

Calling someone at work

Maria: This is Hannah Stone. May I speak to Mr. Sanchez, please?

Hold the line a moment, I'll check if she is in her office.

Thank you.

(after a moment) Yes, Mr. Sanchez is in. I'll put you through.

Maria: This is Mr. Sanchez. How can I help you?

Maria: My name is Hannah Stone and I'm calling to enquire about the position advertised in Sunday's Times.

Yes, the position is still open. Could I have your name and number please?

Certainly. My name is Hannah Stone...

Leaving a message

Maria: Could I speak to Jack Parsons, please?

Who's calling, please?

This is Fred Birmingham. He is married to Jack's.

Hold the line, please. I'll put your call through. (after a moment) I'm afraid he's out at the moment. Can I take a message?

Yes. Can you tell him to give me a call? My number is 240-2345.

Could you repeat that, please?

Certainly. That's 240-2345.

OK. I'll make sure Mr. Parsons gets your message.

Thank you. Goodbye.

Goodbye.

Key vocabulary

This is ... I may (can, could) speak to ...? I'm calling ...
Hold the line a moment ... I'll put someone through ... I'm afraid he's out at the moment. Can I take a message?

Remember: In the telephone, use 'line' to ... 'instead of' 'and'.