

USING TELEPHONE

Task 1: Match question on the left with the answers on the right.



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| 1. May I ask who is calling? <u>e</u> | a. 319-8216. |
| 2. What number did you want? ____ | b. Yes, just a minute, please. |
| 3. Do you want to leave a message? ____ | c. No, it isn't. I think you have the wrong number. |
| 4. Is this 891-2168? ____ | d. No, I'll call back. Thanks. |
| 5. Can I speak to Michael, please? ____ | e. This is Tom Foster. |

Task 2: Which statement about each telephone call is true. Listen and tick the correct answer

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| 1. a. Joe is busy. | 4. a. It's a wrong number. |
| b. It's a wrong number. | b. Sylvia is out. |
| 2. a. Sandy is not free. | 5. a. Mrs. Brown can't come to the phone. |
| b. Sandy is not in. | b. Mrs. Brown is home. |
| 3. a. It's a wrong number. | 6. a. Tony can't come to the phone. |
| b. Brian is not home. | b. Tony is in. |

Task 3: Listen to each conversation. What is each call about? Tick the correct answer:

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| 1. a. an apology for missing a movie
b. an invitation to a movie
c. a cancellation of a movie | 4. a. a request to change a meeting time
b. an offer to change a meeting time
c. a promise to change a meeting time |
| 2. a. a suggestion about a stereo
b. a request to borrow a stereo
c. a complaint about a stereo | 5. a. a suggestion about where to have dinner
b. an apology for missing dinner
c. a complaint about dinner |
| 3. a. a complaint about a date
b. an invitation to go on a date
c. a cancellation of a date | 6. a. a complaint about helping Becky move
b. an invitation to help Becky move
c. a promise to help Becky move |

Task 4: Listen again. Is each person pleased or not pleased after getting the call? Tick the correct answer.

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|---|---|
| 1. ☐ pleased
☐ not pleased | 4. ☐ pleased
☐ not pleased |
| 2. ☐ pleased
☐ not pleased | 5. ☐ pleased
☐ not pleased |
| 3. ☐ pleased
☐ not pleased | 6. ☐ pleased
☐ not pleased |