

ON THE PHONE

If you think back to the beginning of cell phones, laptops or really any new technology, it's always expensive.

-Elon Musk



We are going to learn :

- 📎 following phone conversations
- 📎 stating decisions at the time of speaking

UNIT 4

UNIT 4 ON THE PHONE

Common Expressions

Hang / Hold on a minute.

Please, hang on.

Can / Could you hold on a minute, please?

Buse is speaking.

Hello! This is Peter calling.

Is Ali there?

Could/May/Can I speak to Mr. Watson?

I'll call you back.

I'll get back to you in an hour.

Will we meet up?

Keep calm.

I'll be there on time.

I'll tell him to call you.

Could/May/Can I help you?

Would you like to leave a message?

Could / Can you repeat, please?

We will meet up soon, then.

We will meet next Saturday, then.

I am sorry to hear that.

He has gone out.

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

Could you tell him to call me back today?

He'll get back to you as soon possible.

It's a bad line.

I'll put you through the headmaster.

I'll see you at the café tomorrow.

Don't hang up the phone, please.

Thanks for calling.

How do you keep in touch with your friends?

I can't hear you well.

How do you spell your name and surname?

Could you tell her to contact me?

Bir dakika bekleyin.

Lütfen bekleyin.

Bir dakika bekler misiniz, lütfen?

Buse konuşuyor/Ben Buse.

Merhaba ben Peter.

Ali orada mı?

Bay Watson ile konuşabilir miyim?

Seni geri arayacağım.

Bir saat içinde seni/sizi geri arayacağım.

Görüşecek miyiz?

Sakin ol.

Tam zamanında orada olacağım.

Seni aramasını söyleyeceğim.

Yardımcı olabilir miyim?

Mesaj bırakmak ister misiniz?

Tekrar eder misin lütfen?

O zaman yakında görüşeceğiz.

O zaman gelecek Cumartesi görüşürüz.

Bunu duyduğuma üzüldüm.

O dışarı çıktı.

Korkarım şu an müsait değil.

Ona beni bugün aramasını söyler misin?

En kısa zamanda size geri dönecek.

Kötü / bozuk / cızırtılı hat.

Sizi müdüre aktarıyorum.

Yarın kafede görüşürüz.

Telefonu kapatma lütfen.

Aradığın için teşekkürler.

Arkadaşlarınla nasıl iletişim de kalırsın?

Seni iyi duyuyorum.

İsminizi ve soy isminizi nasıl kodlarsınız?

Benimle iletişime geçmesini söyler misin?

VOCABULARY 1

ADJECTIVES

embarrassed	utanmış, mahcup
crazy	çılgın
smart	zeki
bored	sıkılmış
scared	korkmuş
lovely	sevecen
afraid	korkmuş
engaged	meşgul
easy	kolay, basit
polite	kibar, nazik
homeless	evsiz
possible	mümkün
sure	emin
harmful	zararlı

surprised	şaşkın, şaşırmış
happy	mutlu
sleepy	uykulu
angry	kızgın
cool	havalı
generous	cömert
stranger	yabancı
latest	en son
expensive	pahalı
local	yerel
important	önemli
useful	faydalı, kullanışlı
loud	yüksek sesli, gürültülü
available	müsait

LEARN STEP BY STEP

EXERCISES

1

Write the adjectives under the pictures.

- | | |
|--------------------------------|--------------------------------------|
| <input type="checkbox"/> crazy | <input type="checkbox"/> surprised |
| <input type="checkbox"/> happy | <input type="checkbox"/> scared |
| <input type="checkbox"/> angry | <input type="checkbox"/> smart |
| <input type="checkbox"/> bored | <input type="checkbox"/> embarrassed |

1.



scared

2.



bored

3.



smart

4.



embarrassed

5.



surprised

6.



crazy

7.



happy

8.



angry

2

Complete the sentences with the adjectives below.

local

homeless

crazy

surprised

easy

engaged

1. Where is the **local** authority in your neighbourhood? Somebody has to deal with all these problems.
2. This is such a **crazy** idea. I can't accept it.
3. You shouldn't be here. I'm so **surprised**.
4. I like this machine very much because it's **easy** to use.
5. Lora is **homeless**. She doesn't have a place to live in.
6. I can't put you through to Mr Watts because the line is **engaged**.

