



# ALL ALL ENGLISH PRACTICE BOOK

8

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INTERACTIVE BOARD

NEW/STEP  
PUBLISHING



# UNIT 4

## ON THE PHONE

**In this unit we will learn...**

- to follow a phone conversation,
- to make a simple phone call asking and responding to questions,
- to express their decisions taken at the moment of conversation.





## WORDS AND EXPRESSIONS

COMMUNICATION  
(İletişim)

**cell phone:** cep telefonu

**communicate:** iletişim kurmak

**contact with sb:** biriyle iletişim kurmak

**face-to-face:** yüz yüze görüşmek

**keep in touch with sb:** biriyle görüşmek

**make a phone call:** telefon görüşmesi yapmak

**online communication:** internet üzerinden kurulan iletişim

**send a postcard:** kartpostal göndermek

**send an e-mail:** e-posta göndermek

**smartphone:** akıllı telefon

**smoke signals:** duman işaretleri

**talk on the phone:** telefonda konuşmak

**telegraph:** telgraf

**text a message:** mesaj yazmak

**use social networks:** sosyal ağları kullanmak

**video chat:** görüntülü sohbet

**write a letter:** mektup yazmak

PHONE CONVERSATION  
(Telefon Görüşmesi)

**again:** tekrar

**answer:** cevaplamak

**available:** müsait

**bad line:** kötü / bozuk hat

**book:** ayırtmak

**call back:** geri aramak

**call center:** çağrı servisi

**call:** aramak

**caller:** arayan kişi

**check:** kontrol etmek

**connect:** bağlamak

**cons:** olumsuz yanları,eksileri

**decide:** karar vermek

**dial:** numarayı tuşlamak

**emergency:** acil durum

**engaged:** meşgul

**extension:** dahili hat

**get back to sb:** birine dönüş yapmak (telefonda)

**greet:** selamlamak

**hang up:** telefonu kapatmak

**hear:** duymak

**hold on / hang on:** beklemek

**introduce:** tanıtmak

**leave a message:** mesaj bırakmak

**line:** hat

**memo:** küçük not

**pick up:** telefonu açmak

**press:** basmak

**pros:** olumlu yanları ,artıları

**put sb through:** birini telefona bağlamak

**repeat:** tekrar etmek

**report:** bildirmek

**reserve:** rezervasyon yapmak

**ring:** çalmak (telefon, zil)

**speak:** konuşmak

**spell:** hecelelemek

**take a note:** not almak

**tell:** anlatmak

**wait:** beklemek

EMOTIONS  
(Duygular)

**angry:** kızgın

**bored:** sıkılmış

**cool:** havalı

**crazy:** çılgın

**embarrassed:** utanmış

**happy:** mutlu

**scared:** korkmuş

**sleepy:** uykulu

**smart:** zeki

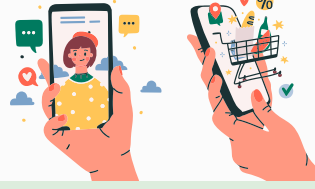
**surprised:** şaşırmış





### PURPOSES OF MAKING A PHONE CALL (Telefon Görüşmesi Sebepleri)

- ask for a service:** bir hizmet istemek
- book a table:** masa ayırtmak
- buy something:** bir ürün satın almak
- customer service:** müşteri hizmetleri
- doctor appointment:** doctor randevusu
- get information:** bilgi almak
- learn details:** detaylı bilgi almak
- make a complaint:** şikayette bulunmak
- make a reservation:** rezervasyon yapmak
- make an invitation:** davet etmek
- report a burglary:** hırsızlık olayını bildirmek
- reserve a room:** oda rezervasyonu yapmak
- return a product:** bir ürünü iade etmek



### USES OF SMARTPHONE APPLICATIONS (Akıllı Telefon Uygulamalarının Kullanımı)

- check the weather:** hava durumunu kontrol etmek
- do online shopping:** online alışveriş
- find:** bulmak
- find your location:** lokasyon bulmak
- improve a foreign language:** yabancı dil geliştirmek
- learn new recipes:** yeni yemek tarifi öğrenmek
- listen to music:** müzik dinlemek
- order something:** birşey ısmarlamak
- phone calls:** telefon çağrıları
- play educative games:** eğitici oyunlar oynamak
- share/send photos and videos:** fotoğraf veya video paylaşmak, göndermek
- translation:** çeviri



### FLIGHT RESERVATION (Uçuş Rezervasyonu)

- arrival time:** varış saati
- business class:** birinci sınıf
- confirm:** onaylamak
- cost:** maliyet
- departure time:** kalkış saati
- destination:** gidilecek yer
- economy class:** ekonomi sınıfı
- price:** ücret
- return ticket:** gidiş-dönüş bileti
- round trip:** gidiş - dönüş bileti
- single ticket:** tek yön bilet
- ticket:** bilet



## 1. Match the pictures with the speech bubbles.



**A** I prefer using social networks to communicate with friends.

**B** I prefer sending an e-mail when I want to send important information about business.

**C** My grandmother writes a letter to celebrate her friends' birthdays.

**D** Teenagers prefer texting messages to making phone calls.

**E** My mother makes phone calls to communicate with her friends. She finds difficult to text messages.

**F** I don't like using social networks. I like meeting up my friends and talking face to face.

## 2. Match the halves to make phrases.

- |           |           |
|-----------|-----------|
| 1 contact | 2 hold on |
| 3 take    | 4 put     |
| 5 dial    | 6 make    |
| 7 keep in | 8 leave   |

