

# PHONE CONVERSATION

## 1. Match the words with the definitions:

- a. to say "hello" into the phone when it rings. ●
- b. something that you can record a message on if the person you are calling isn't home. ●
- c. a telephone conversation; to telephone. ●
- d. to call someone who called you first. ●
- e. to press the buttons on the phone. ●
- f. to put the receiver down and end a call. ●
- g. to answer the phone. ●

1. call ●
2. hang up ●
3. pick up ●
4. call back / phone back ●
5. dial ●
6. answer ●
7. answering machine ● / voice mail

## 2. Invent your own phone conversation. You can include the following expressions:

### Introducing yourself:

- Hello / Hi
- It's X speaking / calling
- This is X.

### Asking to speak with someone

- I need to speak to...
- I'm phoning to...
- Is X in?
- Can I talk to...?

### How to reply when someone is not available:

- I'm afraid X is not available at the moment.
- Sorry, but X is not in right now.
- S(he)'s busy right now. Can you call again later?

### Asking who is on the telephone:

- Who is this?
- Can I ask who is calling, please?

### Connecting someone:

- Could you hold for a second?
- Hang on a second.
- One moment, please.

### Taking a message for someone:

- I'm afraid (s)he's out. Would you like to leave a message?
- I'll tell him/her to call back
- I'll let him/her know that you called
- Can I take a message?

### Ending the call:

- Give me a call
- Call me back.
- I'll give you a call
- I have to let you go now.
- I'd better leave