

G obligation and prohibition: *have to, must, should* **V** phone language **P** silent consonants

1 VOCABULARY phone language

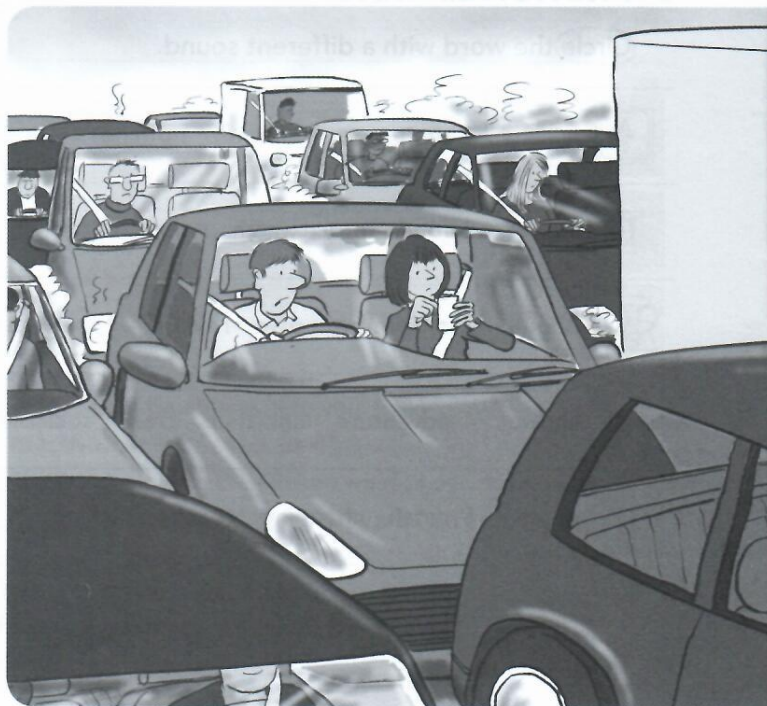
a Match the words from the list to definitions 1–12.

call back cut sb off dial engaged / busy go off
hang up leave a message put sb on hold ringtone
swipe text / message voicemail

- 1 to send sb a message using a mobile phone
text / message
- 2 to make a caller wait until the person they want to talk to is free
put sb on hold
- 3 to phone sb again or phone sb who called you earlier
call back
- 4 to start ringing
go off
- 5 to record information for sb to listen to later
leave a message
- 6 an electronic system that can store messages so that you can listen to them later
voicemail
- 7 to stop or interrupt sb's phone conversation
cut sb off
- 8 to push the buttons on a phone to call a number
dial
- 9 the sound your phone makes when sb is calling you
ringtone
- 10 to move content across a screen using your finger
swipe
- 11 meaning that a phone is in use and can't be called
busy
- 12 to end a phone conversation and put the phone down
hang up