- |                |                   |
|----------------|-------------------|
| a a memo       | b a message       |
| c number 3     | d with someone    |
| e a moment     | f touch           |
| g a phone call | h someone through |

## 3. Match the pictures with the words.

- |           |        |           |        |           |
|-----------|--------|-----------|--------|-----------|
| a hold on | b dial | c connect | d memo | e pick up |
|-----------|--------|-----------|--------|-----------|





### STUDY BOX

### PHONE CONVERSATIONS (Telefon Görüşmeleri)

#### INTRODUCING YOURSELF / ANSWERING A PHONE CALL

(Kendini Tanıtma/Telefona Cevap Verme)

Hi! This is Anna.

(Selam! Ben Anna.)

Sally is speaking.

(Ben Sally)

Hello, Mike is calling.

(Merhaba, ben Mike.)

Max Company. How can / may I help you?

(Max Company. Nasıl yardımcı olabilirim size?)

#### ASKING SOMEONE TO WAIT FOR A WHILE

(Telefonda Birini Bekletme)

Hold on. I'll get him.

(Bekleyin. Onu bağlıyorum.)

Hang on a minute, please.

(Bir dakika bekleyin lütfen.)

Can you hold on a minute, please?

(Bir dakika bekler misiniz lütfen?)

#### ASKING FOR SOMEONE ON THE PHONE

(Telefona Birini İsteme)

May / Can / Could I speak to Tom?

(Tom ile konuşabilir miyim?)

Could you put me through to Adam?

(Beni Adam'a bağlayabilir misiniz?)

Is Karl there?

(Karl orada mı acaba?)

#### ASKING FOR REPETITION

(Tekrar Edilmesini İsteme)

Could you repeat that please?

(Tekrar edebilir misiniz lütfen?)

I beg your pardon. Say it again, please.

(Affedersiniz. Tekrar edebilir misiniz?)

Excuse me? What did you say?

(Affedersiniz? Ne dediniz?)

It's a bad line. Could you speak louder, please?

(Hat kötü. Daha yüksek sesle konuşur musunuz lütfen?)

I can't hear you well.

(Sizi iyi duyamıyorum.)

#### STATEMENTS ABOUT HE / SHE IS NOT AVAILABLE

(Birinin Müsait Olmadığını İfade Etme)

I'm afraid he is not available now.

(Korkarım kendisi şu an müsait değil.)

I'm sorry, he is busy at the moment.

(Üzgünüm şu anda kendisi meşgul.)

She / He is not at home now. Would you like to leave a message?

(Şu anda kendisi evde değil. Mesaj bırakmak ister misiniz?)

Could you please tell him to call me back?

(Ona beni aramasını söyler misiniz lütfen?)

I'll call back later.

(Daha sonra arayacağım.)

Could you please tell him that Kate called?

(Ona Kate'in aradığını söyler misiniz lütfen?)

### 4. Put the expressions into the correct box.

- I'm sorry Kate is in a meeting now.
- Is Brian there?
- Could you tell him to get me back?

- Hold on, please.
- Sally speaking.
- May I ask who is calling, please?

a) Introducing yourself	
b) Asking who is on the phone	
c) Asking for someone	
d) Connecting someone	
e) Replying when someone is not available	
f) Leaving a message	



**5. Make sentences.**

1. you / leave / Would / to / like / a message / ?

---

2. afraid / he / not / is / available / at the moment / I'm

---

3. a memo / for / I'll / take / him

---

4. you / sorry / hear / I'm / can't / well / I

---

5. hold / you / Could / please / a moment / on / ?

---

**6. Choose the correct one to complete the blanks.**

1. A: May I speak to Mr. Crisby?

B: \_\_\_\_\_ on a minute, please. I'll get him.

A) Wait    B) Contact    C) Hang    D) Call

2. The phone is ringing. I'll pick it \_\_\_\_\_.

A) on    B) up    C) at    D) of

3. Hold on a minute, please. I'm putting you \_\_\_\_\_ to Mr. Eliot.

A) back    B) up    C) off    D) through

4. I'm sorry but I'm very busy now. I'll \_\_\_\_\_ you later today.

A) get back    B) hold on  
C) pick up    D) hang on

5. Don't forget to \_\_\_\_\_ in touch with Mary. She's looking forward to hearing from you.

A) go    B) write    C) call    D) keep

**7. Complete the sentences with the words below.**

line

hang on

message

repeat

available

speaking

1. \_\_\_\_\_ a second. I'll be with you as soon as possible.

2. Sorry the \_\_\_\_\_ is engaged. Can you try again later?

3. Mr. Moore is not \_\_\_\_\_ now. I think he is talking with someone.

4. Doctor Crown is busy now.  
Would you like to leave a \_\_\_\_\_?

5. Hello! Donna is \_\_\_\_\_. Is Betty in?

6. I'm sorry I can't hear you well. It's a bad line. Could you \_\_\_\_\_ that please?



### 8. Put the conversations in the correct order.

**A**

- ☐ This is her uncle, Jim.
- ☐ Excuse me, who is this?
- ☐ Hello. Is Betty there?
- ☐ OK. Can you tell her to call me?
- ☐ I'll give her the message.
- ☐ Sorry, she's busy right now. Can I take a message?

