



UNIVERSITAS PAMULANG PROGRAM STUDI SASTRA INGGRIS

Terakreditasi SK No. 6584/SK/BAN-PT/Akred/S/X/2020

Jl. Puspiptek Raya No. 46, Buaran, Serpong, Tangerang Selatan Banten

Email: sastrainggris@unpam.ac.id | Website: sasing.unpam.ac.id

UJIAN AKHIR SEMESTER (UAS) TAHUN AKADEMIK GENAP 2021/2022

Matakuliah : INTENSIVE LISTENING
Program Studi : Sastra Inggris
Kode Kelas : 01SIGE00
Dosen : Sarita Merilia, S.Pd, M.Pd

Tanggal : 27 November 2021
Waktu : 15.00-18.20
Jam ke : 3
Shift : Reg C

Listen and reply to each statement you hear. Circle your answer.

1. a. I'll show you what I mean
b. I do apologize For the Mix Up
c. You could try to replacing the cartridge
2. a. I don't quite see it like that.
b. I am very sorry for the delay.
c. I think we have a bad connection.
3. a. Is that correct?
b. I completely agree
c. yes that's right
4. a . Can I leave a message?
b. Do you know when she'll be back?
c. I am sorry she is out of the office right now.
5. a. No, I am no. that's fine
b. Yes, that's fine.
c. That's not really what I mean.
6. a. Yes, let's.
b. I'll get onto it immediately.
c. What exactly are you getting at?
7. a. I have no problem with that.
b. I am not sure you've got that right.
c. Yes, to show you what I mean...
8. a. Yes, of course.
b. Right let's finish there then
c. I'll see what I can do
9. a. I'll put you on hold.
b. How are you getting on with that ?

c. I can come back later

10. a. You could try asking for help.
b. I am not sure I agree.
c. That's the way I feel too.

Direction: Read each situation. And listen and thick the best replay.

1. A client complains their order hasn't arrived yet. What do you say?
a. ☐ b. ☐ c. ☐
2. A Colleague's computer doesn't work And you want to suggest a solution. What do you say?
a. ☐ b. ☐ c. ☐
3. A client asks to speak to your colleague. What do you say?
a. ☐ b. ☐ c. ☐
4. Sales figures are falling badly. What do you say to your boss?
a. ☐ b. ☐ c. ☐
5. You are staying in a hotel and phone reception to ask for a late check out. What do you say?
a. ☐ b. ☐ c. ☐
6. You are listening to a lecture and want the speaker to say more about a certain point. What do you say?
a. ☐ b. ☐ c. ☐
7. You want to disagree with someone without causing offence. What do you say?
a. ☐ b. ☐ c. ☐
8. You ask a customer to be patient. What do you say?
a. ☐ b. ☐ c. ☐
9. You can't hear the person on the phone because a train is passing. What do you say?
a. ☐ b. ☐ c. ☐
10. You are speaking when someone tries to interrupt. What do you say?
a. ☐ b. ☐ c. ☐

