



Telephone Basics

Part 1: Look at the symbols. Identify functions on smartphones. Choose answers from the list. Write an answer under each symbol.

FUNCTIONS ON SMARTPHONES

✦ Airplane Mode

✦ Bluetooth

✦ Contacts

✦ GPS

✦ Message

✦ Microphone Headset

✦ Missed Call

✦ Mute Microphone

✦ Ringtone

✦ Signal Strength

✦ Silent Mode

✦ Vibration

✦ Video Call

✦ Voicemail

✦ Wi-Fi or Hotspot



Photo Source: www.thenounproject.com

Vibration



Photo Source: www.icon-icons.com



Photo Source: <http://www.pkicon.com>



Photo Source: www.pongcase.com



Photo Source: www.flaticon.com



Photo Source: www.vecteezy.com



Photo Source: pngtree.com



Photo Source: www.pinterest.com



Photo Source: www.flaticon.com

GPS



Photo Source: www.iconfinder.com



Photo Source: <http://chittagongit.com>



Photo Source: www.thaipng.com

Voicemail



Photo Source: <http://www.conovance.com>

Video Call



Photo Source: www.iconfinder.com



Photo Source: <https://commons.wikimedia.org>

Part 3: Specify what buttons will be pressed in order to do the following things. Match each button with its use.

Buttons on Office Phones



Hold

Source: gettyimages.com



Conference

Source: geek.stanito.com



Mute

Source: .iconsdb.com



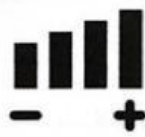
Transfer

Source: pkicon.com



Speaker

Source: github.com



Volume

Source: thenounproject.com



Redial

Source: auto-call-redial.apk.cafe



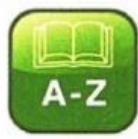
Settings

Source: anngle.org



Message

Source: logospng.com



Directories

Source: gettyimages.com



Help

Source: steamcommunity.com



Headset

Source: iconspedia.com

- a. to adjust volume
- b. to call the number again
- c. to connect to another line
- d. to find troubleshooting
- e. to have someone wait on a call
- f. to listen to voice mail
- g. to set up the phone
- h. to find a phone number
- i. to talk with others on their phone on a line
- j. to turn off voice

Part 4: Read the incomplete dialogues and fill in the missing parts. Listen to the dialogues to check your answers.

DIALOGUE 1



- A:** Excuse me. Do you know how to use the office phone?
- B:** Yes, of course.
- A:** Good. What is the..... button used for?
- B:** It's used for talking with others on their phones on a line.
- A:** I see. Thank you.
- B:** My pleasure.

DIALOGUE 2



- A:** Excuse me. What can I do with the phone if I want to share a conversation with others in the same room?
- B:** Press the button. If it's too loud, adjust the button.
- A:** I see.
- B:** If you don't want to hold the phone to your ear, use the HEADSET mode.
- A:** I understand. Thank you very much.



Making a Phone Contact

Part 5: Read and listen to the dialogue. Answer the questions that follow.



A: Hello. Is Alan there?

B: Sorry. He's not in. Who's speaking?

A: It's Jonathan Grey.

B: May I have your number, please?

A: 084-149-5232.

B: Sorry. The line's very bad. Can you say that again, please?

A: Sure. It's 084-149-5232.

B: I got it. I'll tell him to call you back as soon as he gets in.

1. Who was the caller?

.....

2. Could the caller speak to Alan?

.....

3. What's the caller's phone number?

.....

4. Do you think Alan would call the caller back after receiving the phone message?

.....

Part 6: Read and listen to the dialogue. Use the given phrases to replace the underlined phrases in the dialogue. Rewrite the dialogue in the blank.



☞ Absolutely.

☞ It's...

☞ Can I speak to...?

☞ May I ask who's speaking?

☞ I'll put you through.

☞ Wait a second...

☞ Is there anything I can help?

A: Karen speaking. May I help you?

.....

B: Of course. Can you connect me to Abraham, please?

.....

.....

A: Sure. Who's calling, please?

.....

B: This is Janet Turners. I'm calling from Abbot.

.....

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A: A moment, please. I'll connect you.

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B: Thank you.

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