**B**

- ☐ Can you hold on a second, please?
- ☐ Could you put me through to Mr. Clark?
- ☐ Hello, how can I help you?
- ☐ I'm afraid he is not available now.
- ☐ I'll call him back later than. Thank you.
- ☐ Hello. This is Jane speaking.

**C**

- ☐ Yes, could you ask him to call me when he gets in? It's urgent.
- ☐ Hi. This is Robert Barns calling.
- ☐ May I speak to Mr. Eliot?
- ☐ Hold on, please.
- ☐ I'm sorry. He is not in at the moment.
- ☐ Would you like to leave a message?
- ☐ Certainly. I'll tell him that you called.

**D**

- ☐ Yes, this is Sam Client. I'd like to talk about the new product of your company.
- ☐ MAC Computer Company. How can I help you?
- ☐ Thank you. Bye.
- ☐ Hello. Could you put me through to Ted Turner, please?
- ☐ I'm afraid Mr. Turner is in a meeting now.
- ☐ I'll tell him that you called.
- ☐ Can you hold on a moment, please?
- ☐ Goodbye.
- ☐ Certainly. May I ask who is calling?

### 9. Complete the dialogues according to the given information.

**Robert:** Would you like to have a drink tonight?

**Lisa:** (Lisa accepts his offer) \_\_\_\_\_

**Kate:** How about a slumber party at my house this Friday night?

**Sally:** (Sally refuses her offer) \_\_\_\_\_

**Mike:** (Mike invites Betty to his birthday party) \_\_\_\_\_?

**Betty:** Yes, that would be great.

**Nick:** Would you like to come over tomorrow?

**Maria:** (Maria expresses her excuse) I'd love to but \_\_\_\_\_

## 10. Read the conversations and choose the correct one.

Conversation 1



**Ellen:** Hi Pete. Ellen is speaking.  
**Pete:** Hi Ellen. How are you?  
**Ellen:** Fine, thanks. Are you busy tomorrow evening? I'm having a slumber party. Would you like to join us?  
**Pete:** I'd love to but I have plans with my parents.  
**Ellen:** Ok. Maybe next time. Goodbye.  
**Pete:** Thanks again. Goodbye.

Conversation 2



**Bob:** Hello Carol. This is Bob.  
**Carol:** Hello Bob. How is it going on?  
**Bob:** Everything is Ok. We haven't seen each other for a long time. Would you like to have dinner tonight?  
**Carol:** Yes, that would be great.  
**Bob:** Where do you prefer going?  
**Carol:** Brandy's Fish House would be a good choice.  
**Bob:** I'll book a table for 8:00 then. Would you be ready until then?  
**Carol:** Of course. See you there.  
**Bob:** Ok. Goodbye.  
**Carol:** Goodbye.

### Conversation 1

- Ellen is inviting Pete to \_\_\_\_\_.  
 a) a birthday party  
 b) a garden party  
 c) a slumber party
- Pete \_\_\_\_\_ her offer.  
 a) accepts b) refuses c) thinks about
- Pete won't be at the party because \_\_\_\_\_.  
 a) he is ill  
 b) he has another appointment  
 c) he is abroad

### Conversation 2

- Bob offers Carol \_\_\_\_\_.  
 a) a drink                      b) a dinner                      c) a job
- They'll have \_\_\_\_\_ for dinner.  
 a) beef                      b) vegetables                      c) fish
- Carol \_\_\_\_\_ his offer.  
 a) accepts  
 b) refuses  
 c) turns down

## 11. Read the invitation card and answer the questions.



Kate, I have a barbecue party on Saturday.  
 It's at 5 p.m. in our garden.  
 Mary and Tom are coming, too.  
 Would you like to join us?  
 Please inform me as soon as possible.  
 Rose

- Who is the inviter?  
 \_\_\_\_\_
- Who is the receiver?  
 \_\_\_\_\_
- What is the invitation about?  
 \_\_\_\_\_
- Who else is coming to the party?  
 \_\_\_\_\_
- Where is the party?  
 \_\_\_\_\_



### 12. a) Complete the dialogue with the words below.

anniversary

glad

let

afraid

put

available

see

hold

**Rose:** Hello. This is Rose Angel. Is Roy Been in?

**Secretary:** Yes, he is. (1) \_\_\_\_\_ on a moment, please. I'll (2) \_\_\_\_\_ you through to Mr. Been. (a few seconds later)

**Mr. Been:** Hello Rose. How is it going on?

**Rose:** Hi Roy. Thanks, everything is OK. I'm calling to inform you about the surprise party for Nora and Terry for their wedding (3) \_\_\_\_\_

**Mr. Been:** I'll be (4) \_\_\_\_\_ to help you for arranging it.

**Rose:** Ok then. Would Saturday be

(5) \_\_\_\_\_ for you to have dinner and talk about it.

