



### Unit 28 On the phone

#### Practice

**1 PAIRS. Practice the conversation. Then switch roles.**

**A:** Hello?

**B:** Hi. This is Pat Sanders. (1) Can I speak to Chris?

**A:** (2) I'll put you on hold while I see if she's in the office today.

**B:** Oh, sure.

**A:** I'm sorry. She's not in. (3) Do you want me to page her?

**B:** (4) No, thank you. I'll call again tomorrow.

**A:** (5) You can try after 9:00.

**B:** (6) Yes. Thank you. Goodbye.

**A:** Bye.

#### Substitute

**2 PAIRS. Use the substitutions in the box to create a new conversation. Practice the conversation. Then switch roles.**

*For example,*

**A:** Hello?

**B:** Hi. This is Pat Sanders. May I speak to Chris?

**A:** Just a moment while I see if she's in the office today.

Student A	Student B
(2) Just a moment	(1) May I speak to
(3) Would you like to leave a message?	(4) No, it's not important. I'll try again later.
(5) She's coming in tomorrow.	(6) Great. Thanks.

#### Personalize

**3 PAIRS. Role-play the conversation. Use your own words for the underlined parts. Then switch roles.**