

Telephone Conversations

DIRECTIONS: Choose the most appropriate option for each action:

1. Answering a ringing phone:

- A. Hello. Acme Publishing.
- B. Good morning. Acme Publishing. Kim speaking. May I help you?
- C. Hello. Who is this?

2. Identifying yourself:

- A. May I speak to Roger Williams?
- B. Is this Petco? Is Roger there?
- C. This is Mary Peters. I'm calling for Roger Williams.

3. Rescheduling a phone conversation:

- A. Can I call you back in an hour? I'm in the middle of something.
- B. This isn't a good time.
- C. I'm busy right now.



4. Answering the phone in someone else's house:

- A. Good morning. Wanda Sanders speaking.
- B. Good morning. This is the Frank residence. Wanda Sanders speaking.
- C. This is Wanda. Can I help you?

5. Leaving a voice mail:

- A. This is Jim. Call me back.
- B. This is Jim. It's noon on Friday. I wanted to let you know that chess club has been cancelled for this evening.
- C. Chess club is cancelled.