



UNIT 4

ON THE PHONE



by Salih ÖZDEMİR



We are going to learn:
Following
phone conversations

DAHA FAZLA BU TARZ ETKİNLİK İÇİN **METAWORD** KİTABIMIZIN VE **MOD SORU BANKAMIZIN** AKILLI TAHTA UYGULAMASINI altinkarne.com SİTEMİZDEN ÜCRETSİZ İNDİREBİLİRSİNİZ.

UNIT QUESTIONS

Can / Could you hold on a minute, please?	Bir dakika bekler misiniz, lütfen?
Could/May/Can I speak to Mr. Watson?	Bay Watson ile konuşabilir miyim?
Could you tell him to call me back today?	Ona beni bugün aramasını söyler misin?
Could/May/Can I help you?	Yardımcı olabilir miyim?
Would you like to leave a message?	Mesaj bırakmak ister misiniz?
Could / Can you repeat, please?	Tekrar eder misin lütfen?
How do you keep in touch with your friends?	Arkadaşlarınla nasıl iletişimde kalırsın?
How do you spell your name and surname?	İsminizi ve soy isminizi nasıl kodlarsınız?
Could you tell her to contact me?	Benimle iletişime geçmesini söyler misin?



COMMON EXPRESSIONS

Hang / Hold on a minute.	Bir dakika bekleyin.
Please, hang on.	Lütfen bekleyin.
Buse speaking.	Buse konuşuyor/ Ben Buse.
Hello! This is Peter calling.	Merhaba ben Peter.
I'll call you back.	Seni tekrar arayacağım.
I'll get back to you in an hour.	Bir saat içinde size geri arayacağım.
I'll talk to you soon.	Yakında görüşürüz.
We will meet up soon, then.	O zaman yakında görüşürüz.
I am sorry to hear that.	Bunu duyduğuma üzüldüm.
I'm afraid he isn't available at the moment.	Korkarım şu an müsait değil.
He'll get back to you as soon possible.	En kısa zamanda size geri dönecek.
I can't hear you well.	Seni iyi duyamıyorum.
I don't want to answer it.	Buna cevap vermek istemiyorum.
It's a bad line.	Kötü / bozuk / cızırtılı hat.
I'll put you through the headmaster.	Sizi müdüre aktarıyorum.
Don't hang up the phone, please.	Telefonu kapatma lütfen.
Thanks for calling.	Aradığın için teşekkürler.
Let's go on chatting.	Hadi mesaj üzerinden devam edelim.
I'll call you later.	Seni daha sonra ararım.



ADJECTIVES

embarrassed	utanmış, mahcup	surprised	şaşkın
crazy	çılgın	happy	mutlu
smart	zeki	sleepy	uykulu
bored	sıkılmış	angry	kızgın
scared	korkmuş	cool	havalı
lovely	sevimli, hoş	generous	cömert
afraid	korkmuş	stranger	yabancı
engaged	meşgul	latest	en son
easy	kolay, basit	expensive	pahalı
polite	kibar, nazik	local	yerel
homeless	evsiz	important	önemli
possible	mümkün	useful	faydalı
sure	emin	loud	yüksek sesli
harmful	zararlı	available	müsait



NOUN / ADJECTIVE PHRASES

faculty of medicine	tıp fakültesi	generous person	cömert kişi
mobile phone	cep telefonu	bad line	kötü şebeke
doctor appointment	doktor randevusu	shopping list	alışveriş listesi
customer service	müşteri hizmetleri	local authority	yerel yönetim
latest version	en son sürüm	call centre	çağrı merkezi
security risk	güvenlik riski	health service	sağlık hizmeti
homeless people	evsiz insanlar	kite festival	uçurtma festivali
school project	okul projesi	phone conversation	telefon konuşması
restaurant reservation	restoran rezervasyonu		
internet connection	internet bağlantısı		

NOUNS

line	hat, Őebeke	headmaster	m¼d¼r	cinema	sinema
memo	kısa not	appointment	randevu	order	sipariŐ
reservation	rezervasyon	customer	m¼Őteri	service	servis, hizmet
officer	memur	incident	olay	burglar	ev hırsızı
balcony	balkon	neighbour	komŐu	conversation	konuŐma
fire	yangın	invitation	davet	accident	kaza
joke	Őaka	ambulance	ambulans	technology	teknoloji
version	s¼r¼m	pros	olumlu yanlar	cons	olumsuz yanlar
concentration	konsantrasyon	risk	risk	security	g¼venlik
addiction	bađımlılık	information	bilgi	issue	konu, problem
authority	yetkili	message	mesaj	festival	festival
project	proje	note	not	wife	eŐ (kadın)
office	ofis	faculty	fak¼lte	culture	k¼lt¼r
suggestion	¼neri	contact	irtibat	emergency	acil



