

1.

Learned Airways Customer Services. ---

Hi, this is Alexander speaking. On Saturday, I would like to fly from Istanbul to Ankara.

Let me help you. There are two flights then. Which one do you prefer? 11.00 a.m. or 9 p.m.?

I would like to fly in the evening.

Ok. ---

Single, please.

Can I have your name and surname?

Alexander Black.

Your date of birth, please?

June 12, 1991

Well. Can I have your HES code?

Sure. It is 19F8-SA88-10.

19F8-SA88-10.

Thank you for the information. Your flight is reserved. The flight leaves from Istanbul at 21.00, and it arrives in Ankara at 22.00. You must confirm your ticket via our call center or from our website in two days.

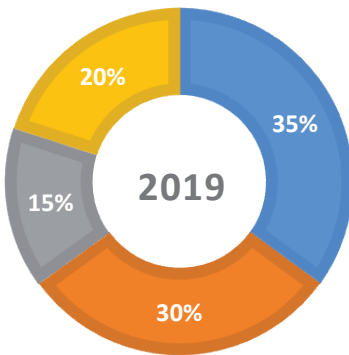
Which of the following questions does **NOT** customer services ask Alexander?

- A) Do you want to have a single or return ticket? B) Can you spell your surname?
C) Can you repeat that, please? D) How may I help you?

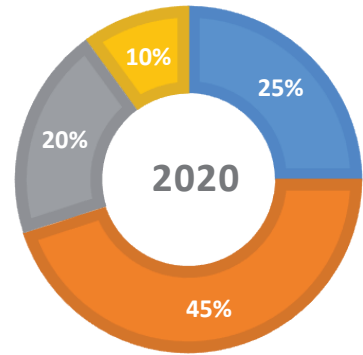
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2.

A communication company surveyed what kind of ways of communication people use most. They compared the years 2019 and 2020. Here are the results.



■ Send text messages ■ Make phone calls
■ Send emails ■ Write letters



Which of the following is **CORRECT** according to the results?

- A) Texting messages is the most preferred way of communication in both years.
B) Making a phone call became less popular in 2020.
C) People sent more e-mails in 2020 than they did in 2019.
D) People preferred sending emails to sending messages in 2020.

3. **İskender:** What kind of meals do you prefer?
- Poyraz:** Hmm. I prefer having dishes with meat.
- İskender:** ---
- Poyraz:** Of course, beef cannelloni.
- İskender:** ---
- Poyraz:** Beef, olive oil, garlic, basil, butter, milk, and cheese.
- İskender:** ---
- Poyraz:** About half an hour.
- İskender:** Maybe we can eat it together.
- Poyraz:** Why not?

Which of the following question does NOT İskender ask Poyraz?

- A) What ingredients do you need?
- B) What is the total cooking time?
- C) What is your favorite?
- D) Can you tell me how to make it?

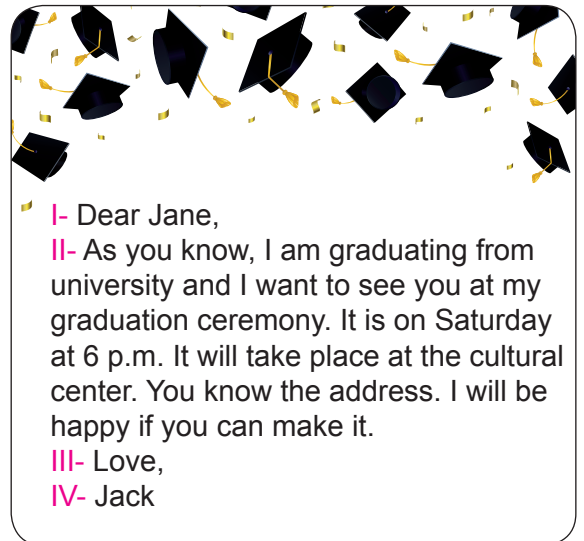
4. **Lucy:** You always listen to classical music. I guess you like it.
- Bruce:** Absolutely I do. I find it terrific. ---
- Lucy:** Never! I always listen to more lively music like pop and rock.
- Bruce:** Really? Who is your favorite singer?
- Lucy:** Beyoncé. I like her voice and her songs.

Which of the following completes the dialogue best?

- A) What do you think about classical music?
- B) Do you think rap music is awesome?
- C) What about you?
- D) Which one do you prefer? Rap or rock?

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5.