3

Put the letters into the correct order to find the words. Then complete the sentences.

1. Oh! I'm so sorry. Can you speak **louder** (reلود) ? I can't hear you well.
2. I think mobile phones are very **useful** (flesuu) inventions.
3. Please be quiet! We are trying to explain how **important** (ttipmanor) this problem is.
4. Mr Green isn't **available** (eilalaavb) now. Please try again later.
5. Let's think about the **harmful** (lamruhف) sides of using a smartphone.
6. I have to tell you the latest news. Don't forget to call me back as soon as **possible** (ioslepbs).
7. Jordon should go to bed because he's **sleepy** (yeespl).

4

Circle the correct option in each sentence.

1. I'm **afraid** / **lovely** the manager isn't available at the moment. He's in a meeting.
2. I always keep in touch with Jennifer because she is a **bored** / **generous** girl.
3. I felt very **scared** / **possible** when I saw the road accident yesterday.
4. Don't call him now because he is still **angry** / **available** with you.
5. I'm not interested in the **engaged** / **latest** technology at all.
6. Mike isn't **available** / **local** now. He'll get back to you when he's not busy.
7. Tony is a very **loud** / **smart** student. I'm so proud of him.
8. I think smartphones are **harmful** / **embarrassed** because they have lots of negative sides.

VOCABULARY 2

NOUNS

inviter	→	davet sahibi	garden	→	bahçe	ticket	→	bilet
line	→	hat, şebeke	headmaster	→	müdür	cinema	→	sinema
memo	→	kısa not	appointment	→	randevu	order	→	sipariş
reservation	→	rezervasyon	customer	→	müşteri	service	→	servis, hizmet
officer	→	memur	incident	→	olay	burglar	→	ev hırsızı
balcony	→	balkon	neighbour	→	komşu	conversation	→	konuşma
fire	→	yangın	invitation	→	davet	accident	→	kaza
joke	→	şaka	ambulance	→	ambulans	technology	→	teknoloji
version	→	sürüm	pros	→	artılar	cons	→	eksiler
concentration	→	konsantrasyon	risk	→	risk	security	→	güvenlik
addiction	→	bağımlılık	information	→	bilgi	issue	→	konu, problem
authority	→	yetkili	message	→	mesaj	festival	→	festival
project	→	proje	note	→	not	wife	→	eş (kadın)
office	→	ofis	faculty	→	fakülte	culture	→	kültür
suggestion	→	öneri	contact	→	irtibat	emergency	→	acil
misunderstanding	→	yanlış anlaşılma						
smartphone	→	akıllı telefon						
extension	→	paralel hat, dahili						

EXERCISES

1

Circle the correct option in each sentence.

1. If you have a technical problem, you have to call the customer **order** / **service** to fix it.
2. You can leave a **message** / **suggestion**. He's busy right now. He'll get back to you later.
3. There is a/an **extension** / **misunderstanding**. Let me tell you the whole story again.
4. I called you because I'd like to make a **reservation** / **note** for two nights, please.
5. Let's stop this **smartphone** / **conversation**, please. You don't understand me.

2

Put the letters into the correct order to find the words. Then write them in the spaces.

1. nolotechgy
technology
2. taccont
contact
3. cideacnt
accident
4. versacontion
conversation
5. horiautty
authority
6. pointmapent
appointment
7. refi
fire

3

Complete the sentences with the words below.

 line

 balcony

 technology

 headmaster

 tickets

 contact

 appointment

 ambulance

1. I called an **ambulance** because there was an accident.
2. Jane needs to go to her son's school because she has an appointment with the **headmaster**.
3. Jessica can't join us tomorrow afternoon because she has an important **appointment**.
4. I'm afraid I can't connect you because the **line** is engaged.
5. Fred wants to buy two **tickets** for the football match.
6. I don't have Jack's **contact** number.
7. My house has a very big **balcony**.
8. Teresa is interested in the latest **technology**.