VERBS

hear	duymak	repeat	tekrarlamak
speak	konuŐmak	study	çalıŐmak (ders)
call	aramak (telefon)	wonder	merak etmek
connect	bađlanmak (iletiŐim)	contact	temas kurmak
invite	davet etmek	ring	çalmak (telefon)
receive	almak	leave	bırakmak, ayrılmak
join	katılmak	water	sulamak
need	ihtiyaç duymak	try	denemek
answer	cevaplamak	notice	farketmek
seem	g¼r¼nmek	contact	iletiŐim kurmak
reserve	ayırtmak (yer vb)	provide	sađlamak
change	deđiŐtirmek	carry	taŐıymak
disturb	rahatsız etmek	decide	karar vermek
solve	ç¼zme	express	açıklamak
press	basmak (tuŐ)	book	ayırtmak (yer vb)
introduce	tanıtmak	accept	kabul etmek
approve	onaylamak	evolve	evrilmek

VERB PHRASES

hang on	hatta kalmak	hold on	hatta beklemek
get back	dönmek, geri aramak	put someone through	birini bağlamak
hang up	telefonu kapatmak	hold on a minute	bir dakika beklemek
leave a message	mesaj bırakmak	call back	geri aramak
go out	dışarı çıkmak	meet up	buluşmak
take care	dikkat etmek	dial a number	bir numara çevirmek
break into	zorla girmek(ev vb.)	calm down	sakin olmak
get in touch	iletişime geçmek	keep in touch	iletişimde kalmak
get information	bilgi almak	get help	yardım almak
ask for	rica etmek	go on	devam etmek

I'm busy!
Leave a
message!



Don't hang up the
phone please. I will
put you through.

Vocabulary Exercises

1. Write the words under the pictures.

crazy

embarrassed

scared

angry

cool

happy

1.



2.



3.



4.



5.



6.



2. Complete the sentences with the words below.

repeat

leave

burglar

customer

hold

afraid

addiction

call

1. I couldn't understand. Could you _____ that please?
2. A _____ broke into my neighbor's house so I called the police.
3. He isn't available now. Do you want to _____ a message?
4. Smartphone _____ is a serious problem among teenagers.
5. Could you tell him to _____ me back?
6. I'm _____ he is busy now.
7. Can you _____ on a minute please?
8. If you have a technical problem, you can call the _____ service.

3. Match the halves of the phrases.

- | | |
|----------|------------------|
| 1. hang | ___ a) a number |
| 2. call | ___ b) up |
| 3. bad | ___ c) in touch |
| 4. hang | ___ d) authority |
| 5. keep | ___ e) on |
| 6. local | ___ f) back |
| 7. dial | ___ g) line |



5. Find the 8 words in the word-search puzzle below.



4. Circle the correct options to complete the sentences.

- I'm sorry, but he is **busy / available** at the moment.
- How do you **keep / wait** in touch with your friends?
- Can you hold on a minute? I will **put / take** you through.
- Daisy is making a phone **incident / conversation**.
- John has a doctor **center / appointment**.
- She isn't available now. She will **get / ask** back to you as soon as possible.

THE CHAMPION'DAN KELİME SORULARI

I'm afraid he isn't _____ at the moment.
Would you like to leave a message?

- A) homeless B) engaged
C) available D) embarrassed

Maria : I think it's a bad line. I can't hear you well.
Could you _____?

Liz : Sure. Shall we meet at half past one in
front of the cinema.

- A) repeat B) hang up
C) approve D) evolve

Amy : I can't hear you well, Josh. It's a / an
_____. Can you speak louder?

Josh : Sure. Is that better?

- A) road accident B) concentration
C) bad line D) emergency number

Darren : Hello! This is Darren speaking. Is Clara
there?

Tina : No, she isn't. She has gone out. Can I
take a message?

Darren : No, thanks. I'll _____ later.

- A) call back B) pick up the phone
C) put you through D) calm down

QR Kodu Okut Kitabı İncele!



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Bu Kitap Bu Seneye Damga Vuracak...

Following Phone Conversations

We use 'can' / 'could' / 'may' for polite requests and permissions.



Examples

How may I help you?

May I speak to Mr. Brown please?

Could I use your mobile phone?

Could I ask who is calling?

Could you tell him to call me back?

Can you spell your last name?

Can I ask you a question?

Can I take your phone number?

Size nasıl yardımcı olabilirim?

Bay Brown ile konuşabilir miyim lütfen?

Telefonunuzu kullanabilir miyim?

Kimin aradığını sorabilir miyim?

Ona beni geri aramasını söyler misin?

Soy isminizi heceler misiniz?

Size bir soru sorabilir miyim?

Telefon numaranızı alabilir miyim?

