

**ACTIVITY**

Can you think of better ways to say each of the following?

1. Hang on! .....
2. Who's calling? .....
3. I can't hear you, speak up! .....
4. I can't help you. You will have to speak to someone else. ....
5. She's too busy to talk to you .....
6. I hope this will solve your problem .....
7. I don't know why they put you through to me – I don't deal with queries .....
8. Didn't Customer Service help you? .....
9. Sorry you had to wait but it is not my fault .....
10. OK, will do .....