**Mr. Been:** I'm (6) \_\_\_\_\_ not. I have an important appointment. How about Sunday?

**Rose:** That would be fine. (7) \_\_\_\_\_ me see. I'm free at about 11 o'clock. Where will we meet then?

**Mr. Been:** Perfect. Martha's Coffee Shop is OK. I've missed her special coffee.

**Rose:** Me, too. We'll meet there at 11:00 then. (8) \_\_\_\_\_ you, bye.

**Mr. Been:** OK. Goodbye.

### b) Answer the questions.

- Who called Roy Been yesterday? \_\_\_\_\_
- Was the phone conversation about business? \_\_\_\_\_
- Why did Rose call Roy? \_\_\_\_\_
- When will they meet? \_\_\_\_\_
- Will they go to a restaurant? \_\_\_\_\_

### 13. Put the conversation in the correct order.

- ☐ Don't worry. I'll take a memo.
- ☐ Hi, Wendy. I'm afraid she isn't at home.
- ☐ Hello! It's Wendy. May I speak to Kate?
- ☐ Would you like to leave a message?
- ☐ Yes. Could you ask her to call me back?
- ☐ Oh! I'm sorry to hear that.
- ☐ Thank you very much.

### 14. Complete the smartphone applications with the correct verb below.

Play

Share

Buy

Help

Learn

Give

Practice

Order

Find

Make

- \_\_\_\_\_ a video
- \_\_\_\_\_ the people in need
- \_\_\_\_\_ my lessons
- \_\_\_\_\_ how to cook something
- \_\_\_\_\_ my ideas and opinions
- \_\_\_\_\_ something to eat
- \_\_\_\_\_ the lyrics of a song
- \_\_\_\_\_ an educative game
- \_\_\_\_\_ my way in the traffic
- \_\_\_\_\_ something online

15. a) Read the conversation and complete the sentences.



**Officer:** Hello, It's International Airlines.  
How may I help you?

**Customer:** I'd like to make a flight reservation from Paris to Rome on 10th January.

**Officer:** Would you like to fly business or economy class?

**Customer:** Economy class, please.  
By the way, how much is it?

**Officer:** Let me see. It's \$450.

**Customer:** Okay. Thank you.

**Officer:** Single or return?

**Customer:** Single, please.



**Officer:** All right. Your flight is reserved.


**Customer:** Thank you.

**Officer:** You're welcome. Have a good flight.

1. The customer phones International Airlines Office to \_\_\_\_\_
2. The customer wants to fly to \_\_\_\_\_
3. The customer wants to fly on \_\_\_\_\_
4. The customer wants a \_\_\_\_\_ ticket.
5. The flight ticket costs \_\_\_\_\_

b) Complete the missing information.

FLIGHT	SEAT	
F3954	7A	
		FLIGHT F3954 SEAT 7A 
		DATE _____
		FROM _____
		TO _____
		CLASS _____
		FROM _____



GATE CLOSING 40 MINUTES BEFORE DEPARTURE



## STUDY BOX



## FUTURE TENSE

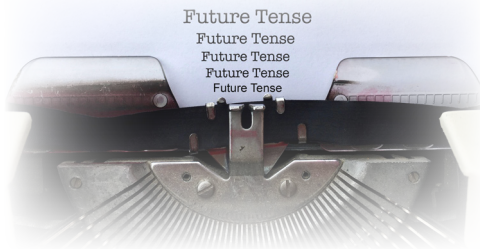
**Will For Stating Decisions Taken At the Time of Speaking**

(Gelecek Zaman Will )

(Konuşma Anında Verilen Kararlar İçin Kullanımı)

Konuşma anında yapmaya karar verdiğimiz eylemlerden bahsederken gelecek zaman yapısı olan **will** yardımcı fiilini kullanırız.

The doorbell is ringing. I will get it.  
(Kapı çalıyor. Ben açarım.)



**Will For Predictions and Expectations**

(Gelecekle İlgili Tahminler ve Beklentiler İçin Will Kullanımı)

Gelecekle ilgili tahminlerimizi ve beklentilerimizi ifade ederken bazı kalıplarla birlikte yine Gelecek Zaman yapısı olan **will** yardımcı fiilini kullanırız.

**I will probably** move to a new house two weeks later.  
(Muhtemelen iki hafta sonra yeni bir eve taşınacağım.)

**I am sure** you will get a good mark in the exam.  
(Eminim sınavda iyi bir not alacaksın.)

**I think** she will get married to Tom.  
(Bence o, Tom ile evlenecek.)

**I hope** I will be rich in the future.  
(Umarım gelecekte zengin olurum.)

**I believe** he will get a good job.  
(İnanıyorum ki onun iyi bir işi olacak.)

**I guess** they will buy a new house.  
(Tahminimce onlar yeni bir ev alacak.)

**I suppose** she will play well in the tournament.  
(Sanırım o, turnuvada iyi oynayacak.)

## 16. Match the sentences.

1. There aren't any eggs to make an omelette.
2. I have a headache.
3. Tomorrow is my parents' wedding anniversary.
4. I've lost my eyeglasses.
5. I'm very tired.
6. It's very cold.
7. I can't carry this heavy luggage.



- a) I'll take a painkiller.
- b) I'll go and buy some.
- c) I'll close the window.
- d) I'll look for them.
- e) I'll have a rest.
- f) I'll make a surprise party for them.
- g) I'll help you.