4

Match the words to the definitions.

- | | |
|---------------|---|
| 1. inviter | 5 a. positive sides of something. |
| 2. line | 8 b. a piece of land next to your house where you grow plants |
| 3. officer | 4 c. a part of your house outside |
| 4. balcony | 10 d. negative sides of something |
| 5. pros | 6 e. a command or instruction |
| 6. order | 3 f. a person who works under the authority of a government |
| 7. neighbour | 2 g. a connection to a phone system |
| 8. garden | 7 h. a person who lives very close to you |
| 9. headmaster | 1 i. someone who invites someone else to something / somewhere |
| 10. cons | 9 j. a male headteacher |

VOCABULARY 3

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 yetkili
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

LEARN STEP BY STEP

EXERCISES

1

Match the halves of the phrases.

- | | |
|-------------|-----------------------|
| 1. latest | <u>2</u> a. people |
| 2. homeless | <u>7</u> b. list |
| 3. call | <u>4/6</u> c. service |
| 4. health | <u>5</u> d. line |
| 5. bad | <u>4/6</u> e. service |
| 6. customer | <u>1</u> f. version |
| 7. shopping | <u>8</u> g. project |
| 8. school | <u>3</u> h. centre |



2

Put the sentences into the correct order.

- | | |
|---|---|
| 1. calling / service / am / I / the / customer. | 1. <u>I'm calling the customer service</u> . |
| 2. he / conversation / making / phone / is / a. | 2. <u>He's making a phone conversation.</u> |
| 3. have / do / connection / Internet / you / an? | 3. <u>Do you have an Internet connection</u> ? |
| 4. is / line / it / a / bad. | 4. <u>It is a bad line</u> . |
| 5. Mahsun / a / appointment / doctor / 5 p.m. / at / has. | 5. <u>Mahsun has a doctor appointment at 5 p.m.</u> . |

VOCABULARY 4



VERBS

hear	→	duymak	repeat	→	tekrarlamak
speak	→	konuşmak	study	→	çalışmak (ders)
call	→	aramak (telefon)	wonder	→	merak etmek
connect	→	bağlanmak (iletişim)	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	→	görünmek	contact	→	iletişim kurmak
reserve	→	yer ayırmak	provide	→	sağlamak
change	→	değiştirmek	carry	→	taşımak
disturb	→	rahatsız etmek	decide	→	karar vermek
solve	→	çözmek	express	→	açıklamak
press	→	basmak (tuş)	book	→	yer ayırtmak
introduce	→	tanıtmak	accept	→	kabul etmek
approve	→	onaylamak	evolve	→	evrilmek



EXERCISES

1

Put the letters into the correct order to find the verbs. Then complete the sentences.

1. Jack doesn't know how to **solve** (lvsoe) his problem.
2. I'm sorry, but I can't **approve** (proapve) your mistakes.
3. Lora finds it difficult to **express** (presexs) her feelings and thoughts.
4. You need to **press** (esprs) this button for the next step.
5. Don't talk on the phone loudly! You shouldn't **disturb** (tudirb) others.
6. Could you **connect** (neccont) me to Terry Web's office, please?
7. You can **leave** (avlee) a message over the phone.
8. I want to **invite** (viinte) Rose to the basketball match.

2

Complete the sentences with the verbs below.

○ solve

○ decide

○ book

○ introduce

○ provide

○ contact

○ repeat

○ answer

1. Could you **repeat** _____? I can't hear you well.
2. I'd like to **introduce** my brother to you.
3. I think local authorities should **provide** food and shelter for poor people.
4. You need to **contact** Gary Miller immediately. He's waiting for your phone call.
5. Can you calm down and **answer** my questions?
6. Olga wants to **book** a room at Green Way Hotel for her summer holiday.
7. Both mobile phones are great. Which one should I buy? I can't **decide** _____.
8. If you help me, I can **solve** _____ my problems earlier.

