



Gapfill

Use the words in the box below to complete the conversation. Then listen to *Talking Business: Telephone: Connecting* and check your answers.

hold	can	could	here	put
just	hang	calling	can	in

Michelle: Hello, you've reached the marketing department. How **1.** _____ I help?

Male: Yes, can I speak to Rosalind Wilson, please?

Michelle: Who's **2.** _____ please?

Male: It's Richard Davies **3.** _____ .

Michelle: Certainly. Please **4.** _____ and I'll **5.** _____ you through.

Male: Thank you.

Michelle: Hello, marketing. How **6.** _____ I help?

Male: **7.** _____ I speak to Jason Roberts please?

Michelle: Certainly. Who shall I say is calling?

Male: My name's Mike Andrews.

Michelle: **8.** _____ a second - I'll see if he's **9.** _____ . Hello, Jason, I've got

Mike Andrews on the phone for you ... OK - I'll put him through.

10. _____ on a moment, I'm just putting you through.