

1. Read the speech bubbles and answer the question.

How do you keep in touch with people?



I prefer meeting up to talking on the phone. Because I have lots of friends and I love face-to-face interaction.



I don't spend any time without social media. I follow my friends on social media and contact with them via social media.

I text to my friends. I don't like talking on the phone.



I am old, I prefer old fashioned ways of communication. I have some friends in Australia, I send them letters once a month.



Which of the following communication ways does NOT match any of the speeches above?

A)



B)



C)



D)



2. Read the phone conversations and answer the question.

Customer Service:
Hello, how can I help you?

Sally:
I bought a camera last week and it was broken. I sent you to change it. Did you receive it?

Customer Service:
Just a minute. Let me check.

Secretary:
Hi, how may I help you?

Diana:
Hi, I have to see the doctor next week. Is the doctor available on Friday?

Customer Service:
Sure. In the morning or afternoon?

Diana:
Morning please.

Library Officer:
City Library. How can I help you?

John:
Hi, I want to read detective books? Can you suggest me a famous detective book?

Library Officer:
Sure. Sherlock Holmes is the best.

Restaurant Staff:
Hi. Star Restaurant. How can I help you?

Tom:
Hi, I want to reserve a table for two on Sunday evening.

Restaurant Staff:
Sure. Is 6 pm suitable for you?
Tom: Of course.
Thanks.

Whose call of purpose is about booking?

A) Sally's

B) Diana's

C) John's

D) Tom's

3.

Jennifer : Hi. This is Jennifer.

Arthur : Hello, Jennifer. It's me, Arthur.

Jennifer : Arthur, I have to talk to your sister, Clara. _____?

Arthur : I'm sorry. She is no available at the moment. Would you like to leave a message?

Jennifer : _____?

Arthur : Of course. Does she have your number?

Jennifer : I have no idea. I changed my phone number yesterday.

I can give you my new number. Are you taking note?

Arthur : Just a second. OK, now. I am ready.

Jennifer : _____?

Arthur : I am ready to take a note. You can say your number.

Jennifer : Oh, sure. 5653269874

Arthur : OK. I will inform Clara. See you, Jennifer.

Jennifer : Thank you very much Arthur. See you soon.

Which of the following questions does NOT Jennifer ask Arthur?

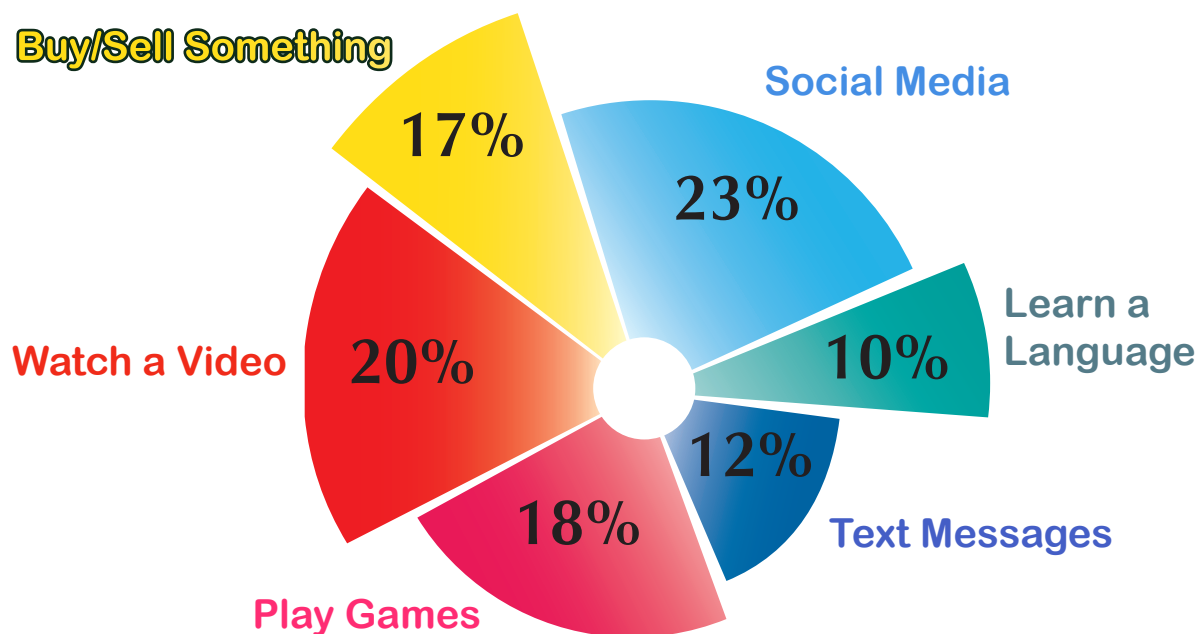
A) Can you repeat that please

B) Is she there

C) Can I take your phone number

D) Can you tell her to call me

4. Researchers asked 100 teens what their reasons are for using the smartphones. Here are the results:



Which of the following question does NOT have an answer in the chart?

