

Example of a formal phone conversation:

- Speaker 1: *Good morning. I'd like to talk to Mr. Dan Brown please.*
- Speaker 2: *Good morning. I'm sorry but Mr. Dan Brown is not here at the moment. Would you like to leave him a message?*
- Speaker 1: *Yes please. Tell him that Ms. Sumathi needs to contact him.*
- Speaker 2: *Sure, I'll tell him. Does he has your phone number?*
- Speaker 1: *Yes he has it. Thank you.*
- Speaker 2: *You're welcome. Something else?*
- Speaker 1: *No, that's all. Good bye*
- Speaker 2: *Good bye Ms. Sumathi.*



Customer Service Telephone Conversation Example

Donald W. Blohowiak



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