VOCABULARY

COLLOCATIONS

1 A Find seven verbs in the puzzle.

A	R	R	A	N	G	E	V
C	A	N	C	E	L	M	O
H	B	Y	H	A	V	E	D
A	O	E	E	I	G	P	I
N	O	S	C	L	F	N	T
G	K	T	K	P	E	L	A
E	R	O	O	C	T	K	L
T	M	F	A	E	S	R	K

B There is a verb missing in each sentence. Complete the sentences with verbs from Exercise 1A.

1 Did you *arrange* to meet friends? If you didn't, we can meet later.
2 She called me because she wanted to a chat.
3 Please a table for us at the Blue Fin Restaurant tonight.
4 There's been a problem and I can't attend, so I'm calling to my reservation.
5 Don't forget to the train times before you leave for the station.
6 I'd like to come to the 4.30 performance, not the 6.30 one, and I'm calling to my ticket.
7 The manager of Triad Books is on the phone. He wants to business.

4 Nu
ph
a)
b)
c)
d)
e)
f)
g)
h)
i)
j)

LE
MAI

5 Pu
qu
1
2
3
4

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FUNCTION

MAKING A PHONE CALL

2 Match the sentence halves.

1 Who's	a) calling.
2 Hello, this	b) to call you back.
3 Can I speak	c) leave a message?
4 Can I	d) is John.
5 I'm afraid she's	e) calling?
6 I'll ask her	f) not here at the moment.
7 Thanks for	g) to Alexandra, please?

3 Find and correct four mistakes in the conversation.

A: Hello. I'm Jim. Is Trudy there?
B: I'm afraid but she's not here at the moment.
A: Oh really? Can I leave the message?
B: Of course.
A: Can you tell her that we need to discuss the party on Friday?
B: Yes, I will. I'll ask her for calling you back.
A: Thanks a lot.
B: You're welcome. Bye.
A: Bye.



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4 Number the sentences in the correct order to make a phone conversation.

a) Yes. I'm going to be twenty minutes late. ____
b) Thank you very much. See you soon. ____
c) One moment. Who's calling please? ____
d) Hello. Can I speak to Kim? ____
e) Thanks for calling. Bye. ____
f) Good morning. Craven Beauty Parlour. Beverley speaking. ____
g) No problem. I'll tell her. ____
h) It's Liz Holder here. ____
i) Hi, Liz. Oh, I'm afraid Kim's at lunch. Is it about today's appointment? ____
j) Bye. 10

LEARN TO

MANAGE PHONE PROBLEMS

5 Put the words in the correct order to complete the questions.

1 A: Hi, I'm waiting for a delivery of fifteen chocolate rabbits. Have you sent them yet?
B: One moment. _____?
(name, / the / please / what's)

2 A: Hello, this is Hillary Kenton, calling from Newark.
B: Sorry, _____. (catch / that / didn't / I) Did you say Hillary Clinton from New York?

3 A: Hello, my name is Aloysius Venoziak Menkovsky.
B: _____? (repeat / you / can / that)

4 A: Hi, um ... I'm ... um ... waiting for a ... er ... a package from Dublin.
B: Sorry, _____?
(speak / you / up, / can / please)

5 A: Hello. I'd like to order two Pentium Bidmark 6.40 large photocopiers, three Ribdale Energy Star fax machines, five Rubicon Jump Drives, and ...
B: Sorry, _____?
(down, / slow / you / can / please)

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