12 Dealing with telephone problems

A 42 Tick the problems you have on the phone.

1 Your phone runs out in the middle of a conversation. ☐
2 There’s a lot of noise around you. ☐
3 You ring the wrong number. ☐
4 You can’t hear the other person. ☐
5 The other person speaks too quickly. ☐
6 You can’t understand the other person’s English. ☐
7 You get poor reception on your mobile. ☐

Listen to eight problem calls. Write the number of the call under the type of problem in the table.

<table>
<thead>
<tr>
<th>Problem on the line</th>
<th>Problem using a mobile</th>
<th>Problem with dialling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call: __________ __________ __________</td>
<td>Call: __________ __________ __________</td>
<td>Call: __________</td>
</tr>
</tbody>
</table>

B 42 In each call, one person describes the problem. Complete these phrases with the letters a, e, i, o or u in the adjectives.

1 It’s a really b________ line.
2 It’s too n________ ny.
3 I think we’ve got a cr________ed line.
4 I must have got the wr________ng number.
5 My battery’s very l________.
6 Sounds like we’ve got a f________ity line.
7 You’re breaking up. The reception’s t________ng bl________.
8 The line just went d________ed.

Listen and check your answers.
C 43 To add emphasis we use words called modifiers such as **too** and **really**. Complete these phrases and underline the correct word in italics.

1. It's a **really**/too bad line.
2. The reception is **very**/absolutely terrible from the train.
3. I need to recharge my mobile. The battery's **totally**/very low.
4. I can't hear. The traffic's **absolutely**/too loud.
5. Sorry, it's too/such noisy here today.
6. This line is **such**/so poor.
7. This is so/such a terrible line. I can’t hear a thing.

Listen and check your answers. Now listen again and repeat sentences 1–8. Notice how we stress the modifiers.

It's a **really** bad line.

D 42 Listen to the eight calls in section A again and tick (✓) the actions the speaker suggests.

<table>
<thead>
<tr>
<th>Action</th>
<th>Call 1</th>
<th>Call 2</th>
<th>Call 3</th>
<th>Call 4</th>
<th>Call 5</th>
<th>Call 6</th>
<th>Call 7</th>
<th>Call 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak up</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call back straight away</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call back later</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hang up</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Try a different number</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

E Re-order the words to make suggestions for solving the problems.

1. sorry you up speak can? 5. him try 376 on extension
2. the down let's phone put 6. email about it sending how me by?
3. calling try later again 7. up ring the hang and other number
4. me call you let back five in minutes

F 44 Listen and respond to five callers. In each call there's a problem.

1. Say what you think the problem is.
2. Suggest an action.

Compare your response with the example after the tone.