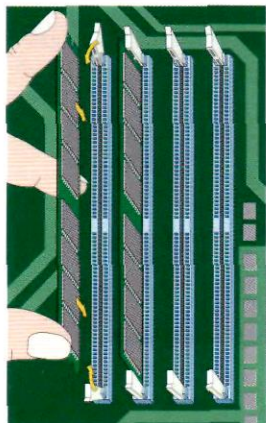


Antonyms

5 Match each verb with its opposite.

- | | |
|------------|-----------------|
| 1 connect | a) disconnect |
| 2 insert | b) fasten |
| 3 lift out | c) push in (to) |
| 4 release | d) remove |
| 5 replace | e) remove |
| 6 screw in | f) switch off |
| 7 turn on | g) unscrew |



6 Complete the instructions for upgrading a PC memory module using 12 of the verbs from Exercise 5.

First, (1) _____ the PC. Do not (2) _____ the power cable, so that the PC remains earthed. Then (3) _____ and (4) _____ the side-panel. Next, (5) _____ the retaining clips at each end of the old memory module. (6) _____ the old memory module. Carefully (7) _____ the new memory module and (8) _____ it firmly _____ the slot. (9) _____ the clips at each end. (10) _____ and (11) _____ the side panel. Finally, (12) _____ the PC and check that the new memory is recognized.

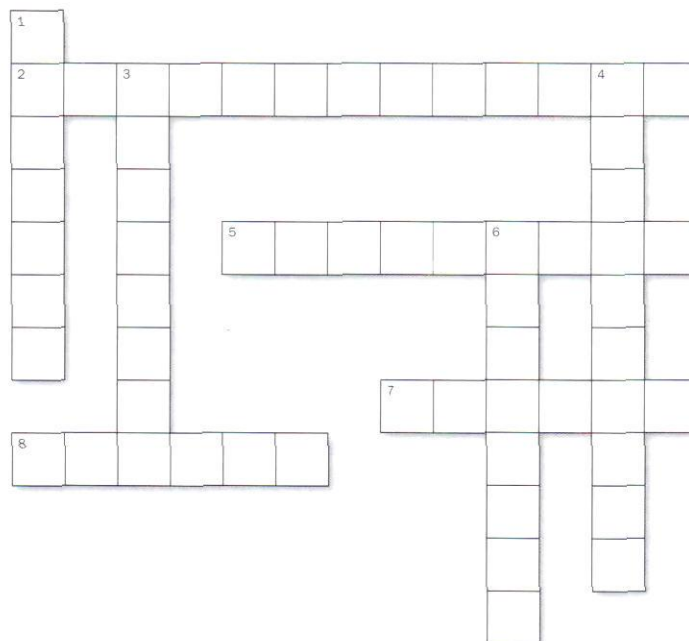
Phrasal verbs

7 Match each verb with the correct definition.

- | | | | |
|---------------|---------------------|---------------|------------------|
| 1 hang up | a) renew a call | 5 hold on | e) make a note |
| 2 speak up | b) connect | 6 get through | f) stay on line |
| 3 call back | c) talk louder | 7 get back to | g) make contact |
| 4 put through | d) terminate a call | 8 take down | h) return a call |

8 Complete the crossword with the phrasal verbs from Exercise 7.

- I can't hear you very well. Could you _____, please?
- I'm going to _____ to my supervisor.
- I'll just _____ your name and address.
- We tried to contact you yesterday, but we couldn't _____.
- We'll _____ you as soon as we solve the problem.
- All our lines are currently engaged. Please _____ later.
- Could you _____ a moment, please?
- It's a terrible line. Could you _____, and try again?



Glossary PAGE 153

- clip
- earth (verb)
- retain
- side-panel
- slot
- upset

Internet research

Search for the key words *golden rules of customer service*. Compare your findings with your own 'golden rules' from Exercise 9.

Discussion

9 In small groups, brainstorm ten 'golden rules' of customer service. Then present your 'golden rules' to another group.