

UNIT 3 - ON THE PHONE

Name: _____ No. _____ M.6/4 Date: _____

VOCABULARY

EXERCISE 1: Choose the best word to fit the gap.

1. Mrs Perez is writing to _____ the arrangements she made with you.
a. Conform b. Confer c. Confirm d. confine
2. _____ I'll see if Mr Watson is available.
a. Keep on b. Hold on c. stay d. Go on
3. I'll put you _____ to the Sales Department.
a. Off b. over c. in d. Through
4. Oh, dear. I think I've _____ the wrong number.
a. Put b. Dialled c. done d. Through
5. I'm _____ Miss Johnson's in a meeting.
a. Afraid b. Worried c. frightened d. Concerned
6. No. This is the Finance Department. I'll check the _____ number.
a. External b. Extension c. exterior d. Extraction
7. There are no public phones in here but there is a phone _____ in Market Street.
a. Operator b. Room c. booth d. Switchboard
8. Would you like me to fix up an _____ for you?
a. Attendance b. Arrangement c. appointment d. Application
9. Don't make jokes on the phone as you may be _____.
a. Misplaced b. Mistaken c. misunderstood d. Misguided
10. You should always speak to customers _____.
a. Kindly b. slowly c. politely d. Carefully

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EXERCISE 2 Choose one of the phrases from the boxes to complete these conversations.

Conversation 1

Bill: Hi, Sally. (1) _____ changing the time of today's meeting? Some time this afternoon would be better for me.

Sally: (2) _____ I've got to finish that report today. Perhaps we could fix something up for tomorrow?

Bill: (3) _____ ?

Sally: (4) _____ Bill but I think (5) _____ .

Bill: O.K. Let's get together tomorrow.

if you need any help	would you mind	would you like a hand	do you think you could
that's very kind of you	I won't be able to	I'm sorry but	I'd prefer to do it myself

1.

2.

3.

4.

5.

Conversation 2

Jim: Dr Henderson, (6) _____ I go home early today?

Dr H.: (7) _____. Are you feeling O.K.?

Jim: I'm fine but I've got a lot of preparation to do for that course I'm on.

(8) _____ take tomorrow morning off as well?

Dr H.: No, (9) _____. The sales staff are coming in for a briefing.

Jim: Oh, yes. I'd forgotten.

Dr H.: What about taking some holiday next week?

Jim: No, thanks. (10) _____. I'll need to take some holiday later.

I'm afraid you can't	I think I can manage	Do you mind if	Sure, go ahead
I'm sorry but	Yes, please. Thanks a lot	Do you think I could	

6.

7.

8.

9.

10.