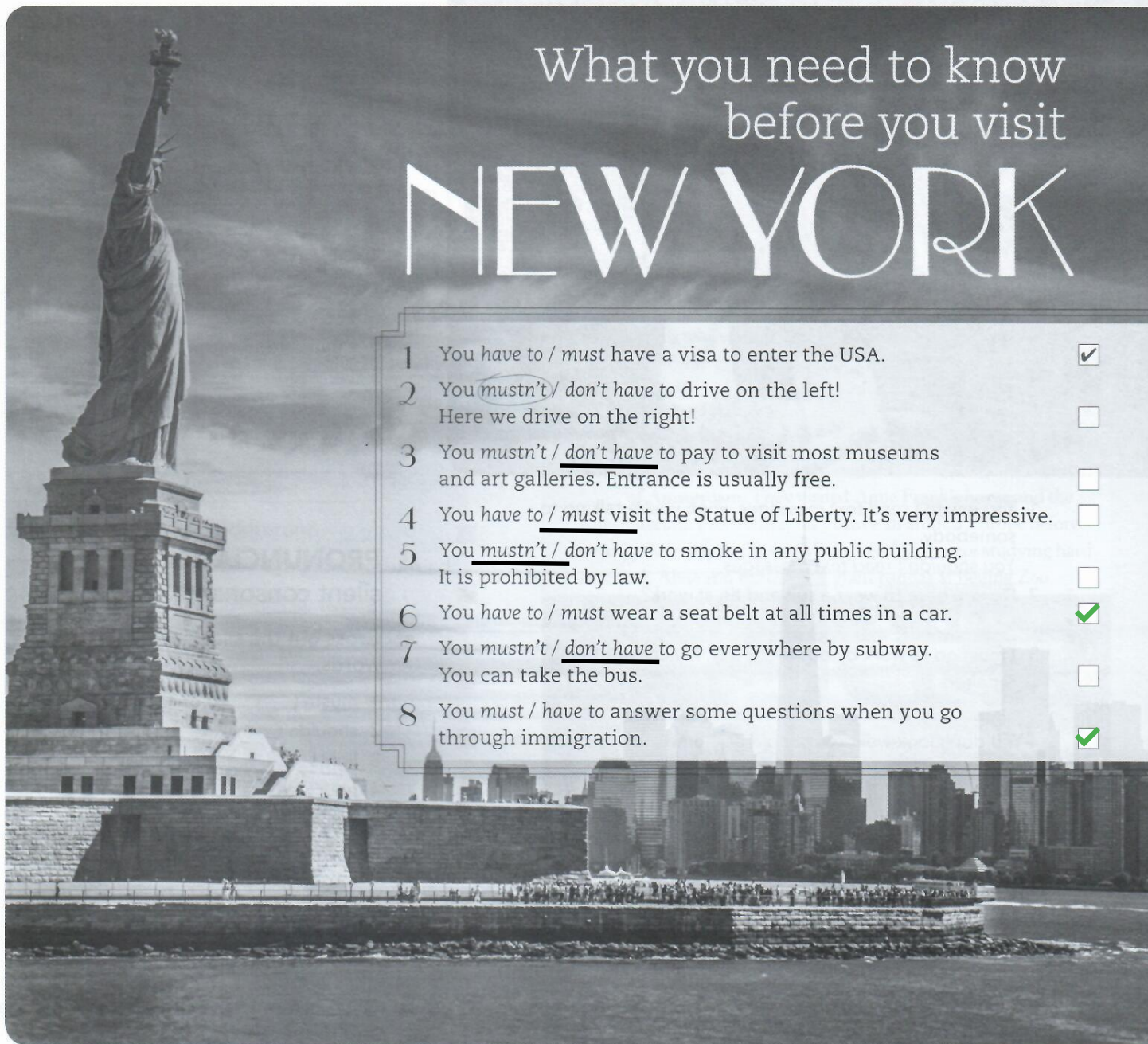
b Complete the sentences with the words from a.

- 1 I wanted to speak to my boss personally, so I didn't leave a message.
- 2 If I give you my phone, you can swipe through my holiday photos.
- 3 We turned off our phones at the start of the film to make sure they didn't go off.
- 4 We were cut off when the train I was on went into a tunnel.
- 5 I need to choose another ringtone because I never hear the one I've got.
- 6 I couldn't talk to my bank because the phone was busy.
- 7 When you call big companies they often put you on hold for a long time.
- 8 John isn't answering his phone, so I'll have to call back later.
- 9 Did you listen to your voicemail last night? I left you a message.
- 10 I usually hang up when companies call me to try to sell me something.
- 11 I don't have to dial my friends' numbers because they're all in my contacts.
- 12 Can you leave a message your brother and tell him we're going to be late?



2 GRAMMAR obligation and prohibition

- a Read the article. If both forms are correct, tick (✓) the sentence.
If only one form is correct, circle the correct form.



What you need to know
before you visit
NEW YORK

- 1 You have to / must have a visa to enter the USA. ☒
- 2 You mustn't / don't have to drive on the left!
Here we drive on the right! ☐
- 3 You mustn't / don't have to pay to visit most museums
and art galleries. Entrance is usually free. ☐
- 4 You have to / must visit the Statue of Liberty. It's very impressive. ☐
- 5 You mustn't / don't have to smoke in any public building.
It is prohibited by law. ☐
- 6 You have to / must wear a seat belt at all times in a car. ☒
- 7 You mustn't / don't have to go everywhere by subway.
You can take the bus. ☐
- 8 You must / have to answer some questions when you go
through immigration. ☒

- b Complete the sentences with *must*, *mustn't*, *should*, or *shouldn't*.

- 1 Adam must pass all his exams or he won't be able to go to university.
- 2 I think you should buy the blue dress not the red one. It suits you better.
- 3 You mustn't take phones into the exam room.
- 4 You shouldn't eat so many sweets. They aren't good for you.
- 5 You must be quiet when you're in the library.
- 6 Who do you think we should invite to the party?
- 7 I know I shouldn't go out tonight, but I really want to go to the concert.
- 8 I mustn't forget to call my sister back. She left me a message this morning.