Exercise 1

Complete the sentences with the words in the box.

back | back to | for

1 We'll come _____ that point later on.
2 She called the number and asked _____ the manager.
3 Hiroto was keen to get _____ work.
4 Something held her _____ from saying anything.
5 He always asked _____ a receipt.
6 I'll call you _____ with more details later.

Exercise 2

Complete the sentences. Choose the correct particles.

1 Would you mind holding *out / on / back* while I call Mr Smith?
2 He's not here at the moment. Can I ask him to call you *up / back / out*?
3 I'll get *back / out / on* to you soon with my decision.
4 The photo is very unclear – I can't make it *out / up / over* very well.
5 He asked her to go to the cinema with him but she turned him *out / back / down*.
6 I've got a proposal I'd like to put *through / to / with* you.

Exercise 3

Match phrasal verbs 1–6 with definitions A–F.

1 turn down
2 make out
3 come back to
4 hang on
5 hold back
6 hear from

A manage to see or hear something
B wait for a short time
C refuse a request or offer
D receive a message from someone
E not say or do something you want to
F mention something again

Exercise 4

Match sentence halves 1–6 with A–F to make complete sentences.

1 I called her up last night
2 We haven't heard
3 I really need to talk to
4 It was dark and it was hard to make out
5 I put it to him that he might make
6 In the end he decided to

A to ask how she was.
B turn down the offer.
C what the sign said.
D from him in a long time.
E you about something.
F money from the scheme.

Exercise 5

Replace the underlined phrasal verbs with one from the box with the same meaning.

called ... back | call up | get back to | hang on | make out | talk to

1 Can we go back to the point you raised earlier?
2 I can't work out why he did it.
3 I rang Stefan back the following day.
4 Can you hold on for a minute or two?
5 Can I talk with you about this?
6 You can phone up and speak to an adviser at any time.

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Exercise 6

Read the following text message conversation. Underline all the phrasal verbs, then match them with the correct definitions 1–6.

Katy: Hi Ying! Sorry I had to go earlier on the phone. My mum was trying to talk to me from downstairs and I couldn't make out what she was saying.

Ying: That's OK! Thanks for getting back to me. I just called you up to ask you for some advice.

Katy: I'm busy right now, but can you call me back at 7 p.m.?

Ying: Sure. We'll speak then!

1 telephone someone
2 say you would like to have something
3 manage to hear something
4 telephone someone for a second time
5 contact someone again after a short time
6 have a conversation with someone

Exercise 7

Complete the sentences with the correct form of the phrasal verbs in the box.

make out	hang on	come back to	turn down	put ... to	hold back

1 Sorry, I couldn't _____ what you said there. Can you repeat that?
2 I'm afraid I'm going to have to _____ your offer.
3 Let's _____ that question a bit later.
4 Would you mind _____ a moment?
5 I usually don't _____: I say what I mean.
6 He _____ it _____ her that she had done this deliberately.

Exercise 8

Read the extract from an email to an online shopping company. Underline all the phrasal verbs, then answer the questions.

I'd like to make a complaint about your customer service. I was told that if there was a problem with my order, I should call up the customer service department and talk to someone about it. Well, when someone eventually answered the phone, I was told to hold on while they found my details. After half an hour of hanging on, nobody had got back to me, so I ended the call. I was hoping to hear from you again but nobody has called me back yet. I might have to put my complaint to them in writing now.

1 Who did the caller want to have a conversation with?
2 What did the caller have to do for a long time, after someone answered the call?
3 How long did the caller have before ending the phone call?
4 What did the caller expect would happen after ending the phone call?
5 Has the caller had any response from the company?
6 What does the caller intend to do next?

Your turn!

Do you prefer to send messages or speak to people on the phone? Use the phrasal verbs in this unit to talk about the different ways you communicate.
For example:

I like talking to my friends on the phone.



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