

CONTENT

	Page
UNIT 1 Greetings and Answering the Phone	2
UNIT 2 Identifying the Caller and Yourself	3
UNIT 3 Directing and Transferring Calls	6
UNIT 4 Repetition and Inability to Hear	9
UNIT 5 Unclear Line and Bad Connection	11
UNIT 6 Wrong Number	14
UNIT 7 Holding the Line	17
UNIT 8 Apologies	21
UNIT 9 Extension Inquiries	24
UNIT 10 Taking Messages	29
UNIT 11 Leaving Messages	32
UNIT 12 Automated Operators	37
UNIT 13 Correspondence	45
UNIT 14 Hours	51
UNIT 15 Giving Directions	55
UNIT 16 Confirmation	59
UNIT 17 Arranging a Meeting	64
UNIT 18 Canceling and Postponing Meetings	69
UNIT 19 Reservations	73
UNIT 20 Answering an Ad	77