LEARN STEP BY STEP

3

Find and circle the 20 verbs in the word-search puzzle.

w	r	e	v	o	l	v	e	q	j	k	w	o	n	d	e	r
z	x	x	v	u	i	i	l	k	n	j	u	g	t	y	u	j
r	c	h	e	a	r	w	s	p	e	a	k	x	j	o	i	n
e	e	t	r	r	y	u	i	i	k	j	u	b	n	c	d	e
c	q	c	a	l	l	s	s	e	e	m	z	n	e	e	d	x
e	x	c	v	b	g	h	i	q	e	r	r	e	t	q	w	s
i	d	q	r	e	s	e	r	v	e	a	s	t	u	d	y	z
v	c	x	v	b	x	c	v	a	z	n	q	w	w	i	i	f
e	w	r	i	n	g	x	w	a	t	e	r	a	b	o	o	k
a	z	x	d	f	r	a	w	q	q	x	c	v	k	o	q	q
p	r	o	v	i	d	e	s	f	t	r	y	u	h	j	k	c
y	x	c	v	b	n	j	u	o	o	p	p	i	l	k	j	a
w	s	i	n	t	r	o	d	u	c	e	x	c	e	r	q	r
q	z	s	a	a	d	f	u	i	b	n	g	t	y	u	d	r
c	h	a	n	g	e	q	w	w	n	o	t	i	c	e	w	y

VOCABULARY 5



VERB PHRASES

hang on	→	beklemek, hatta kalmak	hold on	→	hatta beklemek
get back	→	dönüş yapmak(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	→	dışarıya çıkmak	meet up	→	buluşmak
take care	→	dikkat etmek, iyi bakmak	dial a number	→	numara çevirmek
break into	→	zorla girmek (ev, bina vb)	calm down	→	sakinleşmek
get in touch	→	iletişime geçmek	keep in touch	→	irtibatla kalmak
get information	→	bilgi almak	get help	→	yardım almak
ask for	→	rica etmek	go on	→	devam etmek



EXERCISES

1

Match the halves of the verb phrases.

- | | | | | | |
|---------|------------|--------------|----------|----------|--------------------|
| 1. get | <u>3</u> | a. on | 6. put | <u>6</u> | f. someone through |
| 2. dial | <u>3/5</u> | b. up | 7. take | <u>4</u> | g. for |
| 3. hang | <u>1/9</u> | c. in touch | 8. leave | <u>2</u> | h. a number |
| 4. ask | <u>8</u> | d. a message | 9. keep | <u>1</u> | i. back |
| 5. meet | <u>7</u> | e. care | | | |

2

Complete the sentences with the verb phrases below.

- | | |
|---------------------------------------|------------------------------------|
| <input type="radio"/> break into | <input type="radio"/> go out |
| <input type="radio"/> ask for | <input type="radio"/> get in touch |
| <input type="radio"/> go on | <input type="radio"/> calm down |
| <input type="radio"/> leave a message | <input type="radio"/> call back |

1. Would you like to **leave a message**? He will call you back when he gets your message.
2. Burglars usually **break into** houses at night.
3. The number is correct. **Go on** dialling the number.
4. I'm too busy now. I'll **call back** in an hour.
5. **Calm down**, please! She will call you back soon.
6. You can always **ask for** my help.
7. We don't usually **go out** after seven in the evening.
8. I need to **get in touch** with Fred as soon as possible.

Vocabulary Test | Step By Step

1-12: For these questions, choose the best options to fill in the blanks.

1. **Peggy** : The doorbell is ringing. Could you _____ a second? I need to open the door.

Iris : Sure. No problem.

- A) leave a message B) connect
C) dial the number hang on

2. **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.

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

3. I'm trying to contact my sister, but the line is _____.

- A) generous B) available
C) harmful engaged

4. I don't talk on my mobile phone in public places because I don't want to _____ anybody.

- disturb B) provide
C) reserve D) express

5. **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
 bad line D) emergency number

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

- A) homeless B) engaged
 available D) embarrassed

7. **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.

