

## 8th GRADE ON THE PHONE

1. **Mesut:** Hi Efcan.What's up?  
**Efcan:** I'm fine,thanks.  
**Mesut:** Would you like to come over to me today?  
**Efcan:** sorry, I can't hear you. ....  
**Mesut:** let's meet at my house today .

- A) Where will we meet ?
- B) What's your phone number?
- C) Can you hold on a moment please?
- D) Can you repeat that, please?



2. **I don't like old fashioned ways of communication. I also never meet up with friends. I prefer online communication.**

Which of the following can be true?

- A) İlayda likes chatting online with their friends.
- B) İlayda prefers face to face communication.
- C) She writes letters to friends.
- D) She sends e-mails for communication.

3. **Hayrunisa:** Hello , Hayrunisa speaking.  
**Dilara:** Hi ,this is Dilara. Where are you?  
**Hayrunisa:** I'm at the city center, i'm trying to choose a gift for Rabia's birthday. What about you?  
**Dilara:** I'm at home and I'm bored.  
**Hayrunisa:** Why don't you join me? You can help me too and we can have a drink.  
**Dilara:** OK,great idea. Where will we meet?  
**Hayrunisa:** I will wait for you in front of the Culture center.  
**Dilara:** I'll be there in one hour.

Which question is NOT answered in the dialogue?

- A) Where will they meet?
- B) Who is calling?
- C) When will they meet?
- D) What will they buy as a gift?

4. **Yunus:** Hello, I'm Yunus, how can I help you?  
**Belinay:** Hi, I bought a vacuum cleaner from your company last week but it doesn't work.  
**Yunus:** Ok, can you please give me your order number?  
**Belinay:** It's 42369974  
**Yunus:** Wait a minute, I'm checking...yes , you ordered it last Saturday, please send us the product and we will send you a new one in fifteen days.  
**Belinay:** thanks so much. Have a nice day.

Which one is correct according to the dialogue?

- A) The customer wants to return the product.
- B) The call center solves the problem of the customer.
- C) The call center wants the customer her telephone number.
- D) The customer bought the product fifteen days ago.



5.

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According to the ticket, which one is NOT correct?

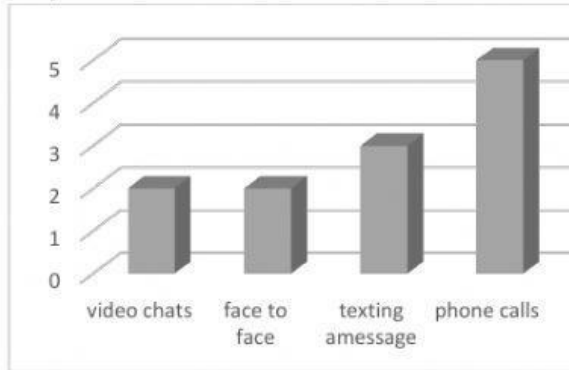
- A) The flight is from moscow to Larnaka.
- B) The departure time is 11:30.
- C) The passenger will fly twenty November.
- D) The seat is 24A.

6. **Elif :** Elif is speaking. Is Deniz there?  
**Kader:** I'm sorry but .....Would you like to leave a message.  
**Elif:** Himm, yes,.....  
**Kader:** Of course, .....  
**Elif:** I think yes.She has it.  
**Kader:** OK elif, she will back you as soon as possible.  
**Elif:** Thanks kader. See you.

According to the dialogue, which one CANNOT suitable for the blanks?

- A) She is not available at the moment.
- B) Does she know where is the concert?
- C) Would you like to leave a message?
- D) Does she have your phone number?

7. 100 teenagers joined a survey about how do they communicate. Here are the results:



Which one is TRUE according to the results?

- A) Teenagers generally use live chats for communicating.
- B) Video chats are as popular as texting a message.
- C) Phone calls is the most popular one.
- D) Teenagers always text a message to keep in touch.

8. **Call center:** Gülay airlines. How can I help you?

**Customer:** I'd like to make a reservation from Trabzon to Ankara.

**Call center:** What's the date?

**Customer:** On April 3.

**Call center:** Single or return?

**Customer:** single please.

**Call center:** Let me check. We have a flight on that day at 8 pm

**Customer:** that's OK for me.

**Call center:** can I have your name ,please.....

In this conversation, there is NO information about.....

- A) Arrival time
- B) Departure time
- C) The date
- D) Time

9. Gamze and Meltem are talking about smartphones. Meltem thinks they are too useful and entertaining but gamze thinks they're harmful.

Which one can be Gamze's speech bubble?

- A) Smartphones are fun and useful for education and learning the World.
- B) Smartphones can be too harmful but we can find everything we want!
- C) Having a smartphone gives us the chance of keeping in touch but its not safe.
- D) Playing online games on a bright screen can be too harmful for the eyes.



10.

**Onur:** I always do the online shopping. Books are my favorite.

**Okan:** I follow the match results using the internet.

**Zekeriya:** I develop French and learn lots of new words.

**Yaşar:** I watch funny videos on the net and text messages to my friends.

According to the information above, which one is CORRECT?

- A) Yaşar keeps in touch with his friends by video chats.
- B) Okan can learn information online.
- C) Zekeriya learns new words in English.
- D) Onur buys new clothes online.

Meltem GÜLAY