

1 ON THE PHONE

a Circle a, b, or c.

- 1 Hello, Marketing. ____ can I help you?
a Which b Who **c How**
- 2 Can I speak ____ Laura Jones, please?
a on b at c to
- 3 I'll put you ____ now.
a across b over c through
- 4 Hello, ____ is Laura Jones.
a here b these c this
- 5 Oh sorry. I have the ____ number.
a wrong b bad c false
- 6 Can I ____ a message for Anna, please?
a make b say c leave
- 7 Don't worry. I'll call ____ later.
a over b back c into
- 8 I'm sorry, the line's ____ at the moment.
a occupied b busy c full
- 9 I'm afraid Teresa isn't ____ her desk at the moment.
a by b with c at
- 10 Sure, I'll ____ him a message for you.
a say b tell c give

b Complete the conversations.

- 1 A I'm sorry, I can't take ____ your call at the moment. Please I ____ a message after the beep.
B Hi, Oliver, this is Mark r ____ your call.
- 2 A Hi, Amy.
B I'm s ____, you have the wr ____ number.
- 3 A Hello, this is Reception. How can I help you?
B Good morning. Mr Clarke, please.
A I'm sorry, the l ____ is b ____.
B OK, can I l ____ a m ____?
A Yes, of course.
B Can you tell him Fiona called? I'll c ____ b ____ later.
- 4 A Good morning, London 24seven.
B Hello, can I speak to Alison, please?
A Just a second, I'll p ____ you through.

c Write the correct question or response for the situations.

- 1 In a hotel, you want the receptionist to let you talk to the manager on the phone.
Can I speak to the manager, please?
- 2 Someone phones you, but they haven't called the right number.
I'm sorry, you ____.
- 3 Someone calls you at work. You offer to help them.
How can ____?
- 4 You call an office, but Mrs Jones is not at her desk. You want to tell her something.
Can I ____?
- 5 Someone asks you if it's OK for you to wait. You want to say that's fine.
OK, I'll ____.
- 6 The person you want to talk to is not there. You want to say that you will phone again in a few hours.
I'll call ____.
- 7 Someone says your colleague is not answering her office phone. Suggest ringing her mobile.
You could ____.

2 SOCIAL ENGLISH

Circle the correct word or phrase.

- 1 A Does your girlfriend know you're here?
B No, I'll call her / call to her now.
- 2 A I have a new job!
B That's great news / a great news.
- 3 A I've got something to tell you.
B Me, too. But you do first / go first.
- 4 A What are you doing here?
B I'll explain after / later.
- 5 A Is everything all right?
B Never better / Ever better.

Can you remember...? 1-11

1 GRAMMAR

Circle a, b, or c.

- If we ____ London, I'd have to find another job.
a would leave b will leave c left
- We can't find the TV remote control so we can't ____.
a turn on it b turn up it c turn it on
- Leonardo da Vinci ____ in France from 1516 to 1519.
a was living b has lived c lived
- These glasses are very expensive because ____ by hand.
a they are made b they make c they have made
- I'm lucky because I don't ____ work at weekends.
a have to b should c must
- Sue is a woman I ____ know a long time ago.
a used b use to c used to

2 VOCABULARY

Circle the word that is different.

- geography history classroom art
- cycling sightseeing tennis skiing
- noisy exciting dangerous polluted
- quite quickly very really
- checkout changing room rubbish receipt
- cap sandals trainers boots

3 PRONUNCIATION

Circle the word with a different sound.

 mother	1 neither weather bath those
 chair	2 hair wear there near
 horse	3 call part talk four
 jazz	4 imagine jeans German Greek
/ɪd/	5 invited needed arrived wanted
 computer	6 person trainer sweater arrive

4 GRAMMAR & VOCABULARY

Read the article. Circle a, b, or c.



Cycling superstar

Danny MacAskill, who comes from Dunvegan in Scotland, is one of the ¹ ____ trials bike riders in the world.

If you don't know what a trials bike is, it's a bit smaller than a mountain bike, and you can do some amazing things on it. Or at least, Danny MacAskill can. When he ² ____ on his bike, he can go up or down steps, fly over walls, or climb mountains. Sometimes it's difficult ³ ____ that this is just a bike and not a ⁴ ____ of magic machine.

Danny's professional career began when he was 23 and his flatmate David Sowerby made a short video of him on his bike. Danny put it up on YouTube, where it ⁵ ____ by millions of people. From that moment on, Danny discovered that he was ⁶ ____ becoming an internet superstar. In the United States, the *New York Times* and *National Geographic* wrote stories about him. He ⁷ ____ up his job as a bicycle mechanic and moved to Edinburgh to ride his bike full time. He ⁸ ____ lots of awards, and he was chosen to carry the Olympic torch through the city of Glasgow.

Since then, Danny ⁹ ____ other great videos such as 'Way Back Home' and 'The Ridge'. He is now ¹⁰ ____ to travel across Europe, and this new video will show people some of his most famous tricks.



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|----------------|------------|--------------|
| 1 a well | b good | c best |
| 2 a got | b gets | c will get |
| 3 a to believe | b believe | c believing |
| 4 a kind | b way | c piece |
| 5 a has seen | b saw | c was seen |
| 6 a quick | b quickly | c quicker |
| 7 a gave | b set | c got |
| 8 a earned | b won | c beat |
| 9 a has made | b made | c makes |
| 10 a planning | b deciding | c pretending |