

## 6G – Review Answers

### What did they say?

Look at the text again. Fill in the blanks to complete the sentences.

1. Oh, hi. I'd like to speak to the manager, please.
2. Sorry, she's not in at the moment. Can I take a message?
3. My name's Robert Jones. I'm ringing about the advertisement in last night's paper.
4. Hmm. She just popped out for a few minutes. Can you call back in about half an hour?
5. That's me. What can I do for you?
6. Yes, Robert, thanks for calling back.
7. Yes, it is. It doesn't leave much time for a social life, I know.
8. If you could come in at 5:30 that would be super.

### Write your own

Use the information below to write a short telephone conversation. Answers will vary.

1. You want to call the doctor to make an appointment for Tuesday at 10 a.m.  
The receptionist asks for your name and telephone number.  
Include as much information as you can.

Receptionist: *Good morning, Kasey Doctor's Clinic.*

You: *I would like to make an appointment with the doctor, please.*

Receptionist: *When would you like to come to the office?*

You: *I would like to come on Tuesday, June 17<sup>th</sup> at 10 a.m. if possible.*

Receptionist: *Tuesday June 17<sup>th</sup> at 10 a.m. is fine. May I have your name, please?*

You: *It's Sarah Jackson.*

Receptionist: *Thank you. And your telephone number?*

You: *It's 080-5888-9990.*

Receptionist: *Thank you. Is there anything else?*

You: *No, that is all. Thank you. Goodbye.*

2. Someone calls to speak to your boss at work and you take a message. Answers will vary.

Ask the caller for their name and number and tell them you will pass on the message.

You: *Good afternoon, Modern English. How may I help you?*

Caller: *I'd like to speak to Tom Jones, please?*

You: *I'm sorry. Mr Jones is out of the office today. May I take a message?*

Caller: *Yes. This is Bob Dylan; could you ask him to call me back as soon as he can?*

You: *Certainly, Mr Dylan. May I have your phone number please?*

Caller: *My cell phone is 123-3456-6669 and my office number is 023-4876-0098.*

You: *I will make sure Mr. Jones gets your message as soon as he returns to the office.*

Caller: *Thank you. Goodbye.*

### How about you? Answers will vary.

What days and hours do you normally work? *I usually work Monday to Friday, 8 a.m. to 6 p.m. Do you have to come to work early? Sometimes I have to come to work at 7 a.m. if I am really busy.*

Have you had a part time job before? What was it? *I had a part-time job when I was a student. I worked as a waitress.*

How did you find your present job? *I saw the ad for the job in the newspaper and sent in my application.*

Have you ever applied for a job on the phone or had a phone interview? *Yes, I have had a phone interview as a preliminary interview for a job.*

Do you use a phone a lot in your job? *Not now but in a previous job I spent a lot of time on the phone talking with customers.*