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

8. **Terry** : How do you usually _____ with your friends?

Katrina : I talk to them on the phone every day.

- A) dial a number keep in touch
C) hang up D) call back

9. I think smartphones are _____ because they have lots of security risks.

- A) possible B) local
 harmful D) useful

10. **Tracy** : How did you _____ the incident yesterday? Can you tell us?

Samet : I saw the accident when I was at the corner of the market. I called you immediately.

- notice B) seem
C) invite D) contact

11. If you have a problem with your Internet connection, you must call the _____.

- A) headmaster
B) local authority
C) ambulance
 customer service

12.



There are lots of homeless people in my neighbourhood. I think the _____ should provide shelter for them.

- A) reservation
- B) extension
- C) local authority
- D) faculty of medicine

13.

I. surprised



II. embarrassed



III. scared



IV. angry



Which pair is **WRONG**?

- A) I B) II C) III D) IV

14.

There was a burglary in my neighbourhood last night.

Which of the following shows the incident above?

A)



B)



C)



D)



15.

1. get

2. hold

3. ask

4. keep

a. for

b. in touch

c. back

d. on a minute

Choose the correct option to match the halves of the phrases.

- A) 1 - b / 2 - d / 3 - c / 4 - a
- B) 1 - b / 2 - a / 3 - c / 4 - d
- C) 1 - c / 2 - d / 3 - a / 4 - b
- D) 1 - d / 2 - c / 3 - b / 4 - a

16.

Feelings

- angry
- surprised
- bored
- _____

Which option is suitable to add to the list?

- A) engaged B) neighbour
- C) memo D) embarrassed

17.

A: How can I help you sir?

B: I'd like to reserve a table for Friday evening.

A: All right. I will reserve the best table for you.

B: Thanks. Have a nice day.

What is the conversation for?

- A) Misunderstanding B) Shopping list
- C) Restaurant reservation D) An accident

18.

Teresa : I have lots of clothes. I want to share some of them with the people in need in my town. I don't know where to call.

Where should Teresa call?

- A) Municipality call center B) Health service
- C) Emergency number D) Police station

19.



Which option is related to the picture above?

- A) Call centre B) Burglary
- C) Appointment D) Accident

20.

I think smartphones are useful in many ways. For example, they are too expensive to buy. They have some security risks. Smartphone addiction is another important problem.

Which underlined word is **WRONG** in the text?

- A) useful B) expensive
- C) security D) addiction

GRAMMAR 1

FOLLOWING PHONE CONVERSATIONS

"Can / Could / May"

• We use '**Can / Could / May**' for polite requests and permission.



Examples

1. May I speak to Mr Green, please?
2. Could I use your mobile phone for a minute?
3. Could I ask who is calling?
4. Can you spell your last name?
5. How may I help you?
6. Could you tell him to call me back?
7. Can I ask you a question?
8. Can I take your phone number?
9. May I leave now?
10. May I confirm my reservation?



'Would like'

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



Examples

1. **A:** Would Sarah like to join us?
B: No, she wouldn't.
2. **A:** Would you like to leave a message?
B: Yes, I would.
3. **A:** Would he like to call me on my mobile phone?
B: Yes, sure.
4. **A:** When would you like to meet Jack?
B: Tomorrow at half past two.
5. **A:** Would you like him to call you back?
B: Yes, please. Thanks.





ATTENTION!

- We can use different phrases to introduce ourselves over the phone.

Examples:

1. Hello, this is Ray Moss.
2. Hello, this is Ray Moss from BTG Company.
3. Kate speaking.
4. It's Jane calling.
5. This is Kevin Miller calling.

- Study the following phrases.

1. **A:** May I speak to Hannah Smith?
B: I'm afraid she isn't available at the moment. Can I take a message?
2. **A:** Hi, Clara. I can't go to the cinema with you because I'm ill.
B: I'm sorry to hear that. Get well soon.



