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Making telephone calls is an important part a secretarys work. When Mr Shelli wants to speak to someone on the telephone, Maria gets the call for him. Today Mr Shelli wants to talk to. Mr Kola of the

National Bank. Here he is asking Maria to get the call for him. MR SHELLI: Id like to speak to Mr Kola of the National Bank, would

you get him on the phone,please? MARIA: Certainly, Ill do it at once, Mr Shelli. (TO HERSELF) Now whats Mr Kolas number?

Ah,here it is ... five, three, zero,double six. (LIFTS PHONE) ROSE: Switchboard, can I help you? MARIA: Good morning, Rose. Maria

here.Could I have an outside line,please? Good morning, Rose. Maria here.Could I have an outside line,please? ROSE: Oh, hello,

Maria. Hold the line a moment. (DIALLING)There you are, youve an outside line now, you can hear the dialling tone. MARIA: Thank

you. (TO HERSELF) Five, three, zero, six, six. (RINGING) Thank you. (TO HERSELF) Five, three, zero, six, six. (RINGING) 2ND

OPERATOR: National Bank.Good morning,can I help you? MARIA: Good morning, would you put me through to Mr Kola

please? Good morning, would you put me through to Mr Kola please? 2ND OPERATOR: MR Kola? Certainly. Whos calling him?

MARIA:Mr Shelli of Modern Office Limited would like to speak to him. 2ND OPERATOR: Thank you. Hold the line, please.

(PHONE) MR KOLA: Kola speaking. 2ND OPERATOR: Good

morning, Mr Kola. I have a call for you from Mr Shelli of Modern Office Limited. MR KOLA: Thank you, Operator, put him through, please. MARIA: Mr Kola? Mr Kola? MR KOLA: Kola speaking. MARIA: Oh, good morning, Mr Kola. Mr Shelli is calling you. Would you hold the line a moment please. Ill hand you over. Mr Shelli? MR SHELLI: Yes? MARIA: Mr Kolas on the line now, Mr Shelli. Will you take it in here please? Mr Kolas on the line now, Mr Shelli. Will you take it in here please? MR SHELLI: Thank you Maria. Hello, is that Mr Kola? MR KOLA: Good morning, Mr Shelli. MR SHELLI: Ah, good morning, Mr Kola, how are you? Ah, good morning, Mr Kola, how are you? MR KOLA: Fine, thanks, and you? MR SHELLI: Very well, thank you. Very well, thank you. MR KOLA: Im glad to hear it. Well, what can I do for you, Mr Shelli? MR SHELLI: Well, Im going to Europe next week and Id like some travellers cheques. 7,000 dollars say... Well, Im going to Europe next week and Id like some travellers cheques. 7,000 dollars say... MR KOLA: 7,000 dollars. Yes certainly I can fix that for you. So youre going to Europe, are you? 注释 :

switchboard 交换机、总机
an outside line 外线
dialling tone 电话的拨号音
travellerscheques 旅行支票
to fix 办理、解决
to book a call 预约电话
international operator 国际电话话务员
a personal call 受话人直接通话的电话
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