## New International Business English

**Test** 

# UNIT 3 On the phone

**B** politely

### Vocabulary

RCISE 1 Choose the	e best word to fit the gap	).			
Mrs Perez is writing to		_ the arrangements she made with you.			
A conform	<b>B</b> confer	C confine	<b>D</b> confirm		
	. I'll see if Mr Watso				
A Hold on	<b>B</b> Keep on	C Go on	<b>D</b> Stay		
I'll put you	to the Sal	es Department.			
A over	<b>B</b> off	C through	<b>D</b> in		
Oh, dear. I think I've		the wrong number.			
A put	<b>B</b> done	C through	${f D}$ dialled		
I'm Miss Johnson's in a meeting.					
A worried	<b>B</b> afraid	C concerned	<b>D</b> frightened		
No. This is the Finance Department. I'll check the number.					
<b>A</b> extension	<b>B</b> external	C exterior	<b>D</b> extraction		
There are no public phones in here but there is a phone in Market Str					
A room	<b>B</b> operator	C booth	<b>D</b> switchboard		
Would you like me to fix up an for you?					
<b>A</b> application	<b>B</b> appointment	C arrangement	<b>D</b> attendance		
Don't make jokes on the phone as you may be					
A misunderstoo	d <b>B</b> misplaced	C mistaken	<b>D</b> misguided		
You should always speak to customers					
	A Hold on  I'll put you A over  Oh, dear. I think A put  I'm A worried  No. This is the land A extension  There are no put A room  Would you like A application  Don't make joke A misunderstood	Mrs Perez is writing to  A conform  B confer  I'll see if Mr Watson  A Hold on  B Keep on  I'll put you to the Salan  A over  B off  Oh, dear. I think I've  A put  B done  I'm Miss Johnson's in  A worried  B afraid  No. This is the Finance Department. In  A extension  B external  There are no public phones in here buth A room  B operator  Would you like me to fix up an  A application  B appointment  Don't make jokes on the phone as you A misunderstood  B misplaced	I'll see if Mr Watson is available.  A Hold on B Keep on C Go on  I'll put you to the Sales Department.  A over B off C through  Oh, dear. I think I've the wrong number.  A put B done C through  I'm Miss Johnson's in a meeting.  A worried B afraid C concerned  No. This is the Finance Department. I'll check the  A extension B external C exterior  There are no public phones in here but there is a phone  A room B operator C booth  Would you like me to fix up an for you?  A application B appointment C arrangement  Don't make jokes on the phone as you may be  A misunderstood B misplaced C mistaken		

C carefully

**D** kindly

A slowly

### New International Business English

#### Reading

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

Conver	sation 1	·	•			
Bill:	l: Hi, Sally. (1) changing the time of today's meeting? Some time this afternoon					
	be better for me.					
Sally:	Sally: (2) I've got to finish that report today. Perhaps we could fix something					
	tomorrow?					
Bill:	(3)	_?				
Sally:	(4)	) Bill but I think (5)				
Bill:	O.K. Let's get tog	ether 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		
Conver	sation 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 forgo	tten.				
Dr H.	What about takin	g some holiday next week?				
Jim:	No, thanks. (10)	I'll need to	take some holiday later.			
I'm a	fraid you can't	I think I can manage	Do you mine	d if Sure, go ahead		
I'm so	I'm sorry but Yes, please. Thanks a lot Do you think I could		k I could			