

Exercise 1

Match these telephone phrases with the definitions.

- 1 put someone through to
- 2 hang on
- 3 rush off
- 4 get through to
- 5 take down
- 6 break up
- 7 cut someone off
- 8 look something up
- 9 get in touch
- 10 pass on (a message)

A to depart in a hurry

B to connect someone to the person they want to speak to on the telephone

C to give someone something that someone else has given you

D to make contact by telephone with someone

E to try to find a particular piece of information by looking in a book or on a list, or by using a computer

F to wait

G to speak to someone

H if the sound on a phone _____, you can no longer hear the person who is speaking on it

I to write down information or a statement

J if someone or something _____ when you are talking on the telephone, they make the telephone line stop working

Exercise 2

Complete the telephone conversation with the words from the box

Take through clarify catch come line hang calling rushed hold

A: British Council, good afternoon.

B: Hello, this is Audrey Young 1 _____. Can you put me 2 _____ to Ms Gapon, please?

A: One moment. I'm afraid the 3 _____'s busy. Do you want to 4 _____ or would you like to call back later?

B: This is extremely urgent and I absolutely must speak with Ms Gapon.

A: I'll have to ask you to 5 _____ on a minute. I'll try her again.

B: Thanks very much.

A: I'm sorry, she must be away at the moment. Something has probably 6 _____ up and she 7 _____ off to deal with it.

B: Listen, I really need to get through to her. Would it be possible to give me her mobile number?

A: I'm afraid I just can't do that. If you'd like to leave a message, I can 8 _____ down your number and I'm sure she'll get back to you later.

B: Wait, wait, don't hang up yet. Could I just 9 _____ her email address?

A: Sorry, the line is breaking up, I didn't quite 10 _____ that. Could I ask you to repeat that again please?

[phone line goes dead; B calls back]

A: I think we got cut off. Let me see if I understood you correctly, you want me to look something up?

The line is bad, I missed what you said. Would you mind repeating that?

B: Could I just clarify Ms Gapon's email address? Is that Erica.gapon@yahoo.com?

A: That's right.

B: Thank you.

A: Thank you for calling the British Council, Ms Young.