



1. **George** : May I speak to the manager please?
Secretary : I'm sorry, he is not - - - now. Can you call back later, please?

A) engaged B) busy
 C) available D) possible

2. **Emma** : Good afternoon, this is Emma. Could I speak to Miss Brown, please?
Assistant : Hang on a minute please, - - - .

A) he is engaged B) she will call you later
 C) she isn't available D) I'll get her

3. **Megan** : Hello. Can I speak to Doctor Kane, please?
Ms. Peters : Hold on, please. I'll put you - - - .

A) out B) through C) off D) away

4. Sorry, Frank is not here now. Would you like to leave a - - - ?

A) letter B) call C) message D) mail

5. **Barry** : Hi! Barry speaking. Is Kevin - - - ?
Mrs. Jones : I'm afraid he isn't.

A) line B) open C) available D) busy

6. **Jane** : Hello. This is Jane speaking. Can I speak to Tony, please?
Alex : - - - , please. I'll get him.

A) Sit down B) Come on C) Hang on D) Go on

7. **Kevin** : Is Laura in?
Secretary : Sorry, the - - - is bad. Can you repeat that?

A) voice B) call C) number D) line

8. Can you hold on a - - - , please?

Which of the following words does NOT complete the sentence?

A) second B) hour C) minute D) moment

9. **Secretary** : Hi, how can I help you?
Mr. Clark : Hello, may I - - - to the manager?
Secretary : Sorry, he is not available.

A) go B) leave C) talk D) send

10. I think smartphones are - - - because they help us keep in touch with people easily.

A) useful B) engaged C) fast D) possible

11. The most popular - - - is Instagram among teenagers in Türkiye.

A) communication B) reminder
 C) application D) arrangement

12. **Christian** : Dad, your phone is ringing.
Dad : Oh, I am busy. Can you - - - it , please?

A) guess B) hold on C) call back D) answer



13. **Teacher** : How do you - - - - with your friends?
Mary : I use social networks and whatsapp.

A) send B) keep in touch
 C) dial D) put through

14. **Teacher** : Do you know who - - - - the telephone?
Clara : Graham Bell.

A) invented B) called C) replaced D) talked

15. **Barry** : Hi! Barry speaking. Is Kevin in?
Mrs Jones : I'm - - - - he isn't available at the moment. Do you want to - - - - a message?

A) sure / give B) sorry / leave
 C) sorry / take D) afraid / dial

16. There are different ways of communicating with each other. Some of them are face-to-face talking, writing letters, sending telegram and making - - - - .

A) e-mails B) text messages
 C) television D) phone calls

17. **Secretary** : Would you like to leave a message?
Mr. Green : No, thank you very much. I'll - - - - to her again tomorrow morning.

A) call B) get back
 C) keep in touch with D) hold on

18. I prefer sending - - - - messages to face to face communication because it is - - - - .

A) phone / more expensive
 B) social media / less exciting
 C) text / faster
 D) smartphone / more tiring

19. "Hello, it is Carol speaking. I'm calling to say that I will be late for my - - - - . I'm terribly sorry about it."

A) appointment B) available
 C) communication D) concert hall

20. Jack usually has - - - - chat with his girlfriend when he is abroad.

A) conversation B) possible
 C) extension D) live

21. "It's a bad line. I can't hear you. Can you - - - - your name, please?"

A) ask B) repeat C) call D) write

22. **Tony** : - - - - is calling?
George : It is George, Leo's classmate.

A) How B) Why C) Who D) Whose

23. **Çağrı** : Hello, Mete. I'm afraid I can't join you today because I hurt my foot during training today.
Mete : Oh! I'm sorry to hear that. We'll meet up later. - - - - .
Çağrı : Thank you.

A) Get well soon B) Say that again
 C) That's great D) You are welcome

24. It is easier to make phone calls than to - - - - letters.

A) contact B) send C) try D) tell

25. **Tiago** : - - - - do you talk on the phone?
Silva : One or two hours a day.

A) How many B) How old
 C) How long D) When



1.



Receptionist : Hello. This is Sarah speaking.
- - - -?

Tom : Hi. I'd like to speak to Mr. Green, please.

Receptionist : I'm afraid he's busy at the moment. - - - -?

Tom : Yes, please. Can you ask him to call me back, please?

Receptionist : Of course. - - - -?

Tom : Tom Miller. My number is 9876543.

Which of the following does NOT complete any of the blanks in the dialogue above?

- A) Would you like to leave a message
- B) May I have your name and number, please
- C) Can you call me back
- D) How can I help you


2.