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_  
5. \_\_\_\_\_ 6. \_\_\_\_\_ 7. \_\_\_\_\_

## 17. Complete the speech bubbles by using "will" and the verbs below.

go

answer

drink

call

buy

1. Look! The car's crashed into another one. I \_\_\_\_\_ the police.

2. I have a toothache. I \_\_\_\_\_ the dentist.

4. The phone is ringing. I \_\_\_\_\_ it.

3. I'm thirsty. I \_\_\_\_\_ some water.

5. Tomorrow is Tom's birthday. I \_\_\_\_\_ him a gift.

## 18. a) Complete the telephone conversations with the sentences given.

a) A table for four people.

b) We will be there.

c) I'll check it.

d) What time will you come for dinner?

e) How can I help you?

### Conversation 1



**Hostess:** Hello, this is Nelly's Dishes Restaurant. (1) \_\_\_\_\_

**Susan:** Hi! Susan Anderson is speaking. I'd like to book a table for Saturday night.

**Hostess:** Hang on a moment, please. (2) \_\_\_\_\_

**Susan:** OK. Thank you.

**Hostess:** (3) \_\_\_\_\_

**Susan:** We would prefer 7 p.m.

**Hostess:** How many people is the table for?

**Susan:** (4) \_\_\_\_\_

**Hostess:** Alright. I booked your table Mrs. Anderson. See you on Saturday night.

**Susan:** (5) \_\_\_\_\_ Thanks for your help.

a) A car hit me and ran away.

b) Don't hang up the phone.

c) Officer Ben Taylor speaking.

d) Can you see the plate of the car?

### Conversation 2



**Police Officer:** Good morning!

(1) \_\_\_\_\_

**Rose:** Hi! I had an accident on the Highway Street. (2) \_\_\_\_\_ I'm injured and my car is broken. I need your help.

**Police Officer:** Calm down, please. (3) \_\_\_\_\_

**Rose:** No, I can't but it was a white truck. It was very fast.

**Police Officer:** OK. Keep calm and (4) \_\_\_\_\_

The police officers will be there in a few minutes.

**Rose:** Please come as soon as possible.

## b) Read the conversations and complete the sentences.

1. Susan Anderson is calling \_\_\_\_\_

2. The first conversation is about \_\_\_\_\_

3. The reservation is on \_\_\_\_\_ in the first conversation.

4. The conversation is between \_\_\_\_\_ in the second conversation.

5. The incident takes place on \_\_\_\_\_

6. The second conversation is about \_\_\_\_\_



### 19. Read the situations and make sentences by using the verbs and "will".

have

drink

report

buy

tidy

accept

answer

1. You're hungry and there is some beef and chicken in the fridge. You hate chicken.

2. The phone is ringing and you're the nearest person to it.

3. Your son has broken his toy car and he is very upset.

4. You're at a café and you're hot. The choice on the menu is coffee or iced-tea.

5. Your room is in a mess.

6. You've witnessed a car accident while you're on your way.

7. Your friend is inviting you to her birthday party and you want to go.

### 20. Complete the conversations with the sentences below.

- Would you like to leave a message?
- Hello.
- This is Andy.
- I'll put you through to him.

- May I speak to George Taylor?
- Excuse me, who is calling, please?
- Hold on, please.

1

**Andy:** Hello, (1) \_\_\_\_\_

I'd like to speak to Mr. Garcy.

**Ruth:** (2) \_\_\_\_\_

I'll put you through to him.

**Andy:** Thank you.

2

**Brian:** (3) \_\_\_\_\_ Brian is speaking. (4) \_\_\_\_\_

**Jane:** I'm sorry. Mr. Taylor is in a meeting now. (5) \_\_\_\_\_

**Brian:** Yes, please. Can you tell him to call me back immediately?

**Jane:** OK. I'll give him your message.

3

**Laura:** Hello. Could you put me through to Mr. Ted?

**Rita:** (6) \_\_\_\_\_

**Laura:** This is his cousin, Laura.

**Rita:** (7) \_\_\_\_\_

**Laura:** Thank you.

TEST



1. Nick and his friends are talking about their communication preferences.

**Nick:** I prefer meeting and chatting with my friends to using social Networks.

**Claire:** I would rather texting messages than communicate with my friends.

**Lisa:** Making a phone call is the easiest way for me to get in touch with my friends.

**Tom:** I like spending time with my friends, so I prefer talking face to face.

Which two people have the same communication preferences ,according to the statements above?

- A) Nick and Claire    B) Claire and Lisa  
C) Nick and Tom    D) Lisa and Tom



2. 1. Could you put me through to Dylan?  
2. Sorry, he is in a meeting now.  
3. Hello. This is Kate speaking.  
4. Would you like to leave a message?

Which of the following is the correct order for the conversation above?

- A) 3, 1, 2, 4    B) 3, 2, 1, 4  
C) 3, 4, 1, 2    D) 1, 3, 2, 4

3. Carla tries to correct the phone conversation below.

**Nora:** (I) Hi, this is Nora. Can I speak to Sawyer?

**Jack:** (II) Sure. I'm waiting

**Nora:** (III) Can you take a memo, please?

**Jack:** (IV) I'm sorry but he isn't at the office now.

**Nora:** Please tell him to call me as soon as possible.

**Jack:** OK. Got it.

Which of the following should Carla change to put the statements of the phone conversation in the correct order?

