



#### Do's



#### Don'ts

1. Good morning, Mary Thomson speaking. How can I help you?

2. Yes, Mr. Roberts should be in his office: I'll put you through. Hang on a second, please.

3. Mr. Roberts doesn't answer: I am afraid he must be out of office. Shall I take a message?



1. Good morning, I am Mary Thomson. Who's there? / Whom am I talking to?

2. Yes. Mr. Roberts should be in his office: I'll pass him to you. Please, wait!

3. Mr. Roberts is not in his office: should I tell him anything?