Does Mr Seide | your name again? |
| 6 Is she there | a message? |
| 7 Shall I put you | ask what it's about? |
| 8 Can I just | at the moment? |
| 9 Can I call you | to Jörg Seide, please? |
| 10 Have you got | him to call me back? |

10 Often when we telephone we have to deal with communication problems. Listen to the dialogues and match the problem to the call. Sometimes more than one answer is possible.

CALL

- a The caller is speaking too quietly.
- b The person called didn't understand what the caller said.
- c The person called wants the caller to say something again.
- d The caller is speaking too fast.
- e The caller has called someone by mistake.
- f The person called doesn't know how to write a word.
- g The phone itself is making a lot of noise.
- h The previous call was cut off and the caller has to call the other person back.

Now complete the phrases from the dialogues with words from the list. Then listen again to check your answers.

slowly • up • cut • line • catch • spell • could • wrong

1 Sorry, I didn't _____ that.

2 Sorry, _____ you repeat that, please?

3 Sorry, can you speak a bit, please?

4 Sorry, I think you have the _____ number.

5 Sorry, this is a really bad _____.

6 Sorry, we got _____ off.

7 Sorry, could you _____ that for me, please?

8 Sorry, could you say that a bit more _____, please?

USEFUL PHRASES

Giving your name

Gail Jones speaking.
This is Robert Smith from ABC Enterprises.
Hello, Jane. It's Elena Gonzalez here.

Making the connection

Shall I put you through to him/her?
Can I just ask what it's about?
Could you please hold?
Just hang on a moment while I make the connection.

Getting through to the right person

Could/Can I speak to Mark, please?
I'd like to speak to Ellen Baker, please.
I actually wanted to speak to Pat.
Is Pascal there at the moment?

When the person isn't available

I'm afraid his/her line is engaged.
I'm afraid Pat isn't available at the moment.
I'm afraid she is in a meeting.
Can I take a message?
Would you like to call back later?

 **Call 1**

2 *Sylvia* Micah Information Systems. Sylvia speaking.
John Hello. This is John Ellis from Retex Plc. Could I speak to Jörg Seide, please?
Sylvia I'm afraid Mr Seide is in a meeting. Can I take a message?
John Yes, please. Could you ask him to call me back?
Sylvia Certainly. Could you tell me your name again, please?
John My name is John Ellis. And I'm calling from Retex Plc.
Sylvia Does Mr Seide have your number?
John Actually, I don't think he does. It's 00 44 140 397 834.
Sylvia 397 834. That's great. Okay, Mr Ellis, I'll tell Mr Seide you called.
John Thanks very much, Sylvia.
Sylvia You're welcome. Bye now.
John Bye.

 **Call 2**

3 *Sylvia* Micah Information Systems. Sylvia speaking.
Karen Hi Sylvia. It's Karen Miller here.
Sylvia Oh, hi Karen. How are you?
Karen Fine, thanks. And you?
Sylvia Not so bad. A bit busy, as always.
Karen I can imagine. Listen Sylvia, I actually wanted to speak to Maria. Is she there at the moment?
Sylvia Yes, she is. Shall I put you through to her?
Karen That would be great.
Sylvia Can I just ask what it's about?
Karen I wanted to ask her about the project meeting next week.
Sylvia Thanks, Karen. Just hang on a moment while I make the connection. ... Sorry, Karen. I'm afraid Maria's line is engaged.
Karen Oh, that's a pity. I'll try calling later.
Sylvia Shall I give you her extension number?
Karen Yes, please. Let me just get a pen. Okay.
Sylvia It's 113.
Karen 113. Right. Thanks, Sylvia. Bye now.
Sylvia Bye.

 **Call 3**

4 *Jörg* Seide.
Bob Hi Jörg. It's Bob here.
Jörg Oh, hi Bob. Nice to hear from you. How's business?
Bob Oh, can't complain. How are things with you?
Jörg Fine, thanks. Listen Bob, can I call you back in ten minutes? I'm actually talking to someone on the other line.
Bob Sure, no problem. Have you got my mobile number?
Jörg Yes, I have.
Bob Great. Speak to you then.
Jörg Bye.