

1. Answer the question according to the dialogue between Mr. Archlair and Mr. Cullingham.

Mr. Cullingham : Hello, Mr. Archlair. My car is not working. I don't know the problem.

Mr. Archlair : Hi, Mr. Cullingham. Oh, I am sorry to hear that.

Mr. Cullingham : And I have a meeting at ten o'clock.

Mr. Archlair : OK. Tell me where you are and - - - -.

Choose the correct option to complete the dialogue.

- A) I hope you will be more careful when you drive
- B) I will send someone to take you and your car
- C) I will see your car if you come to the garage
- D) I will go to the meeting if you really want

2.

This is Angela speaking.
How can I help you?

I would like to make a reservation
from Germany to Turkey on August 3.

There is a flight at 11 o'clock in the morning
and one at 2 o'clock in the afternoon.

One ticket for the 11 o'clock plane,
please.

Can you- - - -, please?

It's Bridget Hopkins.

Fill in the blank.

- A) repeat that again
- B) hold on a moment
- C) tell me your name
- D) spell your name

3.

Mike : Good afternoon. This is Mike.

Sally : Good afternoon, Mike. This is Sally.

Mike : - - - -

Sally : Hold on a moment, please. I'll get him.

Which of the following DOES NOT complete the conversation?

- A) Is Nick there?
- B) Nick has gone out.
- C) I want to talk to Nick.
- D) May I speak to Nick?

4.

Sophie : Hello, it is Sophie speaking. How may I help you?

Ann : I have bought a watch online, but it has a broken glass.

Sophie : I will put you through to the customer services.

Ann : Thanks a lot.

Ann makes a phone call to - - - -.

- A) make a complaint
- B) learn about a bill
- C) buy something
- D) apologise

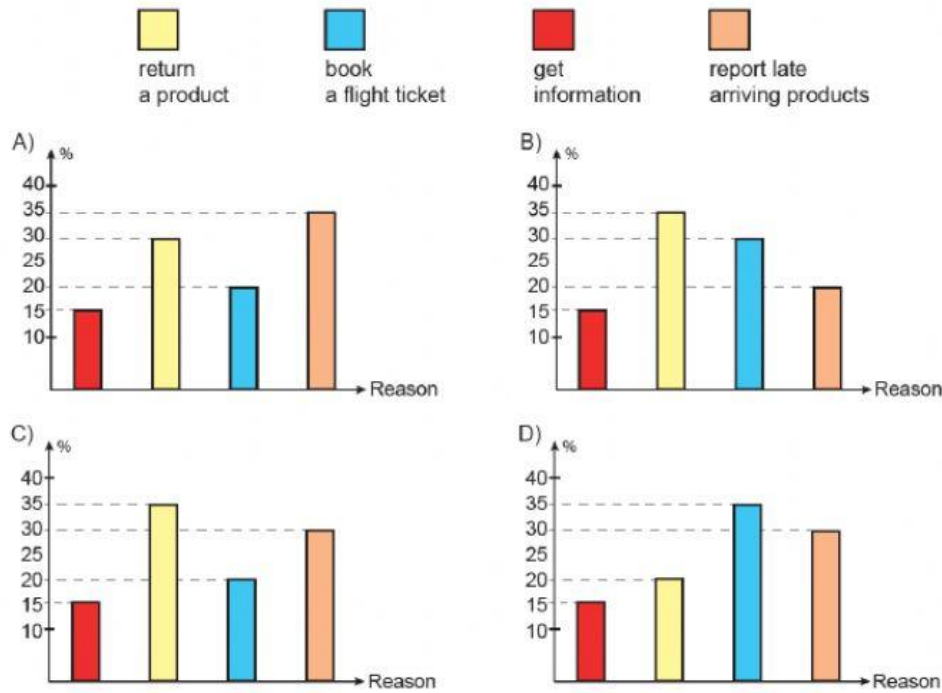


5.

A research company asked 100 people about why they usually called customer services. Here are their answers:

- 35 people called to change an item they bought.
- 20 people called to make a reservation for transportation.
- 15 people called to learn something new.
- The rest of them called when their products didn't reach them on time.

Which of the following shows the results of the research?



6.

Read the text and answer the question.

Tom and Alice are talking about smartphones but they have different opinions about them. Tom thinks that they are useful while Alice believes that they are harmful.

Which of the following is Tom's speech bubble?

- A) Playing games on a bright screen causes eye diseases.
- B) Having a smartphone gives us a chance to connect quickly with emergency services.
- C) Buying a smartphone costs a lot of money.
- D) Constantly checking social media accounts creates concentration problems.



7.

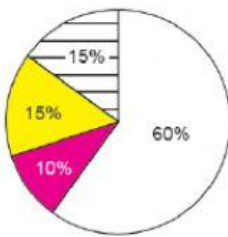
Read the text and answer the question.

Mr. Black asked 100 students about their mobile phone usage habits. Here are the results:

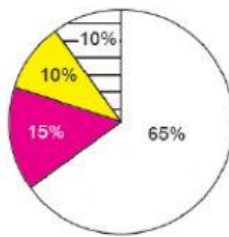
- More than half of the students use it to keep in touch with their friends.
- The number of the students who use mobile phones to find articles related to their lessons is less than all others.
- Playing online games using mobile phones is as popular as buying things from the Internet.

According to the results of the survey, which of the following is CORRECT?

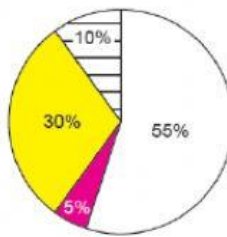
A)



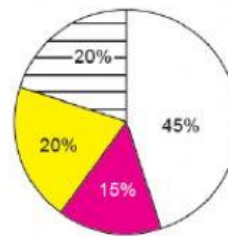
B)



C)



D)



□ communication

■ doing research

■ fun

▨ online shopping

8.

Read the conversation and answer the question.

Customer Service : Hello, how can I help you?**Alice** : Hi, I want to book a flight ticket from London to New York.**Customer Service** : Sure. One way or return?**Alice** : Return.**Customer Service** : Can you tell me the dates on which you want to travel?**Alice** : June 15th and June 26th.**Customer Service** : Can I have your name and phone number, please?**Alice** : Alice Black, 09502345678.**Customer Service** : Your flight is reserved. Have a good flight.

Which of the following does NOT have an answer in the conversation above?

- What is the phone conversation about?
- What is the destination of the flight?
- What are the dates of the flights?
- What is Alice's reason for travelling?



9.

Read the text and answer the question.

Susan organizes a birthday party at 8 pm on Monday and calls Mary to invite her. However, Mary doesn't answer the phone, so Susan leaves a message.

Which of the following is Susan's message?

- A) I think you're not available now, I'll call you in the evening.
- B) I'm busy now, I'll get back to you as soon as possible.
- C) It's a bad line. Could you get back to me later?
- D) I'm not at home right now, I'll talk to you soon.

10.

Read the conversation, check the ticket and answer the question.

Scott : Hello, Scott is speaking. How may I help you?

Tina : Hi! I'd like to book a ticket for a jazz concert.

Scott : Sure. Which one do you prefer, August 21st or August 25th?

Tina : August 25th, please.

Scott : Could I have your name and phone number, please?

Tina : Tina White. My phone number is 48978565. Can I learn when the concert starts?

Scott : It starts at 7 pm and it is 3 hours long. It is at the Woods Centre.

Tina : Thank you.

Scott : You're welcome. Please get your ticket before the concert.



Which information on the ticket is NOT correct according to the conversation above?

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

