Placing an order via phone

Please choose the most appropriate answer for each sentence.

Q1 Receptionist 1: Thank you for calling ABC Inc., this is Mary. How may I ..... your call?

A send   B drive   C pass   D direct

Q2 Phil: Could you ..... to accounting, please?

A put me through   B put me on   C put me out   D put me in

Q3 Receptionist 1: One ....., please.

A instant   B jiffy   C flash   D moment

Q4 Receptionist 2: Thank you for calling Friendly Neighbors! ..... can I help you today?

A Who   B Why   C What   D How

Q5 Fred: May I ..... with the supervisor of international affairs please?

A call   B speak   C chat   D communicate

Q6 Receptionist 2: I'm sorry, sir, he's unavailable right now. Would you like me to ..... you to his voicemail?

A shift   B relocate   C transfer   D pass

Q7 Fred: No thank you. I'll ..... again later.

A be   B try   C come   D attempt

Q8 To-go specialist: Thank you for calling Motzeralla's 'To-go'. ..... Amy. How can I help you?

A I am   B Here is   C My name is   D This is

Q9 Nick: I'd like to ..... a to-go order.

A make   B do   C place   D deliver

Q10 To-go specialist: What can I ..... for you today, sir?

A get   B buy   C make   D order

ANSWERS: Placing an order via phone

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A put me through

Q3 Receptionist 1: One ....., please.

D moment

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D How

Q5 Fred: May I ..... with the supervisor of international affairs please?

B speak

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C transfer

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B try

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D This is

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C place

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A get