

I/ Decide whether the sentences are TRUE or FALSE.

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| 1/ An attachment is the act of showing kindness and consideration. | TRUE | FALSE |
| 2/ Delete is to remove a message from an inbox. | TRUE | FALSE |
| 3/ At the end of conversation, you tell the person you enjoyed the talk saying
'I will call you back on...' | TRUE | FALSE |
| 4/ A warranty is money that is returned to a buyer because he or she no longer
wants the product. | TRUE | FALSE |
| 5/ Signature is the handwritten name of the sender or letter | TRUE | FALSE |

II/ Put the words in the correct places. There are four words you don't need.

assembled model number satisfied quality retailer postpone receipt
option comes out mail order benefits forward subject replacement

- 1/ If someone is _____, that person is pleased with someone or something.
- 2/ The _____ of something indicates how good or bad it is.
- 3/ To _____ something means to cancel an appointment and rearrange it for a later time.
- 4/ To _____ a message is to send it on to another person.
- 5/ The good or helpful qualities of something are its _____.
- 6/ When pieces of something are put together they are _____.
- 7/ When a company _____ with a new item, it has just become available for sale.
- 8/ The _____ is the title that gives information.
- 9/ A _____ is a document that shows money was exchanged for a product.
- 10/ A _____ is a set of numbers on a product that identifies its features.

III/ Drag the phrases to the correct descriptions.

Can you connect me to extension...? Could I speak to ...? I'm calling from...
Is ... available? Nice speaking to you.

- 1/ The phrase you use to ask for the person you wish to speak with...
- 2/ The phrase you use at the end of a conversation to tell the person you enjoyed the talk ...
- 3/ The phrase you use to ask for someone on the telephone...
- 4/ The phrase you use to identify a company...
- 5/ The phrase you use to ask for a telephone extension number ...