

8TH GRADE 4TH UNIT QUESTIONS

1 the conversation and answer the question.



Frank : Hello! This is Frank. Is Charles there?
Bob : Hi, Frank, Bob speaking. Frank is not available at the moment. -----
Frank : Can you tell him to contact me? It is really important.
Bob : Of course, I will.

Which of the following completes the conversation?

- A) Who is calling?
- B) Could you hold on a moment please?
- C) Can I take your number?
- D) Would you like to leave a message?

2 d the text and answer the question.

- Please, don't hang up the phone. I'll get him..... I'm sorry, he is not available. Would you like to leave a message?
- II. Of course.
 - III. May I ask who is calling?
 - IV. Would you please tell him that Edward called?
 - V. This is Edward.
 - VI. Hi, could you put me through Jonas, please?

. What is the correct order of the phone call above?

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

3



Officer: Good morning! Mr. Jackson's office. Linda is speaking.

Sarah: Good morning Linda. I want to speak to Mr. Jackson.

Officer : -----?

Sarah : It's Sarah. I am his niece.

Officer : I am sorry but he's at an important meeting now. -----?

Sarah : Yes, could you ask him to call me back, please?

Officer : -----?

Sarah : It's 5441378. Thank you.

Linda : You're welcome.

Which of the following does NOT the officer ask Sarah?

- A) Can I ask who is calling
- B) Can you tell me your phone number
- C) Would you like to leave him a message
- D) How can I help you

4

(The phone rings at 10:00 a.m. in the morning)

Candy: Candy is speaking.

Tim: Hi, Candy. I'm Tim. May I speak to Brad, please?

Candy:.....?

I'm afraid he isn't available at the moment.....?

Tim: Ok.....?

Candy: Sure. I'll get your message.



Which of the following does NOT complete the conversation?

- A) Would you like to leave a message?
- B) Could you tell him to call me back?
- C) Can you hold on a moment, please?
- D) Could you speak louder, please?

8TH GRADE 4TH UNIT QUESTIONS

5

y. Hi! Mandy is calling. Is Linda there ?

*Tim: Hang on a minute. I'll get her. She isn't available at the moment. She is helping her dad in the garden.
.....?*

Mandy: Could you please tell her I'll pick her up at 9 o'clock in the evening?

Tim: Sure. Take care. Bye.

Mandy: See you. Bye.

Which of the following completes the conversation?

- A) Can I get your name and number please ?
- B) Could you repeat that please ?
- C) Would you like to leave a message?
- D) Can you say that again ?

6

Customer: Hello. ;Penolope is speaking. I would like to order two pizzas and a can of coke.

Pizza Service: Hi, Mr. Tom. Of course. Would you like anything else?

Customer: No, thanks.

Pizza Service: Okay. What is your address?

Customer: It is King Street.

Pizza Service:

Customer: It's King Street.

Pizza Service: OK. Have a nice day.

Choose the correct option to complete the dialogue.

- A) May I ask who is calling?
- B) Can I have your number, please?
- C) May I talk to the manager
- D) Could you say it again, please?

8TH GRADE 4TH UNIT QUESTIONS

7



Secretary: Sunshine Hotel, Linda speaking. How can I help you?

Sandy: Hi. May I talk to the manager, please?

Secretary: Hang on a moment please. I'll get him. Well, I'm afraid - - - . Would you like to leave a message?

Sandy: Yes, could you tell him that his son has a tennis practice at 7 p.m. today?

Secretary: Sure.

- A) I can't hear you very well
- B) this is his son's teacher calling
- C) I'll put you through
- D) he is not available at the moment

8



Oliver: Hi, Oliver speaking.

Zeynep: Hi, Oliver! It's Zeynep. May I speak to Jason, please?

Oliver: Hang on a minute. I'll check. Oh, I'm afraid he isn't available at the moment. He is having a meeting with the manager. - - - ?

Zeynep: Yes, please. Could you tell him to call me back?

Oliver: He'll get back to you as soon as possible.

- A) Will you put me through to him
- B) Why don't you join us tonight
- C) May I ask who's calling
- D) Would you like to leave a message

9

Secretary: Hello, municipality call centre. How can I help you?

Dorothy: I'd like to get some information about sport services.

Secretary: What would you like to learn?

Dorothy: I'd like to know what kind of sport activities you have and when they are.

Secretary: - - - . I'll put you through to related department.

- A) It's easy to contact with friends
- B) He's not available at the moment
- C) Don't hang up the phone
- D) I have to finish the conversation

10



Burcu

What's the best way to communicate with friends?