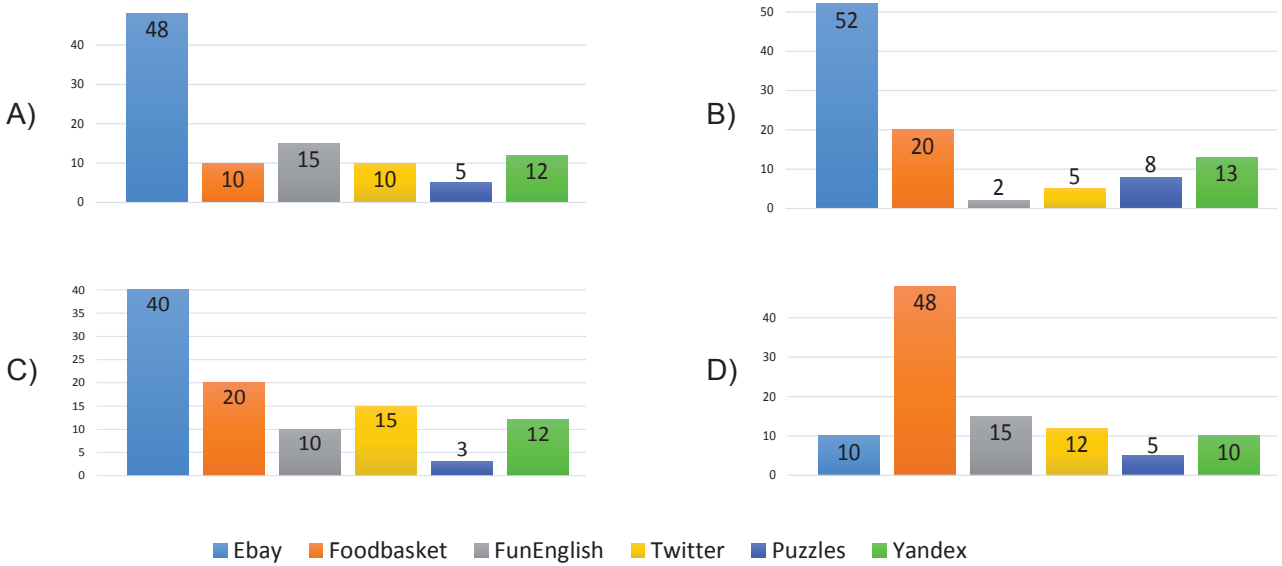
Which of the following parts shows the greeting part of the invitation card?

- A) IV
- B) III
- C) II
- D) I

6. For what purposes do you use smartphone applications? We asked these questions and here are the results.

- Improving a foreign language is more popular than sharing opinions.
- Nearly half of the people use them to do online shopping.
- Only a few people use them to solve a puzzle.
- Ten percent of people use an application to order something to eat.
- The rest of them use applications to find their way in traffic.

Which of the following charts shows the results of the survey?



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7. While Alice spends time on the net, she sees a special discount on trendy clothes. She knows that her friend, Sue, needs to buy a new pair of jeans. She wants to share the address link with her.

Which of the icons **SHOULD** Alice click on?



Jess, Robert, Sophie, and Edward are talking about their net habits. Read the speeches and answer the questions 8-9 according to them.

" I have a smartphone and I am always on the net. I do many things online. I pay the bills, read the news, buy clothes, and also using social media is my favorite thing. **"**



Jess

" The Internet is a great chance to improve a foreign language. I can watch videos and follow online courses. I use my laptop to go online. **"**



Robert

" I don't use the Net a lot. I can regulate myself. I use it for two hours a day to check my emails and social networking sites. I sometimes play online games. **"**



Sophie

" I rarely go online. I use the Net once or twice a week. I use it only to search for information. **"**



Edward

- 8. Which of the following questions does NOT have an answer?**

 - A) How does Edward connect to the Net?
 - B) How many hours a day does Sophie use the Net?
 - C) Who uses the Net for educational purposes?
 - D) How often does Edward go online?

9. Which of the following is CORRECT according to the speech bubbles?

 - A) Sophie is addicted to the Net.
 - B) Using social media is Jess's favorite Net habit.
 - C) Robert uses the Net for online shopping.
 - D) Edward uses the Net for many purposes.

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- 10. Emma:** Hello! There is an online course on cooking. ---
- Steve:** Of course. You know I am interested in cooking. ---
- Emma:** I will send the link. Click on it and create a new account and log in.
- Steve:** Thank you. ---
- Emma:** It starts at 6 p.m. every day.



Which of the following does NOT complete the dialogue?

- A) Would you like to register?
 - C) What do you mean by that exactly?
 - B) What time does it start?
 - D) What is the web address of the course?