

Answering and Hanging Up the Phone

Story 1, Tracks 1-28

Review Key Words¹

- answer** Answer means to say, write, or do something because of another thing that has happened.
- greeting** A greeting is the first thing you say or do when you begin talking with someone.
- hanging up** Hanging up means ending a telephone conversation by turning off the phone.



Write a Prediction

Read the Story²⁻⁴

5	The telephone has become an	90	the employee to say, "Corner Pharmacy,
11	important part of everyday life in	96	this is Tina." At a different company,
16	America. How do Americans answer	103	the employee might say, "This is Tom's
21	the phone and end phone	110	Supermarket, Mike speaking. How may
27	conversations ?	115	I help you?"
33	Most Americans answer the phone	118	When hanging up the phone at
40	with a simple , "Hello." This simple	124	home, most people simply say, "Bye."
46	greeting works well because it does not	130	They might add, "Talk to you later," or,
52	give any information to callers . It's	138	"Take care." At work, they might say,
58	not always safe to give unknown	145	"Thank you for calling," or, "Have a
64	callers information about yourself.	152	nice day," before saying goodbye and
70	However, employers usually ask	158	hanging up.
76	employees to say more than just "Hello"	160	If someone calls you to talk and you
82	when answering the phone at work.	168	don't have much time, you can say, "I'd
88	Different companies have different	176	love to talk to you, but this isn't a good
94	ways of greeting callers. For example ,	186	time. Can I call you later?"
100	at one company the boss might expect	192	

words read _____

- errors _____ = _____
cold score

words read _____

- errors _____ = _____
hot score expression

Answer the Questions

Identifying the main idea⁵

1. What is the main idea of this story?
 - a. Companies ask their employees to answer the telephone a certain way.
 - b. Americans have simple ways of answering and hanging up the phone.
 - c. Most people say, "Bye" when hanging up the phone at home.

Recalling a fact⁶

2. How do most Americans answer the phone?
 - a. "Hello."
 - b. "Take care."
 - c. "Can I call you later?"

Getting meaning from context⁷

3. What does **answer** mean in this story?
 - a. to ask for information in writing
 - b. to say, write, or do something because of another thing that has happened
 - c. a correct solution to a problem, often on a test or quiz

Making connections within the text⁸

4. Why would you not want to give information about yourself to unknown callers?
 - a. It's fun to have the people who call you try to guess who you are.
 - b. Callers don't want to be bored with more information than they need.
 - c. It's not always safe to give information about yourself to people you don't know.

Processing information⁹

5. Why do different companies have different ways of greeting callers?

Developing vocabulary¹⁰

6. Write bold-faced words from the story that mean the same as the bold-faced word or words in each sentence below.

- a. You shouldn't give **facts** about yourself to unknown callers.

- b. People might say, "Take care" before **ending a telephone conversation**.

- c. **People who work at a company** should answer the phone the way their employers ask them to.

Applying information¹¹

7. Fill in the blanks with bold-faced words from the story.

Faye was at work, and she had to _____ the phone when it rang. She used a different _____ at work than she used at home. At this job, she _____ said, "Hi, this is Faye. How may I help you?" Faye knew not all _____ had people answer the phone the same way.

_____, at her last job, Faye said, "Anderson's Sports. This is Faye."

Number Correct: _____

Answering and Hanging Up the Phone

Learn New Words

always¹²

Always means all the time. *She always does her homework after dinner.*

answer¹³

Answer means to say, write, or do something because of another thing that has happened. *When the phone rings, I will answer it by saying, "Hello."*

callers¹⁴

Callers are people who contact other people, usually by telephone. *I talked to two callers on the telephone today; they both wanted to know if my sister was home.*

companies¹⁵

Companies are groups of people who work together to make or sell products. *She has worked for two companies that make and sell books.*

conversations¹⁶

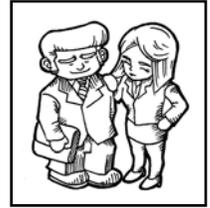
Conversations are talks between two or more people. *Mark and Rob often talked to each other, and sometimes Tom would join their conversations.*

different¹⁷

Different means not the same. *Julie likes to wear her hair in different styles; sometimes she wears it curly, and sometimes she wears it straight.*

employees¹⁸

Employees are the people who work for a person or a company and are paid for their work. *The employees at the restaurant serve meals to the people who eat there.*



employers¹⁹

Employers are the people or companies that pay people to work for them. *My employers tell me which jobs I should work on and when I need to finish them.*



for example²⁰

For example are words a person sometimes says just before showing or telling you what something is like. *People sometimes get sick when they eat too much sweet food; for example, too much cake and ice cream can cause a stomachache.*

greeting²¹

A greeting is the first thing you say or do when you begin talking with someone. *His greeting to me was, "Hello, Tom. It's nice to see you."*

hanging up²²

Hanging up means ending a telephone conversation by turning off the phone. *Sally is hanging up the phone because she just finished talking.*

Learn New Words, Continued

however²³

However means but or even so. *I don't think we can finish the job today; however, we will try.*

important²⁴

Important means useful or valuable. *The weather report gives important information about storms.*

information²⁵

Information is facts that you learn or things you can know. *He gave us information about what to wear to the party and how to get there.*

simple²⁶

Simple means easy to do or understand. *The math problem was simple, so I was able to finish it in a few seconds.*

unknown²⁷

Unknown means not seen, heard, or aware of before. *The name of the man who helped the people in the car accident is unknown.*

usually²⁸

Usually means most of the time. *Summer days are usually hot, but sometimes they are cool.*