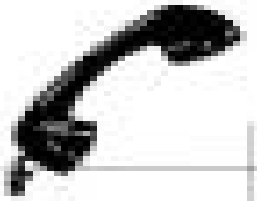

Telephoning

	Calling	Receiving
Greetings	Hello. Good morning. Good afternoon. Good evening.	Hello. Good morning. Good afternoon. Good evening.
Introducing oneself	[illegible]	[illegible] speaking. Speaking. [illegible]
Asking for someone	Could I speak to Mr Clarke, please? Could I speak to Mrs Brown, please? I would like to speak to someone in the sales department, please. Could I speak to someone about [illegible] [illegible] department, please. Extension [illegible], please. Can you put me through to Mrs Brown? Could I leave a message, please?	
Offering help		Can I help you? May I help you?
Asking for details	Mr. O'Neill? Is Mr Dent there? Is Martin [illegible] ? Could I speak to someone else?	May I ask what it is about? What's it about, please? When was Mr Smith again, please?
Putting a call on		I'll put you through to ... Would you like to speak to ...? Please give it a little [illegible] ... I'll transfer [illegible] ...
Asking the caller		Is Mr Dent in, please. Who's calling, please. Could you hang on for just a moment, please?
Suggesting alternatives	Could I leave a message? Could I speak to someone else? Could you ask him/her to call me back? Could you let him know I'll call [illegible]	[illegible] Would you like to speak to someone else? Would you like to leave a message? Would you like to call back later? [illegible] If it is urgent, [illegible] Would you like to • [illegible]? • Leave a message? • Call us [illegible]? • Speak to someone else?