



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



Photo Source: www.thenounproject.com

► Bluetooth



Photo Source: www.icon-icons.com

► Contacts



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

► GPS



Photo Source: www.pongcase.com

► Message



Photo Source: www.flaticon.com

► Microphone Headset



Photo Source: www.vecteezy.com

► Missed Call



Photo Source: pngtree.com

► Mute Microphone



Photo Source: www.pinterest.com

► Ringtone



Photo Source: www.flaticon.com

► Signal Strength



Photo Source: www.iconfinder.com Photo Source: <http://chittagongit.com> Photo Source: www.thaipng.com

► Silent Mode

GPS

► Vibration



► Video Call



Photo Source: www.iconfinder.com Photo Source: <http://chittagongit.com> Photo Source: www.thaipng.com

► Voicemail

Voicemail

► Wi-Fi or Hotspot



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



Photo Source: www.iconfinder.com



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

Video Call



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



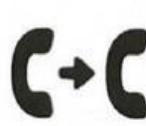
Hold



Conference



Mute



Transfer

Source: gettyimages.com

Source: geek.stanito.com

Source: .iconsdb.com

Source: pkicon.com



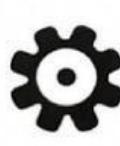
Speaker



Volume



Redial



Settings

Source: github.com

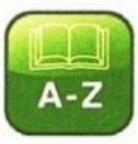
Source: thenounproject.com

Source: auto-call-redial.apk.cafe

Source: anngle.org



Message



Directories



Help



Headset

Source: logospng.com

Source: gettyimages.com

Source: steamcommunity.com

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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