

Label the pictures using the numbers.

- |                 |                       |               |               |
|-----------------|-----------------------|---------------|---------------|
| 1. out of order | 2. answer             | 3. phone call | 4. phone book |
| 5. ringing      | 6. telephone operator | 7. Dial       |               |



MATCH

- |                      |                                    |
|----------------------|------------------------------------|
| 1. Thank you.        | Yes, she is. Just a minute please. |
| 2. I'm sorry.        | No, it isn't.                      |
| 3. Is this 555-1037? | That's OK.                         |
| 4. Is Anna there?    | You're welcome.                    |

Read the conversation and complete them using the words in the box.



Complete the conversation.

- a. Hello  
 b. Hello, \_\_\_\_\_ Liz there?  
 a. Yes, \_\_\_\_\_ is. Just a minute, \_\_\_\_\_.  
 c. Hello?  
 a. Hello Liz. This is \_\_\_\_\_  
 c. Oh hi, Tom. How are \_\_\_\_\_?  
 a. Not bad.



is - please - she - Tom - you

Choose the best answer.

1. Hello?

a. Fine thanks. B. Hello, is this Susy?

C. That's ok.

2. Spell your last name please.

a. M-a-r-y

B. G-a-r-c-i-a

C. It's 5551837

3. And, what's your phone number?

a. I'm sorry

B. Smith

C. It's 5551837

4. Is this 78045421?

a. I'm sorry.

B. Yes, it is.

C. Hello?

5. \_\_\_\_\_ "It's 5551897."

a. Is this Sam?

B. What's Sam's number?

C. What's your name?

Put the conversation in order, number 1 is done for you.

☐

I'm fine, thank you. And you?

☐

I'm OK, thanks.

☐

Hello, Amanda. It's Sam.

☐

Sam! How are you?

☒

Hello, Amanda Smith.