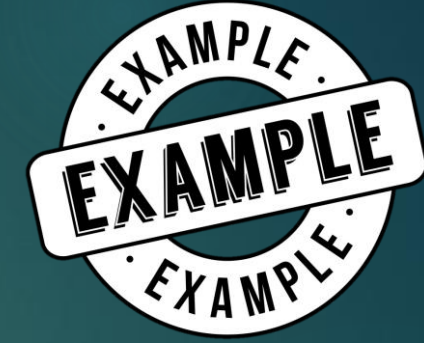


Would like

We use 'would like' for making polite offers and requests.



Examples



Would Helen like to join us?

Helen bize katılmak ister mi?

Would you like to leave a message?

Bir mesaj bırakmak ister misiniz?

When would you like to call him?

Onu ne zaman aramak istersiniz?

Would you like her to call you back?

Onun sizi geri aramasını ister misiniz?



ATTENTION!

We use different phrases to introduce ourselves over the phone.

Study the sentences below.

- Hello, this is Tina Turner.
- Helen speaking.
- This is Melissa calling.
- Hello, this is Tine Turner from Weasley Company.
- It's Helen speaking.

EXERCISES

1. Circle the correct options to fill in the blanks.

Marie : Hello! How **may** / **would** I help you?

Lilly : **May** / **Would** I speak to Mr.Jenner please?

Marie : I'm afraid. He is busy now. Could I **asking** / **ask** who is calling?

Lilly : **She is** / **This is** Lilly Ramsey from Aaron Company.

Marie : Would you like to **leaves** / **leave** a message for him, Mrs. Ramsey?

Lilly : Sure. Could you **telling** / **tell** him to call me as soon as possible?

Marie : Of course. I will pass through your message.



2. Put the sentences into the correct order.

1. I / may / Jane / to / speak?

2. would / to / like / message / a / leave / you?

3. is / Yuri Boyka / calling / is / this.

4. ask / I / could / calling / who / is?

5. may / I / how / help / you?

6. use / could / I / your / mobile / phone?

7. spell / can / your / name / you / please?

3. Find and correct the mistakes in the sentences below.

1. When would you like to meeting Ahmet?

2. Hello, this is Mary Rose speak.

3. May I speaks to Mr.Potter please?

4. Can I asking you a question?

5. Would you likes to leave a message?



Nartest Ingilizce





THE CHAMPION'DAN ve PRESTIGE'DEN YENİ NESİL TEST SORULARI İLE ÖĞRENDİKLERİMİZİ TEST EDELİM

follow
your
dreams



Here is the list of phone calls that Mr. Robertson should make today.

●	Doctor appointment
●	Restaurant Reservation
●	Customer Service
●	Swimming Lesson

Which of the following IS NOT correct according to the list?

- A) Hi! Is Dr. Watson available tomorrow? I need to consult him.
- B) Hello! Can I book a table for two, please?
- C) Hello! Do you have any social media accounts?
- D) Good morning. I have a problem with my Internet connection. Can you help me?



Nichole : Hi, Nichole speaking. _____?

Betty : I'm afraid, he isn't available at the moment.

Nichole : _____?

Betty : Sure. He will get back to you as soon as possible.

Nichole : It's a bad line. I can't hear you well. _____?

Betty : He will call you back as soon as possible.

Which of the following questions DOES NOT Nichole ask Betty?

A) Is Jordan in

B) Could you repeat, please

C) Would you like to leave a message

D) Could you tell him to call me back



Lynn : Could I speak to Mr Williams, please?

Robin : Sure. May I ask who is calling?

Lynn : I'm Lynn Reeds from JJ Company.

Robin : Thanks, Mrs Reeds. Hold the line, please. _____ .

Which option completes the conversation?

A) I'll put you through

C) You can leave a message

B) I'm afraid he isn't available

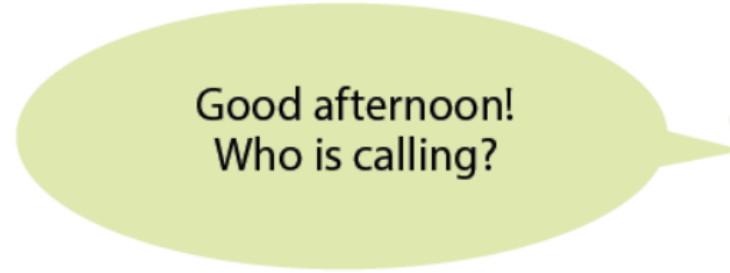
D) I'll get back to you in an hour





Laura

Good afternoon!
Can I speak to Rick
please?