EXERCISES

Put the sentences into the correct order.

1. I / may / Carl / speak / to?
May I speak to Carl _____ ?
2. could/ me / to / put / through / boss / the / you?
Could you put me through to the boss _____ ?
3. is / it / Samantha / calling / hello.
Hello, it's Samantha calling _____ .
4. speaking / is / Emrullah / good / evening / it.
Good evening, it's Emrullah speaking _____ .
5. home / isn't / at / Luna / I'm / afraid / now.
I'm afraid Luna isn't at home now _____ .
6. good / is / morning / this / Mathieu / calling.
Good morning, this is Mathieu calling _____ .
7. tell / can / you / him / me / call / to?
Can you tell him to call me _____ ?
8. talk / like / to / would / Melih / you / to?
Would you like to talk to Melih _____ ?

GRAMMAR 2

STATING DECISIONS TAKEN AT THE TIME OF SPEAKING

- While speaking to someone, we take some decisions. We use "will" for snap / quick decisions.

WILL

Will I / You / He / She / It / We / They I / You / He / She / It / We / They	I / you / he / she / it / we / they will will not / won't	meet tomorrow? meet tomorrow. meet tomorrow.
--	---	--

EXERCISES

1

Complete the sentences with the verbs in the brackets. Use the correct forms of "will".

1. I'm too tired. I **will** _____ (go) to the match with Sid.
2. **Ray** : I need to contact Helen, but I don't have her number.
Clara : No problem. I **will** _____ (tell) her to call you.
3. **A**: May I speak to Jessica Reeds?
B: Sure. I **will put** _____ (put) you through.
4. Yuka **won't join** (join) us because she needs to finish her project.
5. **A**: Sarah is waiting for your phone call.
B: Okay. I **will phone** _____ (phone) her as soon as I finish my task.
6. **A**: Jack should contact his father, but he doesn't have a mobile phone.
B: No worries. I **will give** _____ (give) mine to him.
7. **A**: May I speak to the manager?
B: Hold on a moment. I **will check** _____ (check) for you.
8. Paul wants to reserve a room at a hotel, but he isn't sure. He **will think** _____ (think) about it.
9. **A**: Look! There is a burglar outside.
B: Oh! I **will call** _____ (call) the police.
10. **A**: Shall we have a party?
B: Great idea. I **will text** _____ (text) Jane and Kate to join us.

12. I. May I talk to the manager, please?
 II. Sure, I'll pass your message.
 III. Would you like to go to the cinema with me?
 IV. Can I answer your question?

Choose the correct option for the sentences above.

- A) I. snap decision – II. request – III. permission – IV. offer
 B) I. offer – II. request – III. permission – IV. snap decision
 C) I. request – II. snap decision – III. offer – IV. permission
 D) I. permission – II. offer – III. snap decision – IV. request

13. **William** : Hello! William speaking. May I speak to Dr Miller, please?

Pauline : I'm afraid he's not available right now. Would you like to leave a message?

William : Sure. Can you telling him to call me back, please?

Which underlined word / phrase IS NOT grammatically correct?

- A) May
 B) I'm afraid
 C) to leave
 D) telling

14-20: For these questions, choose the best options to fill in the blanks.

14. **Fred** : Can you tell Jack _____ back?

Lily : Sure.

- A) calling
 B) call
 C) calls
 D) to call

15. **Emin** : Look, Sidar! I have two tickets for the basketball match tomorrow. Would you like to join me?

Sidar : Great idea. I _____ definitely be there. Thanks.

- A) may
 B) will
 C) don't
 D) won't

16. **Sierra** : _____ I speak to Laura?

Manue : Hold on a minute please. I'll get her.

- A) Will
 B) Do
 C) Could
 D) Is

17. **Hans** : Can I speak to the headmaster?

Peter : He's out. _____ you like to leave a message?

- A) May
 B) Can
 C) Could
 D) Would

18. **Mine** : Mine _____. Is Judy there?