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

ALL in ALL

4. **Tim:** Hello! May I speak to Mrs. Nell, please?

**Sarah:** Hi! May I ask who is calling?

**Tim:** This is Tim Stone. I'm Mrs. Nell's cousin.

**Sarah:** Hang on a moment please. I'll put you through to her.

**Tim:** Thank you.

In this conversation, which purpose does NOT match any of the statements below?

- I. Asking for someone  
II. Introducing yourself  
III. Asking who is on the phone  
IV. Making an excuse

- A) I    B) II    C) III    D) IV



5.

**Officer:** Good afternoon. Vicky's Fish House. \_\_\_\_\_?

**Laura:** Good afternoon. I'd like to book a table for Tuesday night.

**Officer:** Of course madam. \_\_\_\_\_?

**Laura:** A table for three people, please.

**Officer:** \_\_\_\_\_?

**Laura:** We can be there at about 8.00 p.m.

**Officer:** I booked your table. See you on Tuesday night.

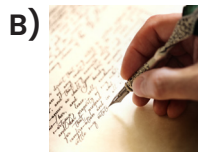
**Laura:** Thank you. Goodbye.

**Which of the following questions does the officer NOT ask Laura?**

- A) What would you like to have for dinner
- B) How many people is the table for
- C) What time will you be there
- D) How can I help you

**6. Ruth:** I like using different ways of communication but I can't stand writing letters.

**Which of the following ways of communication CANNOT be Ruth's preference?**



**7. Pam:** Hello, Pam is calling. Could I speak to Mark?

**Sue:** I'm sorry \_\_\_\_\_. Could you repeat that please?

**Pam:** May I speak to Mark?

**Sue:** I'm sorry he's out. You can call him on his mobile phone.

**Which of the following completes the phone conversation above?**

- A) I can't hear you well.
- B) Would you like to leave a message?
- C) Thanks for calling.
- D) Who is calling?

**8. Max:** Hello, Greg. I have two tickets for the pop concert. Would you like to join me?

**Greg:** That sounds great. I love pop music.

**According to the conversation which of the following is FALSE?**

- A) Max invites Greg to the concert.
- B) Greg accepts the invitation.
- C) Greg refuses the invitation and makes an excuse.
- D) Max wants to go to the concert with Greg.

ALL in ALL

9.

**Bob:** Hi! Bob is speaking.  
How can I help you?

**Jane:** I'd like to book a flight ticket to Rome, please.

**Bob:** What is your travel date?

**Jane:** On May 6, please.

**Bob:** Would you like to fly business or economy class?

**Jane:** Economy class.

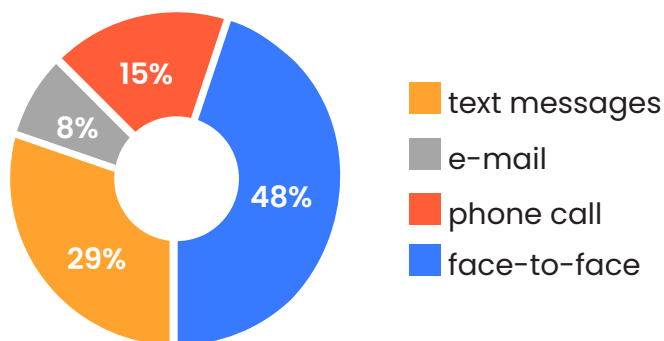
**Bob:** Well, I've booked a flight that is fit for you.



**The conversation is about**

- A) reporting a robbery
- B) booking a table
- C) a doctor appointment
- D) a flight reservation

10. The chart is about the ways of communication among teenagers.



According to the chart which of the following is NOT correct?

- A) Nearly thirty percent of the teenagers prefers texting messages.
- B) Less than ten percent of the teenagers writes e-mails for communication.
- C) All of them make phone calls.
- D) Talking face-to-face is the most popular way of communication among teenagers.



# ALL ALL ENGLISH WORKBOOK

8

D. ARZU ÖNCEL

S. MÜGE AKGÜN



MEB MÜFREDATIYLA UYUMLUDUR

INTERACTIVE BOARD

NEW/STEP  
PUBLISHING



## 1. Match the pictures with the phrases.



- 1 make a phone call
- 2 write a letter
- 3 text a message
- 4 write a memo
- 5 talk face- to- face
- 6 use social network
- 7 send an e-mail

## 2. Match the halves of the phrases.

- |           |                   |   |
|-----------|-------------------|---|
| 1 bad     | a touch           | 1 |
| 2 leave   | b a memo          | 2 |
| 3 hang    | c line            | 3 |
| 4 put     | d a message       | 4 |
| 5 keep in | e on a minute     | 5 |
| 6 take    | f someone through | 6 |



## 3. Complete the speech bubbles with the sentences below.

- a. I think he is talking with someone else.
- b. Hang on a minute.
- c. He'll be at the office in an hour.
- d. It's a bad line.
- e. May I speak to Rita?
- f. Could you ask her to contact with me as soon as possible?