- - - because you can share opinions, music or videos. Also, it is a lot quicker with the applications of these sites on mobile phones. What about you?



Mandy



Burcu

You may be right, but I always prefer face-to-face communication.

- A) It is the latest technological development
- B) I prefer talking to my friends on the phone
- C) It is definitely the social networking sites
- D) Writing letters or postcards is great fun

11

Brian: Hi, Brain speaking.

Emre: Hi, Brain. This is me, Emre. Can I talk to your sister, please? I couldn't reach her on her mobile.

Brian: I'm afraid, she is not at home right now. - - -

Emre: Yes. Can you tell her to call me back? It is about the term project.

Brain: Sure.

- A) Can you put me through?
- B) Is he available at the moment?
- C) When should I call her back?
- D) Would you like to leave a message?

8TH GRADE 4TH UNIT QUESTIONS

12 Sarah likes using emojis when she texts messages. This is her favourite emoji to show that she feels embarrassed.

A)



B)



C)



D)



13 Match the halves.

1. When you dial number seven	a. through to Vicky Anderson?
2. Could you put me	b. about the meeting.
3. Hold on a moment, please.	c. you can contact with Mr Fisher.
4. I took the memo	d. I'll check if he's available.

- A) 1 - c / 2 - d / 3 - a / 4 - b
 B) 1 - b / 2 - a / 3 - c / 4 - d
 C) 1 - a / 2 - b / 3 - d / 4 - c
 D) 1 - c / 2 - a / 3 - d / 4 - b

14



- I. Yes, please. Can you tell her to call me back when she turns back?
 II. Hello. This is Kim calling. Can I talk to Ms Özdemir, please?
 III. I'm afraid, she is not at the office right now. Would you like to leave a message?
 IV. Hi, Mark speaking. How can I help you?

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

15



How often do you talk to your friends on the phone?

Robert

To be honest, very rarely. I think it's an old fashioned way to keep in touch with my friends.



Selin



Robert

Do you text them messages?

Yes, we usually contact with each other by texting. But, - - - -, because I share photos, music and videos. I also follow everybody and comment on their posts.



Selin

- A) I prefer sending letters and postcards
 B) social networks are my favourite
 C) I seldom keep in touch with them
 D) I dislike face to face communication

16 Find the odd sentence.

Nowadays people can't live without their mobile phones. Many people think that having a mobile phone has a lot of advantages. **I.** One of them is that it is easy to carry because it doesn't take much space in your pocket or bag. **II.** Some people think that mobile phones disturb the concentration. **III.** The other good point is that it can save lives in case of an emergency. **IV.** Lastly, it provides an easy access to the Internet.



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

17

Suppose that you want to speak with your best friend. You don't have enough time to meet up with him/her at a café because it is urgent.

Choose a fast communication way that you should use.



18

Celine : Good morning. This is Celine from Fame Language Courses.

Phil : That's Phil Black. I want to get some information about your courses.

Celine : I'm sorry, but our manager is not here. ---?

Phil : OK. 8237823748, Phil Black.

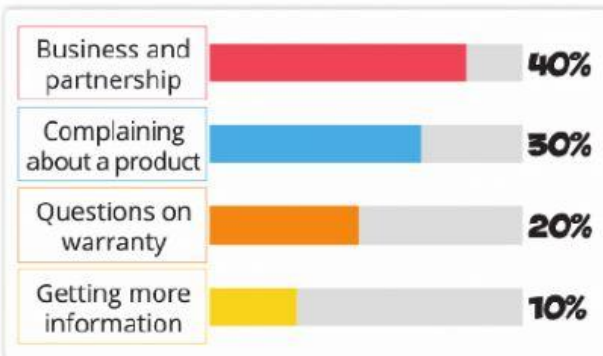
Celine : Thank you. He'll call you when he is back.

Which of the following completes the dialogue best?

- A) Would you like to take his number
- B) Can I have your phone number
- C) How can I help you
- D) Can you spell it, please

19

"e International" receives around 3,000 phone calls every day. Here is the chart that shows the purposes of these calls:



According to the statistics, which of the following is CORRECT?

- A) More than half of the people call the company to complain about the products.
- B) Less than 30% of customers phone to ask something about warranty.
- C) Only one-tenth of the phone calls are for business.
- D) Customers never call the company to learn more about the products.



Can you - - - - the phone, please?
I'll put you through to him.



He is not available now. Would
you like to - - - - message?



I can't - - - - you. That's a bad line.

Which of the following words CANNOT you use in any sentences above?

- | | |
|------------|------------|
| A) leave | B) hang up |
| C) hold on | D) hear |