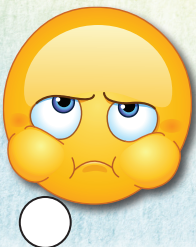
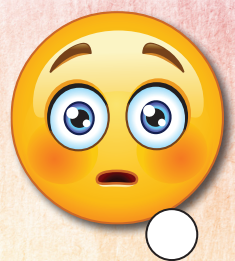


## Vocabulary

**addiction:** bağımlılık  
**appointment:** randevu  
**application:** uygulama  
**available:** müsait  
**bad line:** kötü hat  
**break into:** zorla girmek  
**burglary:** hırsızlık  
**call:** aramak  
**clarification:** açıklık getirme  
**collect garbage:** çöp toplamak  
**comment:** yorum  
**communication:** iletişim  
**concentration:** odaklanma, konsantrasyon  
**confirm:** doğrulamak  
**connect:** bağlanmak  
**contact:** iletişime geçmek  
**conversation:** konuşma, sohbet  
**countryside:** kırsal kesim  
**customer service:** müşteri hizmetleri  
**decision:** karar  
**delivery:** teslimat  
**dial:** (numara) çevirmek, tuşlamak  
**disabled:** engelli  
**disturb:** rahatsız etmek, bölmek  
**doctor's appointment:** doktor randevusu  
**donate:** bağış yapmak  
**doorbell:** kapı zili  
**embarrassed:** utanmış  
**engaged:** meşgul  
**foreign country:** yabancı ülke  
**future:** gelecek  
**get back:** geri dönmek  
**get / keep in touch:** iletişim halinde olmak  
**get married:** evlenmek  
**graduate:** mezun olmak  
**hang / hold on:** beklemek, (hatta) kalmak  
**hang up:** telefonu kapatmak  
**hear:** duymak

**improve:** geliştirmek  
**incident:** olay  
**in need:** ihtiyaç sahibi  
**invent:** icat etmek  
**invention:** icat  
**leave a message:** mesaj bırakmak  
**memo:** not  
**messenger bird:** haberci kuş  
**misunderstanding:** yanlış anlaşılma  
**notice:** fark etmek  
**pick up the phone:** telefonu açmak  
**postcard:** kartpostal  
**pros and cons:** artıları ve eksileri  
**put someone through:** birini telefona bağlamak  
**quickness:** çabukluk  
**raise awareness:** bilinçlendirmek  
**receiver:** alıcı  
**refugee:** mülteci  
**repeat:** tekrarlamak  
**return:** iade etmek  
**return ticket:** gidiş-dönüş bilet  
**ring:** çalmak  
**security:** güvenlik  
**sender:** gönderen  
**single ticket:** tek yön bilet  
**smoke signal:** duman işareti  
**social network:** sosyal ağ  
**staff:** kadro, personel  
**talk face to face:** yüz yüze konuşmak  
**television transmission:** televizyon yayını  
**tough:** sert  
**transatlantic:** atlantik ötesi  
**unavailable:** müsait değil  
**voluntary work:** gönüllü çalışma

### EXERCISE 2: Match the emojis with the words.



1. surprised
2. happy
3. angry
4. cool
5. sleepy
6. bored
7. crazy
8. scared

**EXERCISE 1:** Choose the correct option to fill in the blanks.

1. Wait a second, please. I'm going to - - - - to Mr. Buffay.

- A) put you through                      B) hang up

2. I don't like making phone calls, I prefer - - - - e-mails.

- A) sending                                  B) ordering

3. I want to make a dinner - - - - .

- A) restaurant                              B) reservation

4. May I - - - - to Leyla?

- A) speak                                      B) pick up

5. I will make a complaint, so I am calling the - - - - .

- A) notice                                      B) call center

6. There are lots of ways to - - - - with people. I like using social networks.

- A) donate                                      B) keep in touch

7. - - - - a minute, please. I'll get her.

- A) Hang on                                      B) Hang up

8. Alexander Graham Bell - - - - the first telephone.

- A) called                                      B) invented

**EXERCISE 3:** Fill in the blanks with words in the box.

1. Please \_\_\_\_\_ 4433 to reach the customer service of our company.
2. Sending letters is a(n) \_\_\_\_\_ way of communication.
3. I'd like to \_\_\_\_\_ these books to the school library.
4. You can \_\_\_\_\_ a product in 30 days if you don't use it.
5. I called you to report a problem with \_\_\_\_\_ of my order. It's been 20 days since I bought it online!
6. Mr. Geller isn't available right now. Would you like to \_\_\_\_\_ a message?
7. I'm sorry I can't hear you well. I think it's a \_\_\_\_\_.
8. I will \_\_\_\_\_ from university when I am 22.

- return
- delivery
- old-fashioned
- dial
- donate
- graduate
- bad line
- leave

**EXERCISE 4:** Solve the puzzle.

**ACROSS**

3. a note
4. the time that will come after the present
7. crossing the Atlantic Ocean

**DOWN**

1. done for free to help people in need, etc.
2. meeting or communicating with someone
5. busy
6. to interrupt somebody when they are trying to work, study, etc.
8. to give some of what you have to somebody else

