Class 1: In Company: Anytime, Anywhere

1 Read the quiz below and answer the questions. Keep a note of your answers.

Your mobile is the slimmest, most sophisticated mobile phone on the market. You can talk to your friends and family at any time, and in any place. But do you use it well? Or do you annoy other people with your bad mobile phone habits? Do the quiz to find out.

1 You're at a restaurant. You start your soup, but then the phone rings. Do you:

a turn off the phone without answering?

b answer the call and then ask if you can call back later, after the meal?

c answer the call and have a long conversation?

2 You're at the gym. Do you:

a leave your phone in the changing room?

b keep your phone with you, but only answer important calls?

c take your phone with you and talk while you exercise?

3 You go shopping at the supermarket. Do you:

a do your shopping with your phone switched off?

b quickly call your partner to ask what to buy for dinner?

c call your mother to ask which brand of washing powder to buy and then chat for 25 minutes?

4 You go to the cinema with friends. You expect your boss to contact you. Do you:

a leave your phone off until the end of the film?

b call your boss before the film starts to ask what he or she wants?

c answer when your boss calls in the most interesting part of the film?

5 You're on a crowded train. Do you:

a answer calls but not make calls?

b make one call home to say 'I'm on the train' and to say when you expect to arrive?

c pass the time calling friends and sharing details of your personal life with other passengers?

See page 142 for the results.

Vocabulary

Greetings

1 Underline the correct reply.

1 **A** How are you?
- **B** **a** Hello, pleased to meet you.
- **b** I'm fine, thanks. And you?
- **c** Good morning.

2 **A** Pleased to meet you.
- **B** **a** Hello, thank you.
- **b** How are you?
- **c** Nice to meet you too.

3 **A** This is Joanne.
- **B** **a** Hello, pleased to meet you.
- **b** Goodbye, Joanne.
- **c** Thank you, Joanne.

4 **A** Where are you from?
- **B** **a** Austrian.
- **b** Austria.
- **c** In Austria.

2 Complete the questions and answers with the words in the box and the correct form of the verb *to be*.

email address	first name	job	married
phone number	~~surname~~		

a **A** What _____ your *surname* ?
- **B** Baker.

b **A** What _____ your _____?
- **B** David.

c **A** What _____ your _____?
- **B** I _____ a business manager.

d **A** _____ you _____?
- **B** Yes, I _____.

e **A** What _____ your _____?
- **B** It _____ 021 463 4839.

f **A** What _____ your _____?
- **B** It _____ davidb@euskalnet.com.

5 **1.18–1.21** Listen again and complete the sentences.

Situation 1

a Oh, dear. _____ _____ _____. Hello?

b Alan, I'm fine. Listen, I'm at lunch. Can I _____ _____ _____ later?

c All right, Jake. _____ _____ _____ later, then.

d Sorry _____ _____.

Situation 2

e Hello, Della. _____ Chris _____.

f Chris. _____ _____ _____?

g Yes, but _____ _____. It can wait till tomorrow.

h Thanks. _____ _____ _____ tomorrow. I have all the documents ready. Bye.

Situation 3

i When you finish your exercise class, can you _____ _____ _____ _____?

Situation 4

j Hi, darling, _____ _____ the 6.30. There was a delay.

k Can you _____ _____ _____? Or I can get a taxi.

Vocabulary

Using a mobile

1 Put the verbs in the box into the correct row to make collocations. Some verbs can go in more than one row.

~~answer~~	call	make	phone	switch off
take	text	turn on	use	

answer	your mobile
	a call
	a colleague

2 Complete the conversations with the phrases in the box.

Ah, that's better. You cut out. Ah, wrong number. Sorry.
~~Can you hear me now?~~ I'm in the office.
No, I'm afraid it isn't. No problem. Speak to you later.
Oh, so am I. See you in a minute, then.
Pedro, I'm in a meeting. Can I call you back?
Yes, the signal isn't very good here.

a **A** Hello. Hello?
B *Can you hear me now?* _____
A _____
B _____

b **A** John, this is Pedro here.
B _____
A _____

c **A** Hi, Maria. This is David. Where are you?
B _____
A _____

d **A** Hello. Is that Jack?
B _____
A _____

3 Complete the text with the pairs of words in the box.

help + numbers	hospitals + allow	keep + brief
~~make + call~~	meeting + conversations	public + exit
send + receive	turning + off	

Mobile phone etiquette
— *eight easy tips*

a Think of the people around you when you make or take calls in public. Be polite – ask if it is okay to *make* or take a *call*.

b If you need to use your mobile phone while in a _____ or at a restaurant, leave the room. For some people, these _____ are annoying.

c Use your phone's silent vibrate feature in _____ places, such as cinemas and restaurants. If you expect an important call, sit near an _____ to reduce interruptions.

d Remember that sometimes _____ your phone _____ may be the best solution.

e Use the messaging feature to _____ and _____ text messages without saying a word.

f _____ your conversations quiet and _____.

g Use your mobile phone to _____ others. More than 100,000 calls a day are made to emergency _____ to report crimes and emergencies.

h Follow the rules for mobile phone use. Some places, such as _____ or airplanes, don't _____ the use of mobile phones.