

I/ Decide whether the sentences are TRUE or FALSE.

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 ...