Mark : No, she has gone out.

- A) speaking
 B) to speak
 C) to speaking
 D) speaks

19. **Mauro** : _____ Mauro. I'd like to talk to Vicky.

Carlos : Hi Mauro! I'm Carlos. Hold on a minute.

- A) Could
 B) May
 C) Does
 D) This is

20. **Dani** : He isn't at home now. _____ leave a message?

Serena : Can you tell him to call me back as soon as possible?

- A) Will
 B) Can
 C) Do you want
 D) Would you like to

READING

_____ ?

What do you think about smartphones? Are they useful or harmful? Smartphones are everywhere because they are very popular communication tools in the world. People had landline phones to keep in touch in the past. Then mobile phones were born with more applications and features. The history of mobile phones goes back to 1908. They evolved through the years, but the world had the first portable mobile phone in 1983. The smartphone is the latest version of the mobile phone. Today, millions of people use smartphones for lots of different reasons. However, these smart tools have pros and cons at the same time.



First, it's fast and easy to keep in touch through a smartphone. Smartphones are great to make emergency phone calls. They are easy to carry. On the other hand, smartphones are too expensive to buy, and there are some security risks for users. Addiction is another important issue about smartphones.

1. Choose the best title for the text.

- A) Positive Sides of Smartphones
- B) Smartphones in Our World
- C) Teenagers and Smartphones
- D) Mobile Phones in Today's World

2. Which question IS NOT answered in the text?

- A) How did people communicate in the past?
- B) What happened in 1983?
- C) What are some of the good points of smartphones?
- D) How do people become addicted to smartphones?

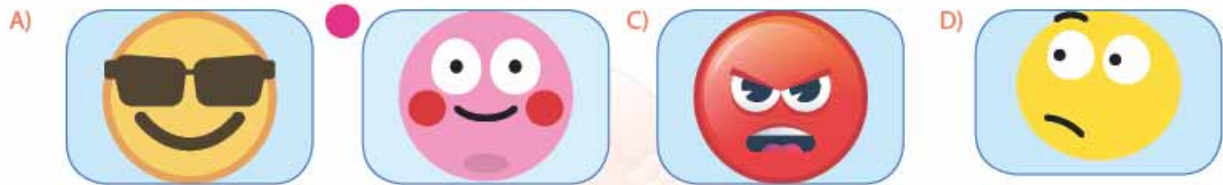
3. We understand from the text that _____ .

Choose the correct option to complete the sentence.

- A) the mobile phone is the latest version of the smartphone
- B) smartphones are completely harmful
- C) smartphones aren't cheap tools
- D) smartphones don't have any cons

1. **Whitney** : Hello, Grace! What's up?
Jennifer : Hi, Whitney. It's Jennifer.
Whitney : Oh, Jennifer! Is that you? I'm so sorry. I feel embarrassed.
Jennifer : Don't feel bad, please. That's okay.

Which emoji shows Whitney's feeling in the phone conversation?



2.



- Mete** : Hello! It is Mete speaking. Is Osman there? Can I speak to him?
Ahmet : Sure. Hang on a minute please. I'll get him.
Mete : Okay, thanks.
Ahmet : Oh! I'm sorry. He has gone out.
Mete : That's not a problem. Can you tell him to call me back?
Ahmet : Of course. I'll pass your message on to him as soon as he comes back.
Mete : Thanks. Have a nice day.

Which of the following is FALSE about the dialogue above?

- A) Mete is the caller of the phone call.
 B) Osman is available, but he doesn't want to talk to Mete.
 C) Mete leaves a message over the phone.
 D) Mete will call Osman back later.

3.



Receptionist : Sky Corner Hotel. Carla speaking. _____?

Andrew : Hello! I'd like to reserve a room for two nights, please.

Receptionist : Sure. Would you like a double or a single room?

Andrew : Single, please. I want the room between 8th and 9th August.

Receptionist : Okay. _____? I'll check for you.

(30 seconds later)

Receptionist : We have a room available for you. _____?

