

## Telephone language definitions game

Choose one of the boxes below that you know the meaning of and explain which one you are thinking of **without using any of the words written there** until your partner guesses which one it is. Do they agree with your definition?

hold (the line)	hold on	extension (number)	wrong number
hands-free	(international) dialling code	area code	Skype
(video) conference call	pass your message on	get in touch with/ contact	(prepaid) mobile/ cell(phone)
receptionist	directory enquiries	telephone directory/ Yellow Pages	999/911/ emergency services
automatic redial	ansaphone/ answering machine	voicemail	engaged/ busy (tone)
dialling tone	low/ flat battery	bad/ low signal	cut off
transfer your call	put you through/ connect you	new word	underline/ underscore
dash/ hyphen	(forward) slash	dot	double oh
treble	read it back/ check it back	take/ leave a message	unattainable
phone/ call someone back	phone/ call again	in a meeting	away from his/ her desk
out of the office	out of the country	on another line	dial
off (of work)	a text/ SMS	a bad line/ bad connection	not catch something
call centre/ helpline	freephone/ toll free (number)	off the hook	hang up/ put the phone down
answer/ pick up	get through	call waiting	a (Post It) note

(public) phone box/ payphone/ phone booth	recharger (cradle)	handset/ receiver	headset
local rate call	0898 number/ premium rate number	landline/ home phone/ office phone	phone bill
automatic switchboard	collect call/ reverse the charges	telesales/ cold calling	hash (key)/ pound (key)
star/ asterisk (key)	dictate	take down	give someone a ring
keypad	keypad lock	smart phone	recorded message

*Ask your teacher about any that you are not sure about the meaning of or how to use*

### **Language questions**

What's the difference between "hold (the line)" and "hold on"?

What's the difference between a note and a memo?

What's the difference between "call back" and "call again"?

What's the difference between "cut off" and "hang up"?

What's the difference between "nine one one" and "nine eleven"?

What's the opposite of:

- ◇ freephone number
- ◇ pick up
- ◇ landline/
- ◇ local call?

## **Roleplays**

*Each time, start the phone call from the beginning*

Dictate a name and address to your partner, saying it really quickly the first time

Dictate a complex website address to your partner, saying it really quickly the first time

Dictate a complex email address to your partner, saying it really quickly the first time

You get a ringing tone but no one answers, so phone someone else in the same office to find out why

You can't find a pen and paper, so try to persuade your partner to phone back rather than leaving a message

Think of different reasons why your partner can't talk to the person they want to every time they phone

Think of different reasons to cut a conversation short every time your partner phones

Keep on phoning the same wrong number

Keep on putting your partner on hold for different reasons

Complain about all the problems you had getting through to someone

Exchange stories with your partner about finding it difficult to make a phone call or get through to someone (they can be made up stories if you like)

Phone the phone company and argue about your bill

Pretend to be an automatic switchboard that makes your partner go through many many stages until they finally speak to a real person