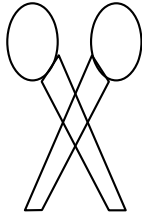




We are not one but many
Formalities on the phone



1 Formalities on the phone



Print this sheet.

Cut out the boxes using a pair of scissors.

Remember there are more boxes than needed.

Order the sentences to create a formal dialogue.

Paste the boxes on a cardboard or piece of paper.

Correct yourself.

Now think and transform the dialogue to make it informal.

Write down the informal dialogue.

I am afraid she is abroad and she will be back next week. May I ask who is calling?	Are you ok?
My pleasure. Have a good day, sir.	I'll call her ASAP.
Who are you?	Sorry, she is not here. She'll be back very soon.
Ok. Anything else?	Do you want to send her a message now or not?
This is Mr. Fernández. I am one of her customers from Huelva.	Good morning, sir. Sarah Mohan speaking.
Good morning. How can I help you?	Would you like to leave a message for her, sir?
No, thank you, but could you please ask her to return my call?	I would like to talk to Miss Álvarez, please.
Sorry, she is not here. She'll be back soon.	No, thank you very much for your attention. Have a good day at work.
Of course. Is there anything else I could do for you?	This is Joseph. I'm her buddy from Huelva.



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