

Vocabulary

Key Vocabulary

Read the text about making a call and check that you understand the meaning of the words in bold.

In most offices everyone has a **landline phone** and people often have their own **extension (number)** so that you can connect to them directly. Otherwise, you may have to talk to an **operator** who will **transfer your call** to the person you want to talk to or **put you on hold** if that person's **line** is busy. To answer a call, you **pick up the receiver** or press the answer key if you're using a wireless phone or **mobile phone**. You can find the number of most businesses in the **yellow pages**, which is available in a book as well as online. To make a call on a landline phone, you listen for the **dial tone** and then **dial the number**. The phone at the other end either **rings** or you get a **busy signal**. You may have **to leave a voice message** after the **tone**. Occasionally, you may get **disconnected** and have to make the call again. A mobile phone or cell phone can perform many useful functions not available with a landline phone, such as allowing users to send and receive **text (or SMS) messages**.

Vocabulary Note

Here are some common phoning expressions:

Personal Assistant: Kat, *Benita Gomez is **on the line**.* (= Benita has called and would like to speak to Kat.)

Kat: *Could you **put her on hold**?* (= ask her to wait)

Personal Assistant: *Benita, Kat has asked if you could **hold the line / hold on**?* (= Don't hang up.)

Kat: *Could you **put Benita through** now?* (= complete the connection)

You can see the whole lesson from your teacher, please ask them to send it to you before the class.

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