ENGLISH A2 · UNIT 11 · VOCABULARY Name: _____ Date: _____

Phone calls and emails at work

Focus: vocabulary: phone calls and emails at work (voicemail, reply, forward, urgent)

call back **leave a message** **voicemail** **text message** **reply** **forward** **attach** **subject** **signature** **urgent** **confirm** **cancel** **remind** **reminder** **invite** **invitation** **contact** **extension** **engaged** **hold on** **colleague** **spelling** **regards** **attend** **arrange**

1 Choose the correct word.

Example: Can you _____ on a moment? I'll find the file. (hold / attach / reply) → hold

1. Mr Baxter is out. Could you _____ later? (call back / hang up / attend)
2. Lena's phone was _____. I'll call again later. (engaged / urgent)
3. The email _____ was 'Meeting on Friday'. (signature / subject / spelling)
4. Sara sent everyone a _____ about the training. (reminder / signature)
5. I'm in a meeting, so I'll _____ to you later. (reply / forward / attach)
6. It's _____! They need the report before five. (urgent / engaged)
7. Could you _____ a meeting for Monday? I'm free all day. (arrange / attend / forward)

2 Complete the table with the verb or the noun.

Example: attach → attachment

Verb	Noun	Verb	Noun
invite	_____	_____	reminder
sign	_____	_____	spelling
_____	arrangement	complain	_____

3 Complete the email with words from the box above.

Example: Dear Ms Alvarez, I'm writing to _____ you to our training. → invite

1. Hi Ken, I can't log in. Could you _____ that my username is 'ani.k'?
2. Also, please _____ Lena that the video call is on Tuesday.
3. If she can't attend, we'll have to _____ it.
4. Could you _____ this email to Mark, too? He needs the date.
5. I'll _____ the file to this email. Open it on your laptop.
6. Best _____, Ani

ANSWER KEY

1 1 call back, 2 engaged, 3 subject, 4 reminder, 5 reply, 6 urgent, 7 arrange **2** 1 invitation, 2 remind, 3 signature, 4 spell, 5 arrange, 6 complaint **3** 1 confirm, 2 remind, 3 cancel, 4 forward, 5 attach, 6 regards

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