

1. Fill in the Blanks. Next, listen and check that your answers are correct.

connect directory dial tone transfer

Mark: These new phones are fancy. I don't know how to use them.

Linda: It's easy. Watch. First pick up the receiver.

Mark: I don't hear a _____.

Linda: You have to press the number of the person you want to speak with first. Or if you want to dial out of the office, press the number 9.

Mark: Is there a _____ somewhere so I can look up people's extension numbers?

Linda: They're on the list. The numbers _____ you to the other desks in the office.

Mark: And when the phone rings, I answer it by pressing the flashing light?

Linda: Right. And you can _____ a call by pressing hold and the extension number.

2. Fill in the Blanks with the words in bold.

back down through up with

1. He tried to get _____ to the main office all morning, but the line was busy.
2. If he is not in the office right now, I'll just call _____ later this afternoon.
3. Let me get a pen so I can take _____ your new number.
4. May I speak _____ whoever is in charge of customer accounts?
5. She forgot the number, so she had to look it _____.

3. Match the question with the correct response.

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| 1. Can I help you? | A. I'll give it to you just in case she doesn't. |
| 2. Could I have your name, please? | B. I would like to speak with Steve Cross. |
| 3. Would you like to leave a message? | C. No, he's the only one who can help me. |
| 4. Could I transfer you to anyone else? | D. It's Debra Wilson. |
| 5. Does she have your number? | E. No, I'll call back a little later. |