***Telephone Conversations Cloze***

**Phoning a Friend**

A: Hello

B: Hi Jean. It’s Mary. Are you busy\_\_\_\_\_\_\_ \_\_\_\_\_ or do you have time to talk?

A: \_\_\_\_\_\_\_\_\_\_\_, I’m just on my way out the door to pick up some groceries for dinner. \_\_\_\_\_\_\_ \_\_\_\_ \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_\_\_\_\_ later this afternoon?

B: Sure. I’ll be in until four.

A: Talk to you\_\_\_\_\_\_ then.

B: Bye-bye.

**Sorry, Wrong Number**

A: Hello

B: May I speak to Jane please?

A: No, I’m sorry.\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_.

B: Is this 343-9876?

A: No\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_.

B: Sorry for\_\_\_\_\_\_\_\_\_\_\_\_\_\_ you. Good-bye.

A: Bye.

**May I Take A Message?**

A: Hello.

B: Is Jake there, please?

A: No, I’m sorry \_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_ \_\_\_\_\_ \_\_\_\_\_\_. May I take a message?

B: Yes, could you tell him Larry James called. My number is 498-7632

A: \_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_.

B: Thank you. Good - bye.

A: Bye.

**Speaking**

A: Hello.

B: \_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_.

A: Speaking.

B: Good morning, Mrs. Jones. This is Sarah from Sears calling. The dress that you ordered is here.

A: Great - I’ll come by and pick it up. What time are you open till this evening?

B: Until seven.

A: That’s fine. Thank you very much for calling. Good-bye

B: Good-bye

**You have been selected for ...**

A: Hello.

B: Good evening. This is Jane calling from Handy Dandy Cleaners.

Your household has been selected for our special offer. You have won a free gift. Our representative will drop by with your gift and demonstrate our new cleaning products. You are under no obligation to buy. Our representative will ...

A: \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

B: There really is no obligation to buy and the gift is yours to keep whether or not you decide to purchase our time-saving products.

A: \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_. (Firmly)

B: Fine, thank you. Good-bye

A: Good-bye

6.41

**Fridge for Sale**

A**:** Hello.

B: Hello, I’m calling about the fridge you have advertised in the Star Newspaper.

Is it still for sale?

A: Yes.

B: \_\_\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_

\_\_\_\_\_\_\_?

A: It’s a small fridge, three years old in good working condition. I’m asking $200.00 for it

B: Thanks for the information, but I was actually looking for a regular size fridge, not an apartment size.

A: \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_. Good-bye

B: Bye

**I’d Like To Make An Appointment**.

A: Sunnyside Health Clinic.\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_?

B: Yes, I’d like to make an appointment to see Dr. Chang.

A: Is this an\_\_\_\_\_\_\_\_ matter or a \_\_\_\_\_\_\_\_\_\_\_ physical?

B: Just a\_\_\_\_\_\_\_\_\_\_.

A: Could you make it Saturday, November 9, at 10:30?

B: \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

A: May I have your name please?

B: Judy Smith. S-M-I-T-H

A: Have you seen the doctor before?

B: \_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

A: Fine we’ll see you on the ninth then.

B: Thank you. Good-bye.

A: Good-bye.

**Reservation for Two**

A: Green Door Restaurant.

B: Hello. I’d like to make a \_\_\_\_\_\_\_\_\_\_\_\_for dinner this evening. A party of two at eight o’clock.

A: Yes, that would be fine. And your name please?

B: Ford

A: Fine, thank-you, Mrs. Ford. We’ll see then. Good-bye.

B: Good-bye.

**I’d Like Some Information About**

A: City of Toronto, Permits Department.

B: Yes,\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_ out about renewing a parking permit?

A: \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_and I’ll connect you with the right department.

B: Thank you.

**Directory Assistance**

A: \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_. City please?

B: Calgary, Alberta.

A: Thank you. Yes?

B: I’d like the number for Turner. T-U-R-N-E-R , first initial D.

A: Thank you. Do you have an\_\_\_\_\_\_\_\_\_\_\_\_ for that name?

B: I think its on Main St.\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_.

A: The number is area code 708 938-0976.

B: Area code: 708 938-0976. Thank you

A: You’re welcome

**Collect Call from ...**

A: \_\_\_\_\_\_\_\_\_\_\_\_\_

B: Yes, I’d like to make a collect call to British Columbia, 604 989-7654.

A: Thank you ... May I have the name and telephone number?

B: Yes, Martha Vince, 905 781-6549.

A: Thank you

C: Hello.

A: \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_from Martha

Vince. Will you accept the charges?

C: \_\_\_\_\_\_\_\_\_\_\_... Hello Martha.