

UNIT 3 On the phone

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 confine** **D confirm**
- 2 _____ . I'll see if Mr Watson is available.
A Hold on **B Keep on** **C Go on** **D Stay**
- 3 I'll put you _____ to the Sales Department.
A over **B off** **C through** **D in**
- 4 Oh, dear. I think I've _____ the wrong number.
A put **B done** **C through** **D dialled**
- 5 I'm _____ Miss Johnson's in a meeting.
A worried **B afraid** **C concerned** **D frightened**
- 6 No. This is the Finance Department. I'll check the _____ number.
A extension **B external** **C exterior** **D extraction**
- 7 There are no public phones in here but there is a phone _____ in Market Street.
A room **B operator** **C booth** **D switchboard**
- 8 Would you like me to fix up an _____ for you?
A application **B appointment** **C arrangement** **D attendance**
- 9 Don't make jokes on the phone as you may be _____ .
A misunderstood **B misplaced** **C mistaken** **D misguided**
- 10 You should always speak to customers _____ .
A slowly **B politely** **C carefully** **D kindly**

New International Business English

Reading

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

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	