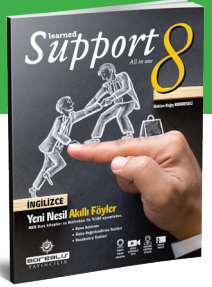


# 8 Unit 4 Worksheet

## learned® Support



Match the ways of communication visuals with the speech bubbles.

We are at home because of Covid-19. When I miss my friends, we prefer video chats. It is easy and fun.

A

I don't like online communication. I meet up with my friends and talk face to face when I want to see them.

D

My parents get angry with me when I talk on the phone for hours. I always make a phone call.

B

I am keen on sending messages. It is the easiest and fastest way to keep in touch.

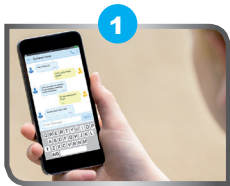
E

I know it is an old-fashioned way but I prefer writing letters and sending postcards.

C

I like communicating with my friends by using social networks. All of my friends have social media accounts. We share our photos and videos. I also like writing comments on trending topics.

F



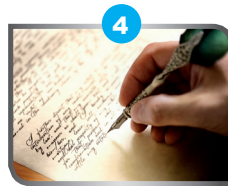
1



2



3



4



5



6



Read the sentences and write children's names under the visuals.

Lucas

Hillary

Frank

Rose

Mike

Linda



I am sure I will help disabled children in my country.

I think I will donate clothes for the people in need.

I believe they will send materials to the refugees.

I suppose they will collect garbage for a clean environment.

I will probably give medical care in Africa.

I guess they will plant trees.



1



2



3



4

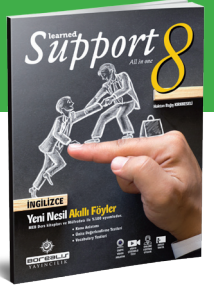


5



6

## 8

Unit 4  
Worksheet  
learned® Support

Why do we use smartphone applications? Write the purposes of using them.

1. Texting messages
2. Searching for information
3. Improving a foreign language
4. Uploading and sharing photos
5. Watching videos
6. Translating sentences
7. Practicing lessons
8. Chatting with friends
9. Playing online games
10. Listening to music

Educational	Communication	Fun



Read the sentences about smartphones and write (C) for cons and (P) pros.

- |                                     |                             |                                  |
|-------------------------------------|-----------------------------|----------------------------------|
| 1. ( ) easy way of keeping in touch | 4. ( ) easy to carry        | 7. ( ) easy internet connection  |
| 2. ( ) security risks               | 5. ( ) it causes addiction  | 8. ( ) disturb the concentration |
| 3. ( ) expensive                    | 6. ( ) rescue for emergency |                                  |

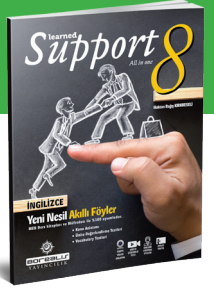


Match the purposes for calling a call center with the sentences.

- |                                |   |                               |
|--------------------------------|---|-------------------------------|
| A. to buy something ( )        | D. to report problems with delivery ( ) | G. to make a complaint ( )    |
| B. to book a hotel room ( )    | E. to change a product ( )              | H. to buy a flight ticket ( ) |
| C. to learn something more ( ) | F. to ask for a service ( )             |                               |

1. I bought a red T-shirt for my son from your website but you sent me a blue one. Can you change it?
2. I would like to fly from İstanbul to Ankara on September 7<sup>th</sup>.
3. I bought a product from your website, you said you would get it in two days but I still didn't get it.
4. The washing machine has a problem. The clothes are still dirty after washing. Could you please help us?
5. I saw your brochure on the net. Can you please tell me the details about the event?
6. I would like to buy your new product. How much is it?
7. I had a problem with my internet. I called your customer services but they were very rude and they couldn't solve the problem.
8. We will be in Antalya two days later. I would like to make a reservation from 10<sup>th</sup> to 15<sup>th</sup> of June. I will be happier if the room has a sea view.

## 8

Unit 4  
Worksheet  
learned® Support

Complete the dialogues with the sentences from the box.

- 1**
- Sally : (1) E  
 Kevin : Hello Sally, what's up?  
 Sally : I'm doing well, thanks.  
           Do you have any plans this Saturday?  
 Kevin : (2) \_\_\_\_\_  
 Sally : Are you busy this Saturday?  
 Kevin : No, I am not. Why are you asking?  
 Sally : Would you like to come to my birthday party?  
 Kevin : (3) \_\_\_\_\_ I need to ask Mary first.  
 Sally : Sure, I'll wait.

- 2**
- Caller : (1) \_\_\_\_\_  
 Receptionist : Just a moment, please. (2) \_\_\_\_\_  
 Caller : This is Clara Brown.  
 Receptionist : OK. (3) \_\_\_\_\_

- 3**
- Melissa : This is Melissa. I am not at home right now. Please, (1) \_\_\_\_\_  
 Jane : Hey Melissa. I'm worried about you because you haven't come to the office for days. (2) \_\_\_\_\_

- 4**
- Terrence : Hello, Terrence here.  
 Diana : Hey, Terrence. Is Jason there?  
 Terrence : I am sorry. (1) \_\_\_\_\_  
 Diana : Where is he?  
 Terrence : He is in a meeting. (2) \_\_\_\_\_  
 Diana : No, thanks. (3) \_\_\_\_\_

- A. I can ring back later.  
 B. Hang on a minute, please.  
 C. Could you please repeat that?  
 D. May I speak to Jason Drummond, please?  
 E. Sally speaking.  
 F. Who's calling?  
 G. Would you like to leave a message?  
 H. leave a message.  
 I. He is not available right now.  
 J. Can you call me back as soon as possible?  
 K. Let me try to connect you.



Put the sentences in the correct order.

- ( ) May I leave a message?  
 ( ) Hello, this is Taylor speaking.  
 ( ) Can you tell him to call Mr.Black? His number is 5048789950. It is about our school project. It is urgent.  
 ( ) Thank you.  
 ( ) Hi, Taylor. It is Joseph. May I talk to Lucas?  
 ( ) Well. It is 5048789950.  
 ( ) Hold on, please. I will get her... I guess he is not at home.  
 ( ) Sure. I'm writing it down.  
 ( ) Ok. Call Mr.Black...Can you repeat the number, please?  
 ( ) I will tell him when he comes back.



Match the synonyms.

keep in touch  
 book  
 connect  
 hold on  
 hang up the phone  
 pick up the phone

answer a call  
 put through  
 end a call  
 make a reservation  
 communicate  
 hold the line / hang on

# learned®

Yeni nesil ingilizce

