

Pre-test: Telephone calls

Choose the best option to complete each dialogue about telephone calls.
Mark the correct letter [A,B,C,D] on your answer sheet.

1. A :

B : I'm afraid she's not in just now.

- a. Hi , Tom. How's she?
- b. Hello , may I've a word with Betty , please?
- c. She's inside , isn't she?
- d. What's the matter?



2. Situation : You call your friend , who isn't at home. Ask her sister to take a message.

- a. Could you take my note?
- b. Could I give you a note?
- c. Could I leave her a message?
- d. Could I take a message?



3. A : Can I talk to Penny , please?

B : There's nobody that name here. I'm afraid you've got the wrong number.

A :

- a. Thank you for telling me that. Good bye.
- b. I'm sorry. Good bye.
- c. Thank you. I won't call you again.
- d. I'm sorry. I won't call you again



On the phone

Operator : Information. May I help you?

Pim : Would you please give me the telephone number of Mr. Jim Thompson?

Operator : 4 The number is 044-233-4221

Pim : 044-233-4221 5

Operator : Good morning. Mr. Thompson's office.

Pim : I'd like to speak with Mr. Thompson , please.

Decretary : 6

Pim : This is Pim Pakid speaking. Will Mr.Thompson be back soon?

Secretary : 7

Pim : Well , could you tell him that I called , please?

Decretaryr : One moment , please . I think he's coming in now

Pim : All right. Thank you.

4. a. Yes , I will.
b. Excuse me , please.
c. We've at your service.
d. Just a moment , please.



5. a. That's all
b. Well , yes.
c. Thank you.
d. All right.

6. a. Hold on please I'll see if he's in. Who should I say is calling?
b. I'm sorry. He's not in right now , Who's calling , please?
c. All right. Let me check his diary. May I have your name?
d. Let me check whether he's back yet , Could you leave your name and number ,
please.

7.

- a. I expect him in about an hour. Why do you want to talk to him?
- b. Probably about five o'clock. Do you want to leave a message?
- c. At five. Do you want any information from him?
- d. I think he'll be back in thirty minutes. When would you like to see him?

8. A : Hello , is Bonnie there?

B :

C : Bonnie speaking.

D : Hello , Bonnie , This is Sue.

a. Can I take a message?

b. Hang up , please.

c. Hold on.

d. She's out.



9. A : Hello. Is this Alex?

B :

a. Yes it is.

b. No , I'm not.

c. Yes , he is.

d. No , this is not me.



10 A : Hello. Is Kay there?

B :

A : Oh? I don't recognize your voice. Would you like to go to the movies tonight?

a. This is I.

b. This is she speaking.

c. Kay is my name.

d. Yes , I'm here.

