

Premier Skills English

Talking on the phone Worksheet 1

VOCABULARY

In the podcast, Jack and Rich used a lot of words and phrases we use when talking on the phone. Look at these sentences from the podcast, do you understand the words **in bold**?

No, no. I'm not Rich. I think you've got **the wrong number**.

Sorry, I'm **in the middle of something**. Can I **call you back** in a minute?

Sorry, Rich. I can hardly hear you. This **line is really bad**. Can you **hang up** and call me back?

The **line's gone dead**. I think he's **cut me off**! I'll try **ringing** one more time.

INSTRUCTIONS

Match the words on the left with the descriptions on the right.

VOCABULARY

1. to call someone back
2. a bad line
3. to give someone a ring
4. to speak up
5. to get the wrong number
6. in the middle of something
7. to hang up
8. to cut someone off
9. to get through to someone
10. to put someone through

DESCRIPTIONS

- a. a phrase that means to telephone someone
- b. to return someone's call; to phone someone after they have phoned you
- c. to make contact with someone (often after a lot of effort) on the telephone
- d. to finish a phone call very suddenly, possibly because you are angry
- e. a connection with lots of noise
- f. an action to automatically pass your call to a different person or department
- g. to call someone by mistake
- h. to talk more loudly
- i. to be doing something else; to be busy
- j. to finish a telephone call

Answers: 1-b, 2-e, 3-a, 4-h, 5-g, 6-i, 7-f, 8-d, 9-c, 10-f