Andrew : Andrew Moss.

Receptionist : Thanks, Mr Moss. The total price is £600.

Which of the following questions DOES NOT the receptionist ask Andrew?

- A) How do you spell your name and surname
- B) How may I help you
- C) Could you hold the line, please
- D) Can I take your full name

4. **Officer** : Hello! How may I help you?

Mike : Oh, hello! There is someone outside!

Officer : Can you calm down and tell me what the problem is?

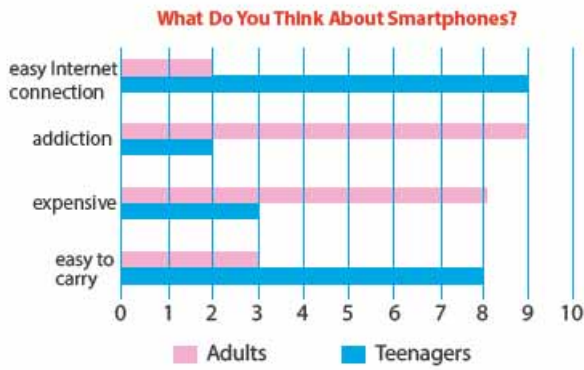
Mike : I mean someone is breaking into my neighbour's house. I need your help immediately.

Officer : Sure. Can you give me your full name and address, please?

What is the telephone conversation about?

- A) It's about a reservation.
- B) It's about a road accident.
- C) It's about a burglary.
- D) It's about social media.

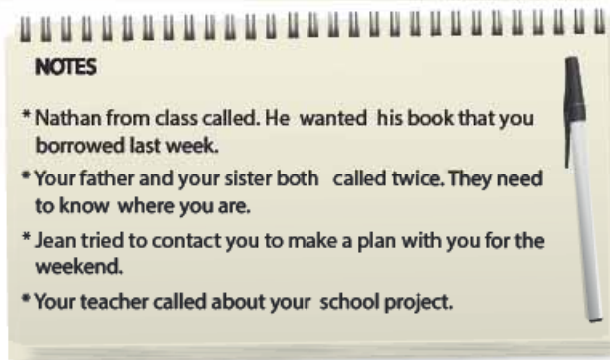
5.



Adults mostly _____.





Choose the best option to complete the sentence.

- A) think that the smartphone is the best device to connect to the Internet
 - B) think smartphones are useful and cheap devices
 - C) think that smartphone addiction is an important issue
 - D) don't think that smartphones have any harmful effects
6. Ricardo and Luis are roommates. They are university students. These are Ricardo's notes for Luis.



Luis reads the notes and calls them back. Which of the following statements IS NOT correct according to the information above?

- A) Hello Nathan! I'm so sorry about the book. I will give it back as soon as possible.
- B) Hello, Dad! I was out with some friends. I'm so sorry for making you worried about me.
- C) Hello Jean! I won't have a barbecue with you this weekend.
- D) Hello, Mr Reeds. I'll finish the project by next Friday.

7. I.  III.  II.  IV. 

Alex : Hi, Judy! How are you?

Judy : Not bad. I'm at home, and there is nothing interesting to do.

Alex : Oh, really! We can have a fun activity together. Let's go to the basketball match in the city centre!

Judy : Sure. That's a good idea.

Which emoji shows Judy's feeling in the conversation?

- A) I
- B) II
- C) III
- D) IV

8. 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?

9.



Laura

Good afternoon!
Can I speak to Rick please?

Good afternoon!
Who is calling?



Glen



Laura

Laura speaking.

_____ I'll get him.



Glen

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?

10.



Linda

I don't think they have any pros. They have lots of negative effects on our lives.

They are useful in many ways. I always follow the latest versions.



Nick

What do you think about smartphones?



Nancy

I never lose my concentration when I have my smartphone near me. It's a great communication tool for me.

In my opinion, smartphones are great devices for quick communication.



Kevin

Who thinks smartphones are harmful?

- A) Linda
- B) Nick
- C) Nancy
- D) Kevin