



How often do you use your phone to make calls?  
Do you know any phone numbers by heart or you  
keep them in phone book?

Then check in the **vocabulary builder**.

- 1 My son never answers his mobile when I call. I always have to **text** him.
- 2 When I called, I was put **on hold** for about 20 minutes with this terrible music playing.
- 3 I tried calling six times, but the **line** was always **busy**.
- 4 We couldn't finish our conversation because we **got cut off**.
- 5 Matt! Can I **call you back**? I'm having dinner.
- 6 The **coverage** isn't very good here. You might have to go outside to make a call with your mobile.
- 7 Sorry, I can't hear you very well. It's a very poor **signal**.
- 8 The number I had was for the wrong person, but she was helpful and **put me through** to the right department.
- 9 We started to argue and I didn't want to hear any more, so I just **hung up**.

**B Work in groups. Discuss these questions.**

- Do you know anyone who never answers their phone?
- Do you text or phone more? Why?
- Do you know anywhere that often puts you on hold?
- Why might you get cut off during a phone call?
- Do you know anywhere with bad coverage?
- Have you ever hung up on anyone? Why?

**A Complete the sentences with the prepositions in the box.**

away from in of off out up

- 1 A: Hello, is that Mary Williams?  
B: No, it's Jane. Mary's ..... . She's just gone to the shops. Is it urgent?
- 2 A: Hello, could I speak to Mr Haskell?  
B: I'm afraid he's ..... . He won't be back for a few days. Can I take a message?
- 3 A: Hello, could I speak to John Waterman?  
B: Of course. Hold the line. I'm afraid there's no answer. He must be ..... a meeting.
- 4 A: Could I speak to Ken Paterson, please?  
B: Oh, you've just missed him. He's just walked out ..... the door.
- 5 A: Hi. Frazer?  
B: No, it's actually Sylvia. I'm covering for Frazer. He's ..... sick at the moment. How can I help?
- 6 A: Hi, is Jay there?  
B: Yes, but he's not ..... yet. Shall I wake him?
- 7 A: Hi, is Greg there, please?  
B: No, sorry. He's working ..... home today.

