ENGLISH A2 · UNIT 11 · EVERYDAY ENGLI… Name: _____ Date: _____

# Everyday English: Phone calls at work

Focus: everyday English: answering the phone at work, taking a message, spelling a name

### Model dialogue: taking a message

**Lena:** Good morning, Baxter Design, Lena speaking. How can I help you?

**Ani:** Hello, could I speak to Mr Ortega, please?

**Lena:** I'm afraid he's in a meeting. Can I take a message?

**Ani:** Yes, please. Could you ask him to call me back on 077 340 2291?

**Lena:** Of course. Can I have your name, please?

**Ani:** It's Ani Petrosyan. P-E-T-R-O-S-Y-A-N. Thanks a lot.

**speaking** **on** **plugging** **already** **off** **yet** **call** **hold** **down**

### 1 A call to the IT team — Complete the dialogue with the words in the box. Use each word only once.

*Example: Please _____ on. I'll find her number. → hold*

**Sara:** IT support, Sara _____. How can I help you?

**Tom:** Hi Sara, it's Tom. My laptop won't turn _____, so I can't log in.

**Sara:** Have you tried _____ it in?

**Tom:** Yes, I've _____ tried that. The screen is still black.

**Sara:** Then switch it _____ and on again. Does it work now?

**Tom:** Yes, it's starting. Thanks! Have you sent my new password _____?

**Sara:** Yes, this morning. If it doesn't work, _____ me back.

### 2 Match the sentences and the replies.

| | |
|---|---|
| 1. Could I speak to Mrs Petrosyan? | a. Of course. What's your number? |
| 2. Can I have your name, please? | b. Have you plugged it in? |
| 3. Have you read the report yet? | c. Leave a message on her voicemail. |
| 4. The printer won't turn on. | d. Not yet, sorry. I'll read it today. |
| 5. Could you ask her to call me? | e. It's Levon Sargsyan. S-A-R-G-S-Y-A-N. |
| 6. Her extension is engaged. | f. I'm afraid she's in a meeting. |

ANSWER KEY

**1** 1 speaking, 2 on, 3 plugging, 4 already, 5 off, 6 yet, 7 call **2** 1 f, 2 e, 3 d, 4 b, 5 a, 6 c

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