PHONE CALLS

1. Hello, this is Anna speaking.
2. Who's calling, please?
3. May I speak with Mr. Jones, please?
4. Just a moment, please.
5. I'll put you through.
6. Could you hold the line, please?
7. I'm sorry, Jane is not available right now.
8. Can I take a message?
9. Could you repeat that, please?
10. I'll call you back later.
11. Thank you for calling.
12. Can I take your number?

