READING & VOCABULARY

| NAME: | |
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| | |

TELEPHONE CONVERSATIONS - PART 2

1. MATCH THE BEGINNINGS (A-F) TO THE ENDINGS (1-6)

- a Tell her it's Mr Jenkins. I'm returning ...
- **b** Typical! I got cut ...
- c I hate it when they put you ...
- d I keep getting an engaged ...
- e Could you say ...
- f Can you read that ...

| 1 | on hold, and then forget about you. |
|---|-------------------------------------|
| 2 | back to me, just to check? |

- 3 ... tone. Maybe his phone is off the hook.
- 4 ... her call this morning.
- 5 ... that again, please? I didn't understand.
- 6 ... off in the middle of the call.

| a. | 1.5 |
|----|-----|
| b. | |
| c. | |
| d. | |
| e. | |
| f. | |

2. DRAG THE WORDS IN THE LIST NEXT TO THEIR DEFINITIONS (1-12)

| PHONE BOOK | ENGAGED | DIALLING TONE | REVERSE CHARGE CALL |
|-----------------|---------------|--------------------|---------------------|
| ROAMING | OFF PEAK CALL | WRONG NUMBER | SWITCHBOARD |
| EXTENSION BOARD | SMARTPHONE | DIRECTORY ENQUIRES | MISSED CALL |

- 1 A continuous sound that means you can dial the number you want.
- 2 The equipment which distributes calls to the different departments and offices in a company.
- **3** A phone number you dial by mistake.
- 4 Busy someone is using the line you want.
- **5** The number of each different phone in a company.
- **6** A call which is paid for by the person you are calling.
- 7 Mobile phone with Internet capabilities and touch screen.
- **8** A book with a list of telephone numbers.
- **9** A service you phone if you want to find a number.
- 10 When you use your mobile phone outside your local area or in another country.
- **11** A call someone made which you didn't answer.
- **12** A call made in the evening or at the weekend which has a lower charge.

