

## 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.