You are working at a tech store. A customer calls to complain that the camera he bought yesterday doesn't work. You want to help him by asking some more details about the problem.

What should you say?

- A) Sorry, the manager is busy now. Would you like to leave a message?
- B) Can you describe what happens when you try to use the cam?
- C) We cannot do anything about this. Please call the manager.
- D) Please send an e-mail to our technical team.

3.



Customer : Hello, I ordered a product last week, but it hasn't arrived yet.

Call center : I'm really sorry to hear that. Can you give me your order number, please?

Customer : It's 24567.

Call center : Thanks, I'm checking. Hold on a moment please.

Customer : Okay.

Call center : Well, - - - -.

Which of the following sentences completes the conversation best?

- A) I can see that your product will be delivered today
- B) please inform me about delivery
- C) I don't have time for your issue
- D) we'll repair and send it today

4.

Noah : Hi, this is Noah speaking.

Ruby : Hello Noah, it's Ruby.

Noah : Hey Ruby. You weren't at the tennis club yesterday. Is everything OK with you?

Ruby : I stayed home. I've got a terrible headache.

Noah : Oh no! Sorry to hear that. - - - -.

Ruby : Thanks, I hope I'll be much better.

Which of the following best completes the dialogue?

- A) Get well soon
- B) I'll visit him tomorrow
- C) You look tired
- D) Let's play tomorrow



TEST 1

UNIT 4 - ON THE PHONE

5.

Louis is organizing a picnic with his classmates next Saturday afternoon and calls Laura to invite her. Laura doesn't answer the phone so he leaves a voicemail and wants her to call him as soon as possible.

Which of the following is Louis's message?

- A) Hi Laura, it's Louis! I'm planning a picnic with our classmates next Saturday at 09.00 a.m. I hope you can join us! Let me know if you're free.
- B) Hello Laura, I'm organizing an event with our classmates. Can you please call me back so we can talk about the details?
- C) Hi Laura, the connection is bad—can you call me back when you get my message?
- D) I'm not available at the moment, but I'll get back to you soon.

6.

The table below contains words and their meanings. Two of the meanings are incorrectly matched.

WORDS	MEANINGS
dial	to make a telephone call
memo	a written proposal or reminder
hang on	to be free and able to do something at a particular time
available	to wait
line	a telephone connection

Which two words should change place to make the table correct?

- A) dial / available B) hang on / available
C) hang on / line D) memo / dial

7.

Dialogue 1

Kerem : Hello, Kerem is speaking. Would you like to go to the cinema this evening, Arda?
Arda : Hi, Kerem. I'm sorry, but I can't come today. I have to help my dad in the garden.
Kerem : Okay. Maybe another time. See you at school tomorrow.
Arda : Sure. Bye!
Kerem : Bye.

Dialogue 2

Zeynep : Hello, Elif. I'm afraid I can't join you to prepare for the science project this weekend. I have a bad cold.
Elif : Oh no! I hope you feel better soon. We can work on it together later.
Zeynep : Thanks a lot!

According to the dialogues above, which of the following sentences is NOT correct?

- A) Arda can't go to the cinema because he has something to do.
B) Elif hopes Zeynep will get better soon.
C) Kerem wants to go to the movie theatre with Arda.
D) Elif has a cold so she can't work on the project this weekend.



8.

Imagine your friend and you are making a plan to go to concert after school. But your mother calls and wants you to look after your little brother. You need to call your friend and tell the reason why you can't go to the concert.

What do you say?

- A) I'm so excited! I'll meet you at the concert hall after school.
- B) Sorry, I can't make it because my mom asked me to look after my brother.
- C) Let's buy our tickets when we get there.
- D) I'm sorry but I can't go to the concert.

10.



Ege : Hi Mert. This is Ege. How are you?

Mert : I'm fine, thanks. How about you?

Ege : I'm great. I'm going to a concert tonight.
Would you like to come with me?

Mert : That sounds great! Where is it?

Ege : At the Cultural Center.

Mert : OK. See you there.

Which of the following is correct according to the dialogue above?

- A) Ege tells Mert the time and place of the concert.
- B) Ege refuses Mert's invitation.
- C) Ege and Mert decide to go to concert together.
- D) Mert invites Ege to the concert.

AV YAYINLARI

9.



Emma : Hello! This is Emma speaking. - - -?

Alex : Hold on, please. I'm afraid he isn't available right now. Would you like to leave a message?

Emma : No. I will call back later. Thanks.

Alex : You are welcome. Have a great day.

Which of the following questions does Emma ask?

