0.6 New Headway Pre-int.4 th edition U10		pg. 85		ON THE PHONE		
l in the gaps with suitable words from the box. irectory enquiries busy operate eart		r landline		message		
recorded message off	emergency se	ervices	hold	urgent	through	switched
1) Do you leave your m	obile	at	night?			
2) Are you satisfied wit	h your	?				
3) How many telephon	e numbers do yo	ou know by		?		
4) Do you still use a		phone at yo	our home?)		
5) Do you often try to g	get	of yo	ur boss?			
6) What do you do whe	en the line you a	re calling is		?		
7) Do you get angry wh	en nobody ansv	vers your ca	all and the	n you hear a		?
8) When you call to sor	ne office do the	y put you		immed	liately?	
) 9) When you need to fi					•	
10) Do you often have t	·		•			
11) Do you prefer to lea			•		ody answers	s your call?
, , , , 12) Have you ever calle					,	,
•						
10.6 New Headway Pro	e-int.4 th edition	U10	pg. 8	35	ON THI	E PHONE
· Fill in the gaps with suit			pg. 8	35	ON THI	E PHONE
10.6 New Headway Pro Fill in the gaps with suit directory enquiries heart				landline		E PHONE sage
Fill in the gaps with suit directory enquiries	table words fror	n the box. operato				
Fill in the gaps with suit directory enquiries heart recorded message	table words fror busy emergency so	n the box. operato ervices	or hold	landline	mes	sage
Fill in the gaps with suit directory enquiries heart recorded message off	emergency so	n the box. operato ervices	or hold	landline	mes	sage
Fill in the gaps with suit directory enquiries heart recorded message off	emergency so	n the box. operato	hold night?	landline urgent	mes	sage
recorded message off 1) Do you leave your m 2) Are you satisfied wit	emergency so obile h your	n the box. operato ervicesat? ou know by	hold night?	landline urgent	mes	sage
recorded message off 1) Do you leave your m 2) Are you satisfied wit 3) How many telephone	emergency so	n the box. operato ervicesat? ou know by phone at yo	hold night?	landline urgent	mes	sage
recorded message off 1) Do you leave your m 2) Are you satisfied wit 3) How many telephon 4) Do you still use a	emergency so obile h your e numbers do yo	n the box. operato ervices at? ou know by phone at yo	hold night? our home? ur boss?	landline urgent	mes	sage
recorded message off 1) Do you leave your m 2) Are you satisfied wit 3) How many telephon 4) Do you often try to g	emergency so obile h your e numbers do you get	n the box. operator ervices at	hold night? our home? ur boss?	landline urgent?	through	sage switched
recorded message off 1) Do you leave your m 2) Are you satisfied wit 3) How many telephon 4) Do you often try to g 6) What do you do whe	emergency so obile h your e numbers do you get en the line you a	n the box. operator ervices at	hold night? our home? ur boss?	landline urgent? n you hear a	through	sage switched
recorded message off 1) Do you leave your m 2) Are you satisfied wit 3) How many telephon 4) Do you often try to g 6) What do you do whe	emergency so obile	n the box. operato ervices at	hold night? our home? ur boss?	landline urgent? n you hear aimmed	mes through	sage switched

11) Do you prefer to leave a or call back later when nobody answers your call?

12) Have you ever called to because of an accident?