

PHRASAL VERBS FOR PHONE CALLS

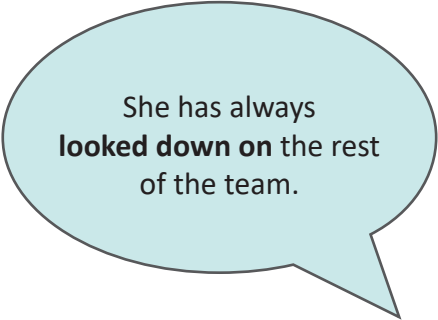
What exactly is a phrasal verb?

A phrasal verb is commonly used in neutral or informal situations, so should **not** be used in formal reports or speeches, unless it is appropriate to your company culture.


It is made up of a main **verb** together with an **adverb** or a **preposition**, or **both**.

Typically, the overall meaning is not obvious from the meanings of the individual words themselves and therefore trying to translate a phrasal verb into other languages can be risky.

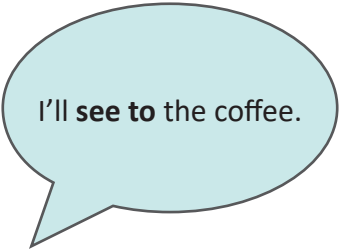
Here are some examples:




She has always **looked down on** the rest of the team.



Don't **put me off**, I'm trying to concentrate.



I'll **see to** the coffee.



The report **spelled out** the need for more staff.

In the first example, the phrasal verb '**to look down on someone**' doesn't mean that you are looking down from a higher place at someone who is below you; it means that you think that you are better than someone.

Use a dictionary to find the meaning of the other examples.

How do we use phrasal verbs?

There are **two** types of phrasal verb:

1. **Intransitive**, meaning they have no object:

The plant **shut down** two years ago.

They **set off** early to miss the traffic.

His plane **took off** forty minutes late.

The meeting **kicked off** promptly.

2. **Transitive**, meaning they can have an object:

The police were called to **break up** the demonstration.

When the door is opened, it **sets off** an alarm.

They **pulled** the warehouse **down** and redeveloped the site.

He **looked through** the contract several times before signing it.

Word order

The **verb** and **adverb** elements which make up **intransitive** phrasal verbs should never be separated:

The plant **shut down** two years ago. NOT The plant **shut** two years ago **down**.

The situation is different with **transitive verbs**, however. If the **direct object** is a noun, you can say:

They **pulled** the warehouse **down**. or They **pulled down** the warehouse.

If the object is a **pronoun** (*it, him, her, them, etc.*), then the **object** always comes between the **verb** and the **adverb**:

They **pulled** it **down**. NOT They **pulled down** it.

Practice Exercises

1 > Vocabulary extension

Complete the following exercise.

Look at these common phrasal verbs used for making telephone calls.

Match the verb in column A with its meaning in column B.

<u>A</u>	<u>B</u>
1. Hold on	a. put the receiver down, end the call
2. Cut off	b. contact again later
3. Hang up	c. be disconnected
4. Call back	d. wait
5. Get through	e. talk louder
6. Break up	f. answer a call
7. Speak up	g. lose sound
8. Pick up	h. connect with someone else
9. Get back to	i. phone again
10. Put through	j. make contact with

2 > Now use the verbs in exercise 1 to complete these sentences. Make sure you use the correct tense.

This is a terrible line. I can't hear you very well. You'll have to _____.

I rang the number you gave me several times, but no-one _____.

I'm on the train from London and the signal is weak. You keep _____.

Jake is in a meeting right now. Can I get him to _____ you _____?

She was so angry about what he said that she _____.

Sorry, I don't have that information on me. I'll have _____ you later.

I don't know what happened then. I lost you. We must have got _____.

_____ a minute, I'll see if she's free.

3 > Making an appointment

Use the phrasal verbs in the box to complete the conversation:

pencil in	go over	bring forward
call back	fit in	run through
sort out	catch up	pick up

A supplier is trying to arrange a meeting with one of his new customers for next week.

Kaden: Not too bad, thanks. Err, the reason I'm calling is to see if we can fix a meeting some time next week? I'm going to be in your area and thought it would be good to _____

Marco: Actually, I'm pretty busy next week as we have our quarterly sales meeting, but let me check my calendar.

Kaden: Great, I was thinking of Tuesday. How does that suit you?

Marco: Well, I already have someone _____, but let me see if I can _____ them _____ later in the week.

Kaden: That would be fantastic! I could use this opportunity to _____ our latest product range with you. I have a few ideas I'd like to _____ with you regarding the new high-speed generators we are about to launch.

Marco: Aah, wait a minute. I forgot about the CEO's visit – that's next Tuesday morning. Could you make it Tuesday afternoon?

Kaden: Sure, shall we say 3.30pm?

Marco: Can we _____ it _____ to 2.30pm? I need to _____ my daughter at 4pm.

Kaden: No problem, Marco.

Marco: Good, I'm glad we've _____ that _____. I'll _____ you _____ if I can't make it.

4 > Participating in a conference call

Choose the correct preposition to complete the phrasal verb in this list of helpful tips.

1. If you want to join a conference call by phone, you will need to **dial on/at/in** using the code you have been given.
2. Remember to **send in/to/out** an agenda to everyone well in advance of the meeting.
3. Don't forget to **switch on/to/in** your camera!
4. A good facilitator will take time to **go across/round/over** the table and welcome everyone.
5. Turn-taking is important. Try not to **jump on/up/in** and interrupt people while they are talking.
6. If there is a lot of background noise, it is better to **turn off/on/up** your microphone when you are not speaking.
7. It is very important to keep your audience engaged during the call. If people are bored they will soon **switch out/off/over** and start doing something else.
8. Some people don't feel comfortable speaking in conference calls. Encourage them to **join in/on/up**, as their opinion could be valuable.
9. Be sure to summarise the main points of the meeting before you **wrap through/in/up**.
10. When the call has finished everyone must **log off/out/on**.

5 > Common idioms for meetings

But what do they mean?

We're **going round in circles**.

I think you've **got the wrong end of the stick**.

Have we **got the green light** on this?

They've told us to **put the whole project on the backburner**.

We don't **see eye to eye** on this.

Off the top of my head, I think ...

Can we **call it a day**?

We're **talking at cross purposes** here!

We're **getting bogged down**.

Your argument **doesn't hold water**.

You're **barking up the wrong tree**.

Timing is running out, we need to **take the bull by the horns!**

This is a great opportunity to **kill two birds with one stone**.

Try to find the meanings in a dictionary and then discuss your ideas with your trainer.