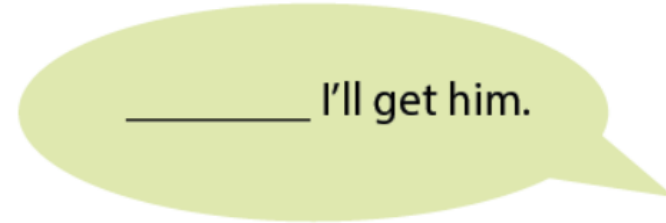
Glen

Good afternoon!
Who is calling?



Laura

Laura speaking.



Glen

_____ I'll get him.

Which of the following DOES NOT complete the conversation?

A) Hang on a moment, please.

B) Hold the line, please.

C) Can you hold on a minute, please?

D) Could you speak louder, please?



Read the conversation below and answer the question according to it.

Lilly : This is Lilly. Is Johnson home?

Ellie : Hi Lilly! It's Ellie speaking. Johnson has gone out.

Lilly : This is very bad. Can I leave a message?

Ellie : Sure. I'll take a memo.

Lilly : Could you please tell him to call me as soon as possible? It's about our science project.

Ellie : Of course. I'll tell your message when he comes.

Which memo did Ellie take?

A)

Lilly called and left a message for you. It's in your message box.

B)

Lilly wanted you to call her. She wants to go to a science fair with you.

C)

Lilly called when you were out. Call back her when you get home. I think it's about your homework.

D)

Your friend, Lilly called you about your science project. She will call back again.

24'ü **8. SINIF**
KIRMIZI SERİ **EFSA NE DENEME SINAVI**
12 SARMAL 12 GENEL **BECERİ TEMELLİ**
İNGİLİZCE
YENİ NESİL
Analiz Sentez
Hayatın İçinde Sorular
Çöz Oku Yorumla
Tablo ve Grafik Yorumlama
MEB Kazanımlarına Uygun
Salih Özdemir
ALTIN NOKTA
NARTEST
KAZANMAK İÇİN NARTEST

NARTEST İNGİLİZCE KALİTESİNE DAHA FAZLA ULAŞMAK İÇİN

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ANSWER KEY

Vocabulary Exercises

1. Write the words under the pictures.



2. Complete the sentences with the words below.

1. I couldn't understand. Could you **repeat** that please?
2. A **burglar** broke into my neighbor's house so I called the police.
3. He isn't available now. Do you want to **leave** a message?
4. Smartphone **addiction** is a serious problem among teenagers.
5. Could you tell him to **call** me back?
6. I'm **afraid** he is busy now.
7. Can you **hold** on a minute please?
8. If you have a technical problem, you can call the **customer** service.

Nartest Ingilizce

3. Match the halves of the phrases.

- | | |
|----------|-----------------|
| 1. hang | 7. a) a number |
| 2. call | 4. b) up |
| 3. bad | 5. c) in touch |
| 4. hang | 6. d) authority |
| 5. keep | 1. e) on |
| 6. local | 2. f) back |
| 7. dial | 3. g) line |



4. Circle the correct options to complete the sentences.

1. I'm sorry, but he is **busy** / available at the moment.
2. How do you **keep** / wait in touch with your friends?
3. Can you hold on a minute? I will **put** / take you through.
4. Daisy is making a phone **incident** / conversation.
5. John has a doctor **center** / appointment.
6. She isn't available now. She will **get** / ask back to you as soon as possible.

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5. Find the 8 words in the word-search puzzle below.



2. Put the sentences into the correct order.

1. I / may / Jane / to / speak?
May I speak to Jane?
2. would / to / like / message / a / leave / you?
Would you like to leave a message?
3. is / Yuri Boyka / calling / is / this.
This is Yuri Boyka calling.
4. ask / I / could / calling / who / is?
Could I ask who is calling?
5. may / I / how / help / you?
How may I help you?
6. use / could / I / your / mobile / phone?
Could I use your mobile phone?
7. spell / can / your / name / you / please?
Can you spell your name please?

3. Find and correct the mistakes in the sentences below.

1. When would you like to meeting Ahmet?
meet
2. Hello, this is Mary Rose speak.
speaking
3. May I speaks to Mr. Potter please?
speak
4. Can I asking you a question?
ask
5. Would you likes to leave a message?
like

Nartest Ingilizce



EXERCISES

1. Circle the correct options to fill in the blanks.

- Marie** : Hello! How **may** / would I help you?
- Lilly** : **May** / Would I speak to Mr. Jenner please?
- Marie** : I'm afraid. He is busy now. Could I **asking** / **ask** who is calling?
- Lilly** : She is / **This** is Lilly Ramsey from Aaron Company.
- Marie** : Would you like to **leaves** / **leave** a message for him, Mrs. Ramsey?
- Lilly** : Sure. Could you **telling** / **tell** him to call me as soon as possible?
- Marie** : Of course. I will pass through your message.



IT'S TIME TO LEARN ENGLISH

