**BE9**

* **Can you fill the gaps with suitable words from the list:**
* busy (US)/engaged (GB), collect call (US)/transferred charge call (GB), dialing, person-to-person call ( US)/personal call (GB), off the hook, ringing, area code

1. To make a call: first listen for the .............................. tone and dial the number. With any luck, you’ll hear a tone telling you that the number is ................... . If the other phone is being used you’ll hear the ................ tone.

2. To make an international call: first dial the international code, then the country code, then the ……………….. and finally the number you require.

3. If you want the other person to pay for the call you can make a ……….....

4. If you want to talk to a particular person you can make a ...................

5. If you don’t want to be interrupted, you can leave the phone .............

* **Fill in the gaps with the following words:**
* automatic, call, dial, dialing tone, directory, engaged, exchange, operator, receiver, subscriber’s number, trunk code, Yellow Pages

You need to make a telephone 1) \_\_\_\_\_\_\_\_ . Then make sure you have your correspondent’s number close at hand. Telephone numbers consist of a 2) \_\_\_\_\_\_\_\_\_\_\_\_ and a

3) \_\_\_\_\_\_\_\_\_\_\_\_\_. If you don’t know your contact’s number, look it up in the telephone

4) \_\_\_\_\_\_\_\_\_ of the 5) \_\_\_\_\_\_\_\_\_\_\_\_. The latter contains the telephone numbers of businesses and traders in your area. The next thing you do is lift the 6) \_\_\_\_\_\_\_\_\_\_\_\_\_ and 7) \_\_\_\_\_\_\_\_\_ or press the number. You will then hear a 8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_. If the number is

9)\_\_\_\_\_\_\_\_\_\_\_\_\_ you will hear an engaged tone. Bad luck, you will have to ring back later.

In a company, the first person who answers the phone will often be the 10) \_\_\_\_\_\_\_\_\_\_\_\_. He - but still more often: she - will put you through to the person you require. The operator operates the telephone 11) \_\_\_\_\_\_\_\_\_\_\_. In an increasing number of businesses however manual exchanges are replaced by direct lines or 12) \_\_\_\_\_\_\_\_\_\_\_\_\_ exchanges.