- A) Can you talk to Mr. Brown
- B) Where is Mrs. Brown
- C) Can I leave a message
- D) May I speak to Mr. Brown



TEST 2



UNIT 4 - ON THE PHONE

1. Below, you see some parts of four different phone conversations.

I

Lily : Hi, this is Lily speaking. May I talk to Ben?

John : Hi, Lily. Sorry he is not here. Would you like to leave a message?

II

Sophie : I'd like to leave a message for Mr. Green.

Olivia : Sure, I'm ready to take it.

Sophie : Please tell him to be at the bus stop at 3 p.m.

III

Ryan : Could you ask him to call me later?

Leo : Sorry, could you say that again? I couldn't hear you.

IV

Ethan : Thanks, goodbye!

Lucas : See you, take care!

Which two people leave messages according to the conversations above?

- A) Sophie – John B) Sophie – Ryan
C) Ryan – Ethan D) Lily – Lucas

2.



Alex : Hello, this is "Tech Repair." How can I help you today?

Mrs. White : Hi. My internet isn't working. I don't have connection.

Alex : I see. Can I get your address, please?

Mrs. White : Sure. It's 22 Oak Street.

Alex : Thank you. A technician will come in about 45 minutes.

Mrs. White : Thank you very much!

Why does Mrs. White call Tech Repair?

- A) to report a problem about internet
B) to move to a new house
C) to buy a new modem
D) to learn price of internet

3.

- I. Hello, Green Valley School. This is Anna speaking.
II. Thank you.
III. Hi, may I speak to Mr. Thomas, please?
IV. Hold on a moment. I'll check if he's available.
V. You're welcome.

Which is the correct order of the sentences to make a meaningful phone conversation?

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

4.

Megan : Hello. Can I speak to Doctor Kane, please?

Ms. Peters : Hold on, please. I'll put you through.

(A few seconds later)

Ms. Peters : I'm afraid she's not here now. Would you like to leave a message?

Megan : No thanks. - - - -

Which of the following sentences completes the dialogue?

- A) I will call again later.
B) I'll wait for her on the phone.
C) Can you tell her to call me back please?
D) Could you please tell her that I want to cancel my appointment?



5.



Receptionist : Good afternoon, City Arena. How can I assist you?

Oliver : Hello! I heard there will be a basketball game this weekend. I'd like to buy a ticket.

Receptionist : Yes, we have match on fifth of April.

Oliver : Is it in the evening?

Receptionist : That's right. It begins at 8 p.m. and finishes around 10 p.m. The game will take place at Blue Court.

Oliver : Great. Can I get the ticket on the day of the match?

Receptionist : Of course. Just make sure to arrive early. Thank you. Bye

BASKETBALL MATCH

April 7
8-10 p.m.
Blue Court



According to the conversation, which detail on the ticket is NOT correct?

- A) event B) time C) date D) place

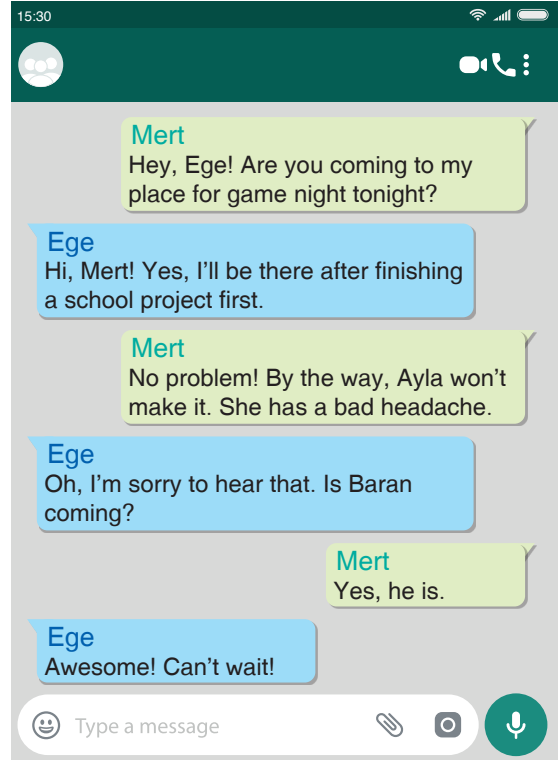
6.

- I. Can I speak to Mr. Green, please?
- II. Can you hold on a moment, please?
- III. Can I leave a message for Sarah?
- IV. Can you fix my computer today?

Which of the questions above may belong to a secretary?

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

7.



According to the conversation above, which of the following sentences is true?

