1. If someone leaves you a message on voicemail, you have to _____ it.

- A. read
- B. listen to
- C. text

2. I'm sorry, but I really have to take this

- A. ring
- B. tone
- C. call

3. I'm busy right now. Can you _____ later?

- A. hang up
- B. call back
- C. call through

4. To use the phone in your hotel room, you have to _____ "0" for the operator first.

- A. answer
- B. pick up
- C. dial

5. Maria's not here just now. Would you like her to _____ your call?

- A. return
- B. answer
- C. take

6. A telephone call in which three or more people can hear and speak with one another is a

- A. conference call
- B. robocall
- C. busy signal

7. "Greentree Financial Services. How may I _____ your call?

A. connect

B. direct

C. hold

8. "I'm calling _____ a problem with a product I bought yesterday."

A. about

B. to

C. with

9. "I'm sorry, John's not in his office right now. Would you like to _____ a message?"

A. give

B. have

C. leave

10. "May I speak with Mrs. Black?" "Yes, of course. Please _____."

A. hang

B. hold

C. pause

11. "I'm sorry, the director has _____ for the day. You can call back in the morning."

A. left

B. out

C. went

12. "Could you speak a little _____?"

A. louder

B. noisier

C. stronger

15) "Can I talk to Henry?" "Sure - just a _____."

A. bit

B. min

C. sec