



UNIT 2

TELEPHONE CONVERSATION

... Worksheet ...



Name _____ Class _____ No. _____ Date _____

PART A VOCABULARY MATCHING (10 points)

Match the telephone words with their meanings.

A

- _____ 1. extension number
- _____ 2. mobile phone
- _____ 3. phone call
- _____ 4. answer the phone
- _____ 5. dial a number

B

- a. โทรศัพท์มือถือ
- b. รับสาย
- c. หมายเลขต่อ
- d. การโทร
- e. กดหมายเลข



PART C COMMUNICATION PROBLEMS (10 points)

Choose the most appropriate expression.

- 1 You cannot hear clearly.
 - a. Please sit down.
 - b. Could you repeat that, please?
 - c. Open the door.
 - d. Good luck.
- 2 The speaker talks too fast.
 - a. Could you speak more slowly, please?
 - b. Please come in.
 - c. Hold the line.
 - d. Nice to meet you.
- 3 Someone dialed the wrong number.
 - a. I'll call you tomorrow.
 - b. You have the wrong number.
 - c. Goodbye.
 - d. Thank you.
- 4 You want the caller to wait.
 - a. One moment, please.
 - b. Good night.
 - c. Welcome.
 - d. See you.
- 5 You want to transfer the call.
 - a. I'll put you through.
 - b. I'll see you later.
 - c. I'm hungry.
 - d. Come here.



PART B COMPLETE THE CONVERSATION (10 points)

Choose the best answer.

- 1 A: Good morning. ABC Company. _____
 a. Thank you b. How may I help you?
 c. Goodbye d. Nice to meet you
- 2 A: _____
 B: This is Peter speaking.
 a. Who are you? b. Who is calling, please?
 c. What is your hobby? d. Where do you live?
- 3 I'd like to speak to the manager, _____.
 a. please b. thank you
 c. yesterday d. tomorrow
- 4 This is Jane _____.
 a. speak b. speaking
 c. speaks d. spoke
- 5 I'm calling _____ my reservation.
 a. in b. on
 c. about d. at



PART D REARRANGE THE CONVERSATION (10 points)

Number the conversation in the correct order.

- () This is Jenny speaking.
- () Good morning. ABC Company. How may I help you?
- () I'd like to speak to Mr. Brown, please.
- () Certainly. Please hold the line.
- () Thank you.



PART E WRITE THE CORRECT EXPRESSION (10 points)

Write ONE suitable sentence.

- 1 You answer the phone. _____
- 2 You introduce yourself. _____
- 3 You ask to speak to the manager. _____
- 4 You ask someone to repeat. _____
- 5 You tell someone to wait. _____



TIPS

- Speak clearly.
- Listen carefully.
- Use polite expressions.
- Confirm important information.



Good telephone communication builds good relationships.

Activity

2.6

Saying Telephone Numbers

มาลองฝึกการพูดหมายเลขโทรศัพท์ในภาษาอังกฤษ

Numbers is quite an art. Generally, it depends on individuals'

Speaking telephone numbers in English is as follows:

1. เลข 0 ให้อ่านว่า zero (ซี-โร่) หรือ 'O (โอ)'

Notes: In the U.S., people say 'zero'. In the UK, people say 'O'.

2. เลข 2 ตัวเหมือนกันติดกัน ให้อ่านว่า double (ดับ-เบิ้ล) ตามด้วยตัวเลขที่ซ้ำ
3. เลข 3 ตัวเหมือนกันติดกัน ให้อ่านว่า Triple (ทริพ-เพิล) ตามด้วยตัวเลขที่ซ้ำ
4. เลขในพันหรือหลักพัน ให้อ่านทีละตัว
เช่น 100, 2000
5. เลขบางตัวถูกอ่านเหมือนนับจำนวนก็ได้ ถ้าทำให้ผู้ฟังเข้าใจได้ง่าย

Examples

0	say	O / zero
11	say	double one
111	say	Triple one
100	say	one hundred / one double O / one double zero
1020	say	one O two O / one zero two zero / ten twenty
(02)2255585	say	O two, double two triple five eight five
(034)210600	say	O three four, two one zero six hundred

การพูดหมายเลขโทรศัพท์
เป็นศิลปะอย่างหนึ่ง
โดยทั่วไปแล้วขึ้นอยู่กับวิธีการ
พูดของแต่ละบุคคล



Exercise A Practice saying and writing down the following telephone numbers.

- 1 (081)2226881 say *'O eight one, triple two six double eight one'*
- 2 (02)3842000 say *'O two, three eight four two thousand'* or *'O two, three eight four two triple O'*
- 3 (055)211443 say _____
- 4 (089)5556662 say _____
- 5 (075)228819 say _____
- 6 (034)221200 say _____
- 7 (038)225577 say _____
- 8 (089)2555444 say _____
- 9 (091)7725208 say _____
- 10 (093)8901216 say _____