

### 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    | A manage to see or hear something     |
| 2 make out     | B wait for a short time               |
| 3 come back to | C refuse a request or offer           |
| 4 hang on      | D receive a message from someone      |
| 5 hold back    | E not say or do something you want to |
| 6 hear from    | 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              | A to ask how she was.      |
| 2 We haven't heard                        | B turn down the offer.     |
| 3 I really need to talk to                | C what the sign said.      |
| 4 It was dark and it was hard to make out | D from him in a long time. |
| 5 I put it to him that he might make      | E you about something.     |
| 6 In the end he decided to                | 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.

## 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.*



Hang on while I update my blog!