



TELEPHONE CONVERSATION

- Bayern Pharma Travel Agency. Mr. Jones (1)_____. Can I (2)_____ you?
- Good morning, (3)_____ is Ms White (4)_____ AXA Company. (5)_____ I speak (6)_____ Mr Smith?
- Yes, of course. Would you (7)_____ a minute. I'll (8)_____ you (9)_____.
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- I am (10)_____, he is not (11)_____ at the moment. Would you like to (12)_____ a message?
- No, thank-you. When could I call him (13)_____?
- Could you please (14)_____ him (15)_____ tomorrow morning?
- Yes, of course. Thank-you very much. Goodbye.
- Goodbye.

afraid back Could from hang on help in leave put ring speaking this
through to up

-----Clave-----

TELEPHONE CONVERSATION

- Bayern Pharma Travel Agency. Mr. Jones speaking. Can I help you?
- Good morning, this is Ms White from AXA Company. Could I speak to Mr Smith?
- Yes, of course. Would you hang on a minute. I'll put you through.
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- I am afraid, he is not in at the moment. Would you like to leave a message?
- No, thank-you. When could I call him back?
- Could you please ring him up tomorrow morning?
- Yes, of course. Thank-you very much. Goodbye.
- Goodbye.