

## UNIT 7 REVISION

### 1. Match the definitions to the answers

#### Definitions:

- a. the sound a phone makes when it gets a call.
- b. to say or do something again.
- c. to lose connection during a phone call.
- d. to connect a phone call to another person.
- e. to say or write something in response to a question.
- f. a person who makes a phone call.
- g. to wait while talking on the phone without hanging up.
- h. a person who does a job that needs special training or skills.
- i. to end a relationship with someone you love.
- j. to do something wrong or incorrect.
- k. a phone number that is not correct for the person you want to reach.
- l. to pay attention and not take risks.
- m. an extra part added to something, like a phone line.
- n. to end a phone call by putting down the phone.

#### Words:

- 1. caller
- 2. extension
- 3. answer
- 4. ring
- 5. professional
- 6. wrong number
- 7. repeat
- 8. break up
- 9. put through
- 10. hang up
- 11. get cut off
- 12. make a mistake
- 13. be careful
- 14. put on hold

### 2. Complete the text using the words below.

*put on hold, professional, wrong number, put through, caller (6), repeat, extension, get cut off, ring, break up, make a mistake, answer, be careful*

In the office, the phone began to \_\_\_\_\_ (1). Sarah had to \_\_\_\_\_ (2) the call. She picked up the line and greeted the \_\_\_\_\_ (3) with a smile in her voice. "Hello, you've reached Green Energy. How may I help you?"

The \_\_\_\_\_ (4) asked to speak to Mr. Adams. Sarah checked the \_\_\_\_\_ (5) number before she tried to \_\_\_\_\_ (6) the call. She remembered to \_\_\_\_\_ (7) not to \_\_\_\_\_ (8) with the numbers. Once, she dialed the \_\_\_\_\_ (9) and had to explain to the \_\_\_\_\_ (10).

While talking, the call started to \_\_\_\_\_ (11). Sarah politely informed the \_\_\_\_\_ (12), "I'm sorry. The line is not clear. Could you please \_\_\_\_\_ (13) that?" She worried they might \_\_\_\_\_ (14).

She asked the \_\_\_\_\_ (15) if it was okay to \_\_\_\_\_ (16) while she fixed the issue. The \_\_\_\_\_ (17) agreed, and Sarah quickly resolved the problem. Once done, she continued the call with a \_\_\_\_\_ (18) tone.

After the conversation was over, Sarah said, "Thank you for calling. Goodbye," and hung up the phone with relief. Keeping calm helps in managing calls at work efficiently.

3. Match the adjectives with their definitions:

Definitions:

- a. showing good manners and respect to others.
- b. being nice and helpful to other people.
- c. making people laugh or smile with jokes or actions.
- d. feeling strong dislike or upset about something.
- e. not showing respect and being impolite to others.
- f. thinking about important things and not joking around.

Words:

- 1. angry
- 2. funny
- 3. friendly
- 4. polite
- 5. serious
- 6. rude