

Read these sentences trying to make it sound fluent and natural.

1. Good morning. ABC Express. Maria speaking. How can I help you?
2. May I ask what you're calling about?
3. Can I take your name and your company name?
4. May I put you on hold for a moment?
5. I'll put you through.
6. Thanks for calling ABC Express. Enjoy the rest of your day.

1. I'm afraid she's unavailable at the moment.
2. Could you tell Mr Trump that Ms Clinton called?
3. Would you like to leave a message?
4. I'm sorry, Ms Harris is out of the office.
5. Sorry, I didn't quite catch that.
6. Can I ask who's calling, please?

Here you have some examples of phone conversations:

- BBC learning English: [connecting](#)
- BBC learning English: [messages](#)
- Talk English: [examples with mp3 + text](#)
- British Council: [leaving a message - mp3 + text](#) + exercises