

Worksheet I

Match the word or phrases with the definitions.

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| 1. GPS (n.) | a. to ask for information |
| 2. ATM (n.) | b. to hold the line to wait for a while |
| 3. PIN (n.) | c. sometimes, not regular or very often |
| 4. customer service representative (n.) | d. to arrange for something such as a table in a restaurant or a room in a hotel to be kept for you |
| 5. inquire (v.) | e. automated teller machine |
| 6. route (n.) | f. a way from one place to another |
| 7. current (adj.) | g. to press on the menu again to listen to the first step of instruction if you do not understand |
| 8. insert (v.) | h. personal identification card |
| 9. make a reservation (v.) | i. a person who has been chosen to act or take care of customers in an office company |
| 10. repeat the menu (v.) | j. now, at the moment |
| 11. stay on the line (v.) | k. to put inside |
| 12. from time to time (adv.) | l. global positioning system |

Name: _____ Class _____ NO. _____