

# ON THE PHONE

## BÖLÜM - 1



### Exercise

What ways of communication do the people above mention? Write the names of the people.



Exercise

Complete the speech bubbles with "will" and the verbs in the box below.




look / up  
buy  
put  
note  
get




Exercise

Choose the correct words to complete the dialogues.





**Jane:** Hello. Can I help you?  
**Peter:** Oh, hello, this is Peter <sup>1</sup>speaking / asking. I'd like to speak to Mr James, please.  
**Jason:** I'm afraid he isn't <sup>2</sup>available / busy at the moment. Would you like to <sup>3</sup>leave / take a message?  
**Peter:** No, thanks. I'll call him <sup>4</sup>back / up later.





**Jack:** Hello, Ms Li. This is Jack Williams <sup>8</sup>holding / calling. May I speak to Mr Francis, please?  
**Ms Li:** Don't <sup>9</sup>hang on / hang up the phone, please. I'll check if he's in his office.  
**Jack:** Okay, I'm waiting.  
**Ms Li:** Mr. Francis is available now. I'll <sup>10</sup>get / put you through.

**Cindy:** Hi! <sup>5</sup>May / How I speak to Kate?  
**Rita:** <sup>6</sup>It's a bad line. / It's engaged. Could you speak louder, please?  
**Cindy:** Sure. Is Kate there?  
**Rita:** Oh, yes. <sup>7</sup>Hang on / Hang up a minute; I'll get her.  
**Cindy:** Thank you.

**Jack:** Good afternoon. This is Jack calling. May I speak to Tom?  
**Pam:** I'm afraid he <sup>11</sup>'s gone out / is here. Shall I <sup>12</sup>leave / take a message?  
**Jack:** Okay. Can you tell him to bring our project to school tomorrow?  
**Pam:** I'll tell him when he gets home back.

### Question

Choose the best option to fill in the blanks.

**Fred:** -----, please. We need to talk about one more thing.

**Juan:** Okay. What is it?

**Fred:** It's about Kate's surprise party.

- A) I can't hear you well
- B) The doorbell is ringing
- C) Don't hang up the phone
- D) I'll get back to you as soon as possible

### Question

Choose the best option to fill in the blanks.

**Nike:** -----?

**Peter:** Oh, dear! He's just gone out.

**Nike:** Can you tell him to call me back as soon as possible, please?

**Peter:** Sure. I'll let him know about your message.

- A) Did you call Mr. Jacobs today
- B) When are you going to call me
- C) How do you get in touch with your friends
- D) Could you put me through to Mr. Jacobs

### Question

Choose the best option to fill in the blanks.

**David:** Hello. This is David calling. -----?

**Lucy:** Good morning, David. This is Pam, Tom's mother. He is out at the moment.

**David:** I'm sorry to hear that. -----?

**Lucy:** Sure. I'll write it down. Hang on a moment, please.

**David:** I'm waiting.

**Lucy:** I'm ready now. What do you want me to tell him?

**David:** Can you tell him to pick me up tomorrow morning?

**Lucy:** -----?

**David:** No, that's all. Thank you. Bye.

**Lucy:** Bye.

Which of the following questions does NOT complete the dialogue?

- A) Anything else
- B) Can I speak to Tom, please
- C) Can you tell him to contact me
- D) Can you take a message for me



### Question

The following people are talking about their communication preferences.

**Nick:** For me, the ideal way to communicate is meeting up with my friends. We spend great time together.

**Banu:** I prefer to use social networks. I think they are the best way to keep in touch with our buddies.

**Kate:** I love chit-chatting, so I make long phone calls. Mom often warns me!

**Ada:** I have a cell phone and I always text messages. I think this is the easiest way.

According to the speech bubbles above, who prefers face-to-face communication?

- A) Nick
- B) Banu
- C) Ada
- D) Kate

### Question

Answer the question according to the telephone conversation below.

**Secretary:** Happy Smiles Dental Clinic. How can I help you?

**Patient:** Hello. This is James Brown calling. I have an appointment tomorrow morning, but I won't be able to come.

**Secretary:** Okay. What time is your appointment, Sir?

**Patient:** At 9:00 o'clock.

**Secretary:** Do you want me to change the time, Sir?

**Patient:** Oh, no. I want you to change the date. I want to come next Friday on the same time.

**Secretary:** Okay. Let me check first. *(two minutes later)*

Dr. Harrold is available next Friday morning. I've arranged your appointment, Sir. But, one more thing! Don't forget to confirm your appointment via email two days before you come to our clinic, Sir.

**Patient:** Okay. Thank you.

**Secretary:** You're most welcome, Sir.

Which of the following is FALSE about the dialogue above?

- A) James can't make it to his appointment tomorrow morning.
- B) James will confirm his appointment on the Internet.
- C) James wants to make a change with his new appointment.
- D) James has to confirm his appointment before he goes to the clinic.