


## Activity 10: My Telephone Voice Cards

### Pair 1a

|  |                       |        |
|--|-----------------------|--------|
|  * Hello. [NAME] speaking. | Mhm                   | I see. |
| Please could you say that again?   | Thanks for your call. | Bye!   |

### Pair 1b

|                                     |                         |                                     |
|-------------------------------------|-------------------------|-------------------------------------|
| Hello. Is that [NAME]?              | Sorry, do you mean ...? | Please could you hold for a moment? |
| Please could you spell that for me? | OK.                     | We'll be in touch!                  |

### Pair 2a

|                                 |   |                         |
|---------------------------------|---|-------------------------|
| Please could I speak to [NAME]? | So, let me check I've understood correctly.<br>You said ... | Sorry, do you mean ...? |
| Yes.                            | I'm afraid this is not a good line.                         | Bye!                    |

### Pair 2b

|                                       |  |                     |
|---------------------------------------|--|---------------------|
| * Hello. How can I help?              | Please could you say that again?                     | Uh-huh              |
| Sorry – we lost the connection there. | I just need to check that.<br>Shall I call you back? | Thanks for calling. |