

12a Hold the line, please.

A



Let me read that
back to you.
Your number is
801-6402.

B



Yes. That's
correct.

A



When can I reach
him?

B



He'll be in at
10 o'clock.

A



Can you hold the
line, please?

B



Certainly. I'll wait.

A



May I speak to Ms
Wagner, please?

B



One moment,
please. I'll connect
you.

A



Who's calling,
please?

B



This is Paula
White.

12b Hold the line, please.



Thanks for calling. Have a nice day.



Thank you.
Goodbye.



Can you spell your name for me, please?



Certainly.
S-C-H-W-A-R-T-Z.



May I take a message?



Yes, thanks.
Could you ask her to ring me at 210-1635?



Directory enquiries. May I help you?



I'd like a London number, please.
Ms Paula White in Kensington.



Could you ask him to return my call?



Certainly. Your name and number, please?