

Name: _____

No : _____

INSTRUCTIONS: Write your nickname and number above then read the questions carefully and answer the questions that follows.

Part 1 Communication (ITEM 1-13)

Read the dialogue and fill in the blanks with an appropriate Word. (ITEM 1-7)

WAITER: Are you (1) _____ to order?

CUSTOMER: Yes, please. I'd (2) _____ a pizza, please, with ham & mushrooms.

WAITER: OK. Do you (3) _____ any chips with that?

CUSTOMER: No, thank you, but (4) _____ I have a green salad, please?

WAITER: Of course. Anything to drink?

CUSTOMER: Yes, I'll (5) _____ an apple juice, please.

WAITER: And what (6) _____ a dessert?

CUSTOMER: How (7) _____ is the ice cream?

WAITER: It is 700 bahts.

- | | | | |
|-------------|----------|-----------|-----------|
| 1. a) Ready | b) Ok | c) Liking | d) Want |
| 2. a) Need | b) Like | c) May | d) Would |
| 3. a) Have | b) Do | c) Can | d) Want |
| 4. a) Can | b) Ok | c) About | d) Want |
| 5. a) Can | b) May I | c) Have | d) Liking |
| 6. a) About | b) For | c) Is | d) Do |
| 7. a) Match | b) Many | c) Much | d) Sweet |

8. Given :-Name : Ann Company : Siam Hotel Time : 8 : 00 AM

What is the right way to introduce yourself assuming you working in that company following phone etiquette procedure ?

- a) Good afternoon, how may i help you ?
 - b) Good evening, my name is Ann can i help you ?
 - c) Good morning this is Siam hotel what do you want ?
 - d) Good morning ,my name is Ann ,this is Siam hotel how may i help you ?
9. You need some water. How will you ask for water from the waiter?
- a) Give me a glass of water
 - b) I'm thirsty now I need water
 - c) Where is your water?
 - d) May I have a glass of water please
10. You have bought some goods from a shop. The shopkeeper says, 'Thank you.' What would you say?
- a) You are welcome
 - b) It is okay
 - c) Thank you
 - d) Never mind
11. You are in a restaurant and you want to order some pizza. Which are the right words to use?
- a) I want pizza
 - b) Excuse me please, I would like to order pizza
 - c) Do you have pizza for me
 - d) Give me pizza please I'm hungry
12. People are standing at the door of a room and you need to get in. What do you say to them?
- a) Sorry I need to get inside
 - b) Move out I need to get in
 - c) Excuse me please
 - d) I want to get inside

13. Use the map to answer the question on directions.

Ana– Excuse me?

Jay – Yes?

Ana – How do I get to the **post office**?

Jay– Go past the hotel and turn left onto Main Street. Go one block and turn right. It's across from the train station.

Ana – Thank you.



Where is the post office?

- a) A b) C c) B d) None of the above

Part 2 vocabulary & grammar (ITEM 14-20)

14. What does an 'Airhostess' do in a plane?

- a) Serve passengers c) Inspects your luggage
b) Entertains passengers d) Fly the plane

15. If you don't want to spend a lot of money when flying you should buy an _____ ticket.

- a) First class b) Business class c) Middle seat d) Economy class

16. What do we normally do at the 'check-in counter'?

- a) Check-in luggage c) Get a boarding pass
b) Buy travel insurance d) All of the above

17. What do people do when they 'board' an airplane?

- a) They get on the plane c) They get off the plane
b) They fly the plane d) They fall asleep on the plane

18. I'm **never** late for our English class. I'm _____ on time

- a) Often b) Always c) Never d) Usually

19. I think I _____ have failed the test, but I'm not sure.

- a) Ought to b) Might c) Shall d) Will

20. When do people usually wear a 'safety belt'?

- a) Before boarding a plane c) During check-in
b) In the morning d) During take-off and landing

Exam writer _____

Head of Education Hub _____

Head of Assessment _____