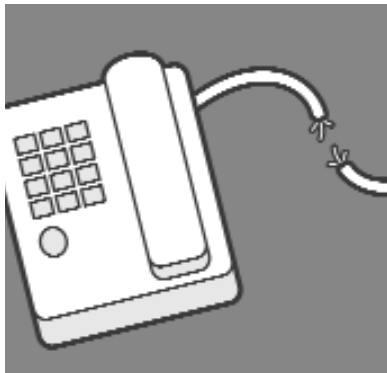




# 12 Dealing with telephone problems

## 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.


Problem on the line	Problem using a mobile	Problem with dialling
 <p>Call: ..... .....</p>	 <p>Call: ..... .....</p>	 <p>Call: .....</p>

## 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.....d line.
- 2 It's too n ..... sy.
- 3 I think we've got a cr.....ss.....d line.
- 4 I must have got the wr.....ng number.
- 5 My battery's very l.....w.
- 6 Sounds like we've got a f ..... lty line.
- 7 You're breaking up. The reception's t.....rr.....bl.....
- 8 The line just went d ..... d.



"It's for you."

**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.

	Call 1	Call 2	Call 3	Call 4	Call 5	Call 6	Call 7	Call 8
Speak up								
Call back straight away								
Call back later								
Hang up								
Try a different number								

**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.**