

## 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!**