

I PART. MATCHING. Match A and B. Write the corresponding Letter on the corresponding space. One point each correct matching. 7 points.

A

1. make
2. hang
3. put the phone
4. dial
5. give someone
6. answer
7. put someone

B

- a. a number
- b. a phone call
- c. a ring
- d. down
- e. the phone
- f. through (to someone)
- g. up

II PART. SHORT ANSWER. Complete the sentences by typing the corresponding phrase from the I PART. 10 points.

1. Have you ever _____ on someone who was being rude?
2. Do you need to _____ a lot of _____ in your job?
3. Do you always _____ when it rings?
4. When was the last time you _____ the wrong _____?
5. Who was the last person to _____ you _____?
6. Have you ever had to wait more than five minutes for an operator to _____ you _____ to someone?

B. SHORT ANSWER. STARTING A CONVERSATION. Listen and type the missing words from the audio. 17 points.

Dialogue 1

Maria Gomez: Good morning , Simtech Ltd. How may I help you ? (1)

Daniel Goldman: Good morning, _____ the sales department, please? (2)

Maria Gomez: Certainly, sir. One moment, please.

Dialogue 2

Susan Clarke: _____ Susan Clarke.

_____ Xcel Systems. (3) _____ Miles
Henderson, please. (4)

Simtech employee: Certainly. Just a moment.

Dialogue 3

Miles Henderson: Hello, _____ Anthony Smart, please? (5)

Anthony Smart: Speaking.

Miles Henderson: Oh, hi Anthony, _____ Miles. (6) _____ tomorrow's meeting.
(7)

Dialogue 4

Susan Clarke: _____, Susan Clarke _____. (8)

Maria Gomez: Hi Susan, Maria _____. (9) _____ confirm our meeting
tomorrow. (10)

Dialogue 5

Miles Henderson: Hello.

Mike Smith: Hello, _____ Peter _____ ? (11)

Miles Henderson: I'm sorry, there's no one here called Peter.

Mike Smith: _____ 27453010? (12)

Miles Henderson: No, it's 27453011

Mike Smith: Oh sorry, it looks like I dialled the wrong number.

Dialogue 6

Paul Groves: Accounts department.

Maria Gomez: Hello, _____ Maria Gomez _____ Simtech Ltd. (13)
_____ we haven't received any payment for the last
invoice we sent you. (14)

C. SHORT ANSWER. ENDING A CONVERSATION. Listen and type the missing words on the corresponding spaces. 12 points.

Anthony Smart: Ok, _____¹. I look forward to seeing you on Tuesday.
_____² if you have any problems.

Daniel Goldman: Fine. _____³ to your boss.

Anthony Smart: _____⁴. Goodbye.

Daniel Goldman: Goodbye.

Maria Gomez: So, _____⁵ all your help.

Susan Clarke: Not at all. _____⁶. Goodbye.

Daniel Goldman: So, _____⁷ next Monday.

Miles Henderson: Great. _____⁸.

Anthony Smart: Anyway, _____⁹. I know you have a lot of work to do.

Susan Clarke: OK Anthony, it was good talking to you again. _____¹⁰. Bye.

Susan Clarke: I apologize once again. _____¹¹ we can be of any further help.

Maria Gomez: Right, _____¹². Goodbye, then.

Susan Clarke: Goodbye.