

1. **Secretary** : Hello. It's White Agency. How can I help you?

Eren : - - - - ?

Secretary : Of course. Hold on, please. I'll put you through immediately.

Which one can be suitable for the blank?

- A) May I ask who is calling
- B) Can I speak to Mr. White, please
- C) Could I take your name and number, please
- D) I can't hear you well. Can you repeat it

2. We use mobile phones to - - - -.

Which one can be suitable for the blank?

- A) put them down
- B) push the buttons on a telephone
- C) dial the numbers
- D) communicate with other people

3. **Sandra**: Can you show me how to - - - - the smart phone?

Betty : Sure. Have you got a phone - - - - ?

Sandra: Yes, here it is.

Betty : OK, it's very easy. Oops, this phone is - - - -. Let's try the other one.

Which one is extra when we fill in the blanks?

- A) card
- B) use
- C) out of order
- D) hang up

4. Your mother's mobile phone rings and you pick it up. **The caller** is your dad and **after saying** hello to you, he **says** he wants to talk to your mum. At that time, your mother comes in and she is available.

What do you say to your father?

- A) Dad is on the phone.
- B) I will put you through her.
- C) Hold on a second. I will get her.
- D) Would you like to leave a message?

5.



Mary



Emily



Jack



Tom

My mobile phone is broken. I can't use it now however, I should call my friend immediately to say that I will be late for the meeting. I can't send a fax or a letter, either. I have a phone card and I am going to use the pay phone.

Who am I?

- A) Jack
- B) Emily
- C) Tom
- D) Mary

- 6.
- I. Yes, please. Can you say that Roger called? I'll try again later.
 - II. No. She's out at the moment. I'm her mother, Maria. Can I ask who is calling?
 - III. In about an hour, I think. Would you like to leave a message?
 - IV. This is Roger. I am her classmate. Do you know what time she'll be back?
 - V. Hello. Is that Tina?

Put the sentences in the correct order.

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

7. **Tim** : Hi, Sam. This is Tim speaking. Do you have any plans for the weekend?
- Sam** : Hello, Tim. I can't hear you well. I think the signal is weak.
- Tim** : Are you going to do anything at the weekend?
- Sam** : Oh, not really. Why?
- Tim** : Would you like to play tennis on Saturday?
- Sam** : Cool! I am looking forward to it.

According to the phone conversation, Sam

- A) suggests Tim to play tennis
- B) couldn't understand Tim at first
- C) refuses Tim's offer
- D) is busy on Saturday

8. **Mia** : Hello, Mia speaking.
- Emma** : Hello, could I speak to Mrs. Janet, please?
- Mia** : - - - - Would you like to leave a message?
- Emma** : Could you ask her to call me, please? My number is 741234567.

Which one can be suitable for the blank?

- A) I'm sorry, she is not available at the moment.
- B) Can you hold on a moment, please?
- C) Wait a minute, please.
- D) She isn't busy at the moment.

9. **Fatih** : May I talk to Mr. Persie?
- Belly** : - - - - , I will put you through him.

Which one can be suitable for the blank?

- A) He has gone out
- B) Please, don't hang up the phone
- C) He isn't available now
- D) The phone is out of order

- 10.
- I. OK, then. Have a nice day.
 - II. No thanks, I will call later.
 - III. Hello, Jenny speaking.
 - IV. I am afraid, she isn't. Would you like to leave her a message?
 - V. Hi, this is Fatih calling. Is Angel there?

Put the phone conversation in the correct order.

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