

Telephone



Complete the phrasal verbs with the words in the box.

down (x3)

through

up (x2)

- a) slow^{down}.....: reduce the speed at which something happens, e.g. you speak
- b) think^{through}.....: carefully consider the possible results of doing something
- c) hang^{up}.....: end a phone conversation
- d) write^{down}.....: record information on paper
- e) freeze^{up}.....: be unable to think of anything to say, especially because you are nervous
- f) calm^{down}.....: begin to feel more relaxed and less emotional

3. Watch a [video](https://youtu.be/QcKbxaGpwf4) [https://youtu.be/QcKbxaGpwf4] about phone anxiety and check your answers for ex. 2.

ANSWERING THE PHONE	ASKING AND MAKING REQUESTS	GOING AWAY FROM THE PHONE	NOT UNDERSTANDING WHAT SOMEBODY SAID	ENDING THE CALL
Hello? Thomas speaking.	I'm calling to clarify/discuss...	Please hold on a minute, I'll be right back.	Sorry, I didn't quite catch that.	Thank you for calling.
Hello, may I ask who's calling, please?	Could I talk to someone about booking a room, please?	Bear with me for a moment, please. I'll need to check that...	Can you spell it for me?	Have a nice day and talk to you later.
This is Acme Inc. How can I help you?	I just wanted to ask about my...	I'll put you on hold. Please don't hang up.	Could you repeat what you said?	So, is there anything else that I can help you with today?
Tax Office. Mr. Brown speaking. What can I do for you?	Would you be so kind and put me through to Mr Jones.	Sorry about this. I need to put the phone down for a second.	Sorry, can you say it again?	Speak to you again soon.
			I can't hear you very well.	