- 1 Hi! This is Emily .....
- 2 ..... I'll put you through to him.
- 3 ..... I have some good news for her.
- 4 I'm sorry I can't hear you well ..... Could you repeat that, please?
- 5 I'm afraid he is not available at the moment. ....
- 6 ..... Would you like to leave a message?

### 4. Read the phone conversation and write TRUE or FALSE.

- **Mendy:** Hello Fiona. It is Mendy.
- **Fiona:** Hi Mendy.
- **Mendy:** How is it going?
- **Fiona:** I'm fine, thanks.
- **Mendy:** Tonight there is a rock concert of our favorite band.
- **Fiona:** Oh! Really? It sounds amazing.
- **Mendy:** Would you like to join me?
- **Fiona:** Why not? I'd love to.
- **Mendy:** Let's meet at 7 o'clock in front of the concert hall.
- **Fiona:** I'll be there.
- **Mendy:** Goodbye.
- **Fiona:** Ok. Take care. Bye.



- |                                        |                                                                                |
|----------------------------------------|--------------------------------------------------------------------------------|
| 1. Mendy invites Mary to a party. .... | 4. The concert is in the afternoon. ....                                       |
| 2. Fiona is not keen rock music. ....  | 5. They will meet in front of the concert hall before the concert starts. .... |
| 3. Fiona accepts the invitation. ....  |                                                                                |

### 5. Read the text and complete the table.

Telephone is one of the most important tools of communication. Today people can't stand a moment without telephones. Telephones have changed a lot and smart phones are popular nowadays. It has a lot of pros. Firstly, you can keep it everywhere such as your bag or even in your pocket. You can use it everywhere. You can talk to your friend while you're having a sunbathe at the seaside or doing shopping. It gives you a chance to connect to the Internet. You can send or receive your e-mails easily. In case of emergency, you can reach the emergency services quickly. However it has also cons. You must be careful when you use it because it has security risks. Strangers can get your personal information and use it. You can be addicted and spend long hours on the phone. This can affect your concentration in a negative way. It is also very expensive and people pay a lot of money to buy the latest versions to be trendy.

#### PROS

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#### CONS

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TEST-1



1. **Secretary:** Hello. May I help you?

**Nora:** Hi! Nora speaking.  
Could I speak to Andrew,  
please?

**Secretary:** I'm sorry.

May I take a message?

**Nora:** Could you tell him to call  
me back as soon as possible?

**Secretary:** Of course, madam.  
Goodbye.

- A) I'll get him.  
B) Hang on a minute, please.  
C) He is not available.  
D) Excuse me?

2. Mark feels angry when his brother tells  
his secrets to everyone.

Which picture shows how Mark feels  
when his brother tells his secrets to  
everyone?

- A) B) C) D)

3. **Jack:** Hi ! This is Jack. Is Betty there?

**Sue:** I'm afraid she is busy. Would you  
like to leave a message?

**Jack:** Sure.....?

**Sue:** OK. Bye.

**Jack:** Thanks. Goodbye.

- A) Could you put me through to her  
B) Could you tell her that Jack called  
C) Sorry! Can you repeat that, please  
D) Can I take your number

4. **Andrew:** Hi! This is Andrew. May I speak  
to Susan?

**Sally:** ..... she is not available now.

**Andrew:** OK. I'll call back later.

- A) Hold on, please.  
B) I'll put you through to her.  
C) Can I leave a message?  
D) I am afraid

5. **Cathy:** Hello! Cathy calling. Is Brian there?

**James:** .....I'll put you through to him.

**Cathy:** Thank you.

- A) Hold on a minute, please.  
B) I'm afraid he's not in the office.  
C) Would you like to leave a message?  
D) Who is calling?

6. **Police Officer:** Good evening. Officer  
speaking.

**Monica:** This is Monica Taylor. I want to  
report a car accident.

**Police Officer:** Calm down. ....?

**Monica:** I'm calling you from Highway  
Street.

- A) Are you injured  
B) What is the incident  
C) Where are you calling us from  
D) What happened

7. I'd like to make a ..... for the  
play tonight.

- A) ticket B) book C) flight D) reservation

8. How can I ..... you?

- A) speak B) wait C) help D) complain

9. Jenny prefers online communication.  
She usually .....

- A) sends e-mails  
B) writes postcards  
C) meets her friends  
D) talks face- to- face

10. **Greg:** Hello! Greg speaking. Can I  
speak to Adam?

**Lily:** .....I'll get him.

**Greg :** Thank you. I'm waiting.

- A) I'm sorry he is busy.  
B) Hang on a minute, please.  
C) I'm afraid he's out.  
D) Would you like to leave a message?



### TEST-2



1. Betty is hungry and she wants to order food. She isn't fond of eating healthy food and she prefers meat to chicken. She dislikes vegetables.

**According to the information, which of the following restaurants does she prefer ordering food?**

- A) Burger House
- B) Rita's Fish Restaurant
- C) Vegetarian Restaurant
- D) Fish and Chips Restaurant.

2. **Max:** Hi! Max is calling. May I speak to Bob, please?  
**Maria:** I'm sorry he's not at home at the moment.  
**Max:** .....?  
**Maria:** Sure. I'm writing down.  
**Max:** Could you tell him that we'll meet at 7.45 p.m. ?  
**Maria:** OK. I'll tell him when he gets back.

