

TELEPHONE CONVERSATIONS –PART 2

1. MATCH THE BEGINNINGS (A-F) TO THE ENDINGS (1-6)

- a** Tell her it's Mr Jenkins. I'm returning ...
- b** Typical! I got cut ...
- c** I hate it when they put you ...
- d** I keep getting an engaged ...
- e** Could you say ...
- f** Can you read that ...

- 1** ... on hold, and then forget about you.
- 2** ... back to me, just to check?
- 3** ... tone. Maybe his phone is off the hook.
- 4** ... her call this morning.
- 5** ... that again, please? I didn't understand.
- 6** ... off in the middle of the call.

a.	
b.	
c.	
d.	
e.	
f.	

2. DRAG THE WORDS IN THE LIST NEXT TO THEIR DEFINITIONS (1-12)

PHONE BOOK	ENGAGED	DIALLING TONE	REVERSE CHARGE CALL
ROAMING	OFF PEAK CALL	WRONG NUMBER	SWITCHBOARD
EXTENSION BOARD	SMARTPHONE	DIRECTORY ENQUIRES	MISSED CALL

- 1** A continuous sound that means you can dial the number you want.
- 2** The equipment which distributes calls to the different departments and offices in a company.
- 3** A phone number you dial by mistake.
- 4** Busy – someone is using the line you want.
- 5** The number of each different phone in a company.
- 6** A call which is paid for by the person you are calling.
- 7** Mobile phone with Internet capabilities and touch screen.
- 8** A book with a list of telephone numbers.
- 9** A service you phone if you want to find a number.
- 10** When you use your mobile phone outside your local area or in another country.
- 11** A call someone made which you didn't answer.
- 12** A call made in the evening or at the weekend which has a lower charge.