A) How much time do the teens spend playing games?

B) For what purposes do you use your smartphone?

C) How many teens use the social media via smartphones?

D) Do teens spend time for fun with their smartphones?

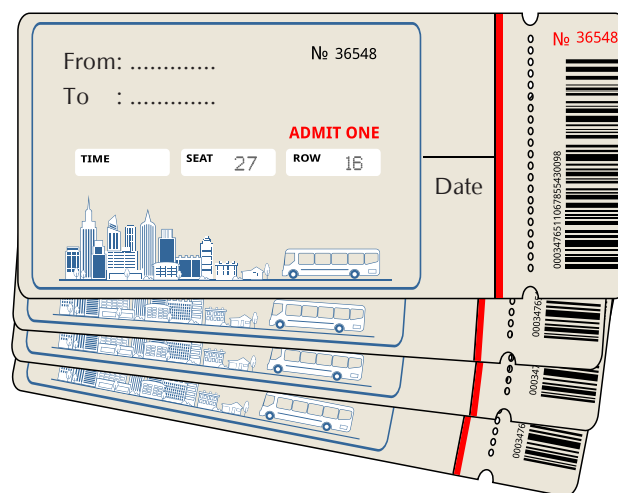
5.

"I Need Help" is a very good application. The United Kingdom Donation Agency owns this application. This application provides you to find people in need around the world in an easy way. Millions of people use this application. You can send materials, donate clothes or join a voluntary work. The application also provides you to send money to plant a tree for you or your family members. In addition, this application raises awareness about the matters such as war, persecution or terror. If you want to rebuild someone's life, download the application and start helping.

Which of the following is **CORRECT** according to the text above?

- A) If you want to download the application, you should rebuild one's life.
- B) The application provides you to find the people in need easily.
- C) You can reach the people in need only in your country.
- D) The application allows you to buy clothes for the people in need.

6. Pierre lives in Paris. He wants to go to Spain by bus. He calls Route Tour to book a ticket for Spain. Emilia, customer service from Route Tour, answers the phone.



According to the explanation, which of the following questions does **NOT** Emilia ask Pierre?

- A) Where do you want to go?
- B) Which seats are available?
- C) When do you want to travel?
- D) Is 4 p.m. suitable for you?

7. Rebecca, an English teacher, shows some cards and wants her students to make sentences related to the directions on the cards. Here are the cards and the students' statements:

You are working at Grand Hotel. Someone calls the hotel. You pick up the phone. How do you greet the customer?

Someone calls your sister. You answer the phone because your sister is busy. How do you say that your sister is busy?

You call a doctor's office. Secretary picks up the phone. You want to talk to doctor but the doctor is not at the office. How do you leave a message?

You call a bank and want to talk to the manager. Officer answers the phone. What do you tell him to connect you to the manager?

- Tina** : Would you like to leave a message?
Hardy : Grand Hotel. How can I help you?
Roger : I'm sorry, she is not available at the moment.
Emma : Can you put me through the manager, please?

According to the information, whose statement does **NOT** match any of the cards above?

- A) Tina's
- B) Hardy's
- C) Roger's
- D) Emma's

8. Look at Fiona and Vincent's favourite ways of communication and answer the question.

Fiona

- meeting up
- video chat
- texting message
- sending e-mails

Vincent

- social media
- sending letters
- face to face
- phone call

Which of the following communication ways is suitable for both of them?

A)



B)



C)



D)



10. Read the statements below and answer the question.



Which of the following is the CORRECT order of the phone conversation above?

- A) 4 - 3 - 1 - 2 - 5 B) 3 - 4 - 1 - 2 - 5
C) 2 - 5 - 3 - 4 - 1 D) 3 - 4 - 2 - 5 - 1

9. Read the phone conversation and answer the question.

Customer Service : Compass Technologies.

How can I help you?

Victor

: Hi. I bought a phone last week, but the phone has a charge problem. I think the charger is broken. I want to send it and I want my money back.

Customer Service : I see. Do you have a bill?

Victor

: Of course, I do.

Customer Service : Can you tell me the bill number, please?

Victor

: Sure. 8QS6547T5

Customer Service : 8QS6547T15. Hold on, please. I am checking.

2 minutes later...

Customer Service : I am so sorry but I can't find your product on the system. You cannot return your phone if you don't have a bill.

Victor

: How could it be! I bought it from you and the bill number is 8QS6547T5.

Customer Service : 8QS6547T5? Sorry, Mr. Victor. I made a mistake when entering the bill number. I found your product on the system. You can send it. Don't forget to send your bill. We will pay your money back in a week after we receive your phone.

Victor

: Thank you so much.

Which of the following is CORRECT according to the conversation?

- A) Victor will not be able to return his phone back because he doesn't know the bill number.
B) The conversation is about a broken phone and Victor wants to pay the money back.
C) The customer service doesn't want to accept the return because the phone isn't broken.
D) The customer service misunderstands the bill number first, so he couldn't see the product on the system.