

in company Elementary

Unit 19

headword	pronunciation	translation/notes	example sentence
call (n)	/kɔ:l/		
get a call	/,get ə 'kɔ:l/	Maria gets over 500 calls a day.
put through a call	/,pʊt θru: ə 'kɔ:l/	Just a minute, I'll try to put your call through .
call (v)	/kɔ:l/		
call sb about sth	/,kɔ:l ,sʌmbədi əbaʊt 'sʌmθɪŋ/	What do people usually call you about at work?
Who's calling?	/,hu:z 'kɔ:lɪŋ/	" Who's calling , please?" "George Miller from Bryce and Watts."
caller (n)	/'kʌ:lə/	The telephone often interrupts what we're doing and sometimes the caller is someone we don't want to talk to!
cubicle (n)	/'kju:bɪkl/	Maria Cabrera's workspace is a cubicle with a computer and a telephone exchange.
dial (v)	/'daɪəl/	If you dial extension 4012, it's a direct line.
direct line (n)	/dɪ'rekt; daɪ'rekt 'laɪn/	Do you have a direct line or an extension?
disconnect (v)	/,dɪskə'nekt/	I sometimes feel like disconnecting the phone but my husband needs it for his work.
disconnect the phone	/,dɪskə'nekt ðə 'fəʊn/	
extension (n)	/'ɪk'stenʃn/	My extension is 3474.
get through (to sb) (phr v)	/,get θru: (tə 'sʌmbədi)/	After phoning several times I finally got through to her .
give sth up (phr v)	/,gɪv ,sʌmθɪŋ 'ʌp/	It's awful – I think I'll give my job up .
give your job up	/,gɪv jə 'dʒɒb ,ʌp/	

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handset (n) replace the handset	/ˈhændset/ /ɪˌpleɪs ðə ˈhændset/	Have you ever interrupted a phone call by replacing the handset ?
hang up (phr v) hang up on sb	/ˌhæŋ ˈʌp/ /ˌhæŋ ˈʌp ɒn ˌsʌmbədi/	Some people are awful but the problem is in my job that I can't just hang up . Only 6% of those interviewed told researchers they never hung up on people .
headset (n)	/ˈhedset/	My phone has a headset so that my hands are free.
help (v) How can I help you?	/help/ /haʊ kən aɪ ˈhelp juː/	"Hello, is that Alphatech Research?" "Yes, how can I help you? "
hook (n) take the phone off the hook	/hʊk/ /teɪk ðə ˌfəʊn ɒf ðə ˈhʊk/	Sometimes at home when I'm feeling really tired, I take the phone off the hook .
ignore (v)	/ɪɡˈnɔː/	It's difficult to ignore a ringing phone.
intrude (into) (v)	/ɪnˈtruːd (,ɪntuː)/	Because we can't ignore the phone it intrudes into our lives.
line (n) I'll try the line.	/laɪn/ /aɪl ˌtraɪ ðə ˈlaɪn/	One moment, I'll try her line .
number (n) call a number try sb's number	/ˈnʌmbə/ /kɔːl ə ˈnʌmbə/ /ˌtraɪ ˌsʌmbədɪz ˈnʌmbə/	A researcher called the number of several public phones in stations and airports and someone nearly always answered. "Can I speak to Ana Courtelle, please?" "One moment, I'll try her number ."
phone (n) answer the phone	/fəʊn/ /ɑːnsə ðə ˈfəʊn/	I tried calling but no one answered the phone .

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replace (v) replace the handset	/rɪˈpleɪs/ /rɪˈpleɪs ðə 'hænd,seɪt/	Replacing the handset will interrupt a call.
ring (v) the phone rings	/rɪŋ/ /ðə 'fəʊn rɪŋz/	When the phone is ringing in someone else's office, do you answer it?
say (v) ... did you say?	/seɪ/ /ˌdɪd juː 'seɪ/	"This is Mr Olot from Pharmatech SA." "I'm sorry. Who did you say? "
stress (n) cause stress	/stres/ /ˌkɔːz 'stres/	Does the phone cause stress in your work?
suffer from stress	/ˌsʌfə frəm 'stres/	In the end she thinks she'll give up her job because she suffers from stress .
stressed (adj) (opposite = relaxed)	/strest/	Maria gets really stressed at work because she has to answer so many calls.
supplier (n)	/səˈplaɪə/	I often get calls from suppliers about orders and deliveries.
telephone (n) telephone exchange (n)	/ˈtelɪˌfəʊn/ /ˈtelɪˌfəʊn ɪk'steɪndʒ/	The only things in my workspace are a chair, a computer and a telephone exchange .
telephone use (n)	/ˈtelɪˌfəʊn juːs/	In a survey on telephone use , 51% of people said they would answer a phone ringing in someone else's office.
telephonist (n)	/təˈleɪfəˌnɪst/	Maria Cabrera works as a telephonist in a shopping centre.