**Which of the following completes the conversation?**

- A) Can I leave a message, please
- B) Would you like to leave a message
- C) Could you say it slowly, please
- D) Can I take your address, please

3. **Choose the correct order for a meaningful dialogue.**

- ① Could you put me through to Dylan?
- ② Sorry, he is in a meeting now.
- ③ Hello. This is Kate speaking.
- ④ Would you like to leave a message?

- A) 1, 3, 2, 4
- B) 3, 2, 1, 4
- C) 3, 4, 1, 2
- D) 3, 1, 2, 4



4. **Jane:** Hi! Jane is calling.  
**Alex:** Hello, Jane. How is it going?  
**Jane:** I'm fine. What are you doing on Saturday night?  
**Alex:** Nothing, really. Why?  
**Jane:** I have two tickets for the concert of our favorite band. Would you like to go with me?  
**Alex:** Yes, of course. That sounds fun.

**According to the conversation.....**

- A) Alex invites Jane to a concert.
- B) Alex refuses Jane's invitation.
- C) Jane and Alex like the same band.
- D) Alex is busy on Saturday night.

5. **Secretary:** Hello. This is Smith's Company. How can I help you?  
**Carol:** Hi! This is Carol Jackson. Could I speak to Robin Field, please?  
**Secretary:** I'm sorry. He is not available now. ....?  
**Carol:** Yes, please. Could you tell him to call me back as soon as possible?  
**Secretary:** Sure Mrs. Jackson. Goodbye.

**Which of the following completes the conversation?**

- A) Who is calling, please
- B) Hold on, please. I'll get him.
- C) He will be there in an hour.
- D) May I take a message?

ALL IN ALL

Answer the questions 6–7 according to the conversation below.



**Mike:** Hello! Mike is speaking.

**Bruce:** Hi, Mike. What's up?

**Mike:** Everything is OK. Thanks. Listen! I'm having a garden party on Sunday. Would you like to join us?

**Bruce:** I'd love to but I have to visit my grandmother. She is ill and I'll take care of her.

**Mike:** I'm sorry to hear that. I hope she will get better soon.

**Bruce:** Thank you for your good wishes, Mike. We'll meet up later, then.

**Mike:** OK. See you later than. Bye.

**Bruce:** Goodbye.

**6. Which of the following is the reason that Mike calls Bruce?**

- A) To ask for a recipe.
- B) To apologize for not coming to the party.
- C) To learn about the health of his grandmother.
- D) To invite him to a garden party.

**7. According to the conversation, which of the following is CORRECT?**

- A) Bruce refuses the invitation.
- B) Bruce invites Mike to the garden party.
- C) Bruce accepts the invitation.
- D) Bruce is not busy on Sunday

**8. Nathan:** Hi ! Nathan is calling.

(I) May I speak to Fiona?

**Susan:** (II) No, thanks. I'll call her later.

(III) Would you like to leave a message?

**Nathan:** (IV) I'm afraid she is out.

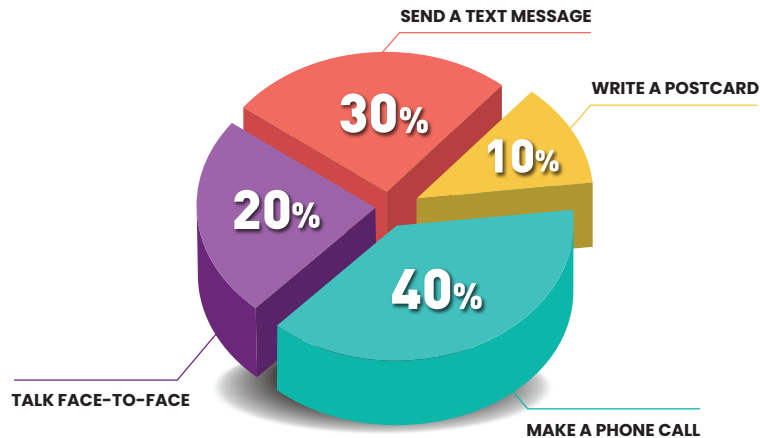
**Susan:** OK. Bye.

**Nathan:** Thanks. Goodbye.

**Which of the following should Nathan change to put the statements of the phone conversation in the correct order?**

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

9.



According to the chart above, which of the following is CORRECT?

- A) Sending a text message is more popular than writing a postcard.
- B) People seldom prefer making a phone call.
- C) 20 % people prefer talking face-to-face.
- D) Writing a postcard is very popular for people.

10. **Wendy:** Hello! This is Wendy.

**Rita:** Hi, Wendy. What are you doing?

**Wendy:** I'm on the way to the café. I'll have a drink. Would you like to join me?

**Rita:** Yes, I'd love to.

**Wendy:** Let's meet at the café in half an hour.

**Rita:** OK. I'll be there. Goodbye.

**Wendy:** Bye.



According to the conversation above, which of the following is CORRECT?

- A) Wendy is at home now.
- B) Rita is busy at the moment.
- C) Rita accepts Wendy's invitation.
- D) Rita invites Wendy to have a drink at a café.