

## LAMPIRAN

### SOAL TES PILIHAN GANDA

1. Caller : ..... My I speak to Mr. Rudy?  
Receptionist : I'm sorry Mr. Rudy has just left his office ten minutes ago
  - a. Hi everyone
  - b. Hello my name is Rizky
  - c. Hello, Rudy's company
  - d. Hello, who's speaking
2. Receptionist : .....  
Caller : I would like to speak to the sales manager please
  - a. Hello, who's calling?
  - b. Hello, my name is Eva
  - c. Hello, can I help you?
  - d. Hello, may I talk to sales manager?
3. Caller : Hello, this Nizar ..... Could I speak to Mrs. Dessy, please?  
Receptionist : Sure
  - a. I'm from Dimensi Bahasa Inggris
  - b. May I leave a messages?
  - c. Who am I talking with
  - d. Hello my name is Danial
4. Caller : Hello, I'm Kareen from lotty Italian restaurant .....  
Receiver : I'm sorry, that's extension is busy at the moment
  - a. May I speak to that extension?
  - b. Could you connect me to the extension 24?
  - c. Do you know the extension 24?
  - d. I'll connect you to extension 24?
5. Caller : Hello, my name is Darry  
Receptionist : Hello, ..... can I help you?
  - a. Who's speaking?
  - b. I'm your receptionist
  - c. Thanks for calling DBI corporation
  - d. DBI corporation

6. Ferry : Hello, ..... I'm calling for Tech n' Lifestyle Magazine  
Leana : Hello, Tokichi Computer, can I help you sir?  
a. Can I speak to Mr. Tokichi  
b. Hello, I'm Leana  
c. This is Leana  
d. This is Ferry
7. Connie : Good morning, I'm Connie  
Sarah : Good morning, .....  
Connie : I would like to speak to Mss. Ranti, please  
a. Hello, this is Fancy Cafe  
b. Fancy Cafe, how may I direct your call?  
c. Thanks for calling Fancy Cafe  
d. My name is Sarah, I will deliver your message.
8. Tino : Hello, am I calling Blaire Cake n' Bread  
Waiter: Hello, yes this is Blaire Cake n' Bread .....  
Tino : Yes, I'm Tino. I would like to check my birth day cake order. The order number is 283. Is the cake ready?  
Waiter: Yes sir, the cake is ready  
a. What I can do for you?  
b. My name is Jhon  
c. Would you like to order a cake?  
d. Who's speaking?
9. Manda : Hello, good afternoon  
Ferdinand : Good afternoon, Golden Bay Hotel ..... how may I help you?  
a. Who am I talking with?  
b. Can I have your name, please?  
c. My name is Ferdinand  
d. Is Manda speaking?
10. Tiara : Hello, Ericson telecommunication, can I help you?  
Pino : I would like to speak to Mr. Ericson, please  
Tiara : ..... you'll be speaking with him in a second  
Pino : Thank you

- a. Just a moment please
- b. I'm sorry, he is out in this moment
- c. Can you call back in five minutes?
- d. Would you like to leave a message?