- A) Ayla can't make it because she has some school works.
B) Mert is helping Ege with his project.
C) The event will take place at Ege's house.
D) Baran will join the game night.



TEST 2

UNIT 4 - ON THE PHONE

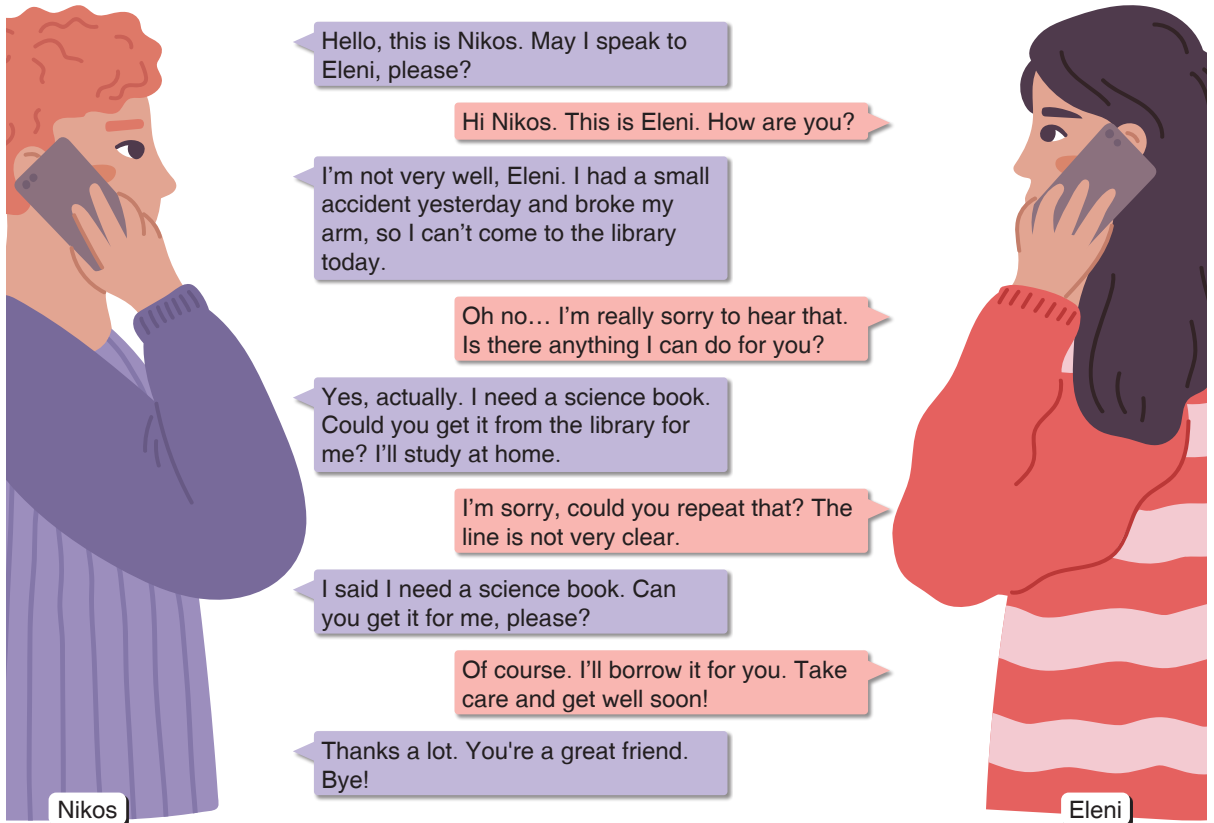
8.

CALLER	RECEIVER
"I'll call back later."	"Would you like to leave a message?"
"Hello, this is Morata speaking."	"How can I help you?"
(1)	(2)

Which of the following is suitable for the table?

1	2
A) "May I talk to the manager please?"	"Hang on a minute, please."
B) "Hold on a moment, please?"	"Can you tell her to call me?"
C) "Sorry, he isn't available"	"Can I have your message?"
D) "OK, I will call back later"	"Is Mary in?"

Answer 9th and 10th questions according to the dialogue below.



9. According to the conversation, which of the following is NOT correct?

- A) Eleni wants Nikos to repeat because of bad line.
- B) Eleni wants to help her friend.
- C) Nikos asks for help with a science book.
- D) Nikos can't go to the library because he has a broken leg.

10. Which of the following questions is NOT answered in the dialogue?

- A) Why can't Nikos go to the library?
- B) How will Eleni help Nikos?
- C) What will Eleni buy for Nikos?
- D) Who is the caller and receiver?