Name: ..... Reg. No.: .....
Class: .....

MPU 1181 - COMMUNICATIVE ENGLISH
QUIZ 4 (10%)

*Choose the **best answer** from the options A, B, C and D.*

1. Laili : Hello, may I speak to Puan Suriani, please?
   Puan Aina : .....

   A. Pantai Bakery, may I help you?
   B. Call back only when she's here.
   C. Hello, we cannot entertain callers now.
   D. Please, hold on for a few minutes…. I'll put through.

2. Devi : Can I speak to Puan Sofia, please?
   Secretary : I'm afraid she's not in. .....

   A. Please hold on.
   B. I'll put you through.
   C. Can I take a message?
   D. Would you like to talk to her?

3. Which of the following is NOT introducing oneself when making a telephone call?

   A. Hello. This is Henry calling.
   B. Good morning. Leesa from KKL Sales Department.
   C. It's Mr. Takaki from Nagasaki Company in Hiroshima.
   D. I'd like to speak to the Sales Manager, Mr. Daniel Frost.

4. Receptionist : Hello, Sanctuary Resort. May I help you?
   Man : .....
   Receptionist : Yes, of course. When would you like to stay at our Resort?

   A. Hello, I would like to make a reservation.
   B. Hello, I would like to speak with your manager.
   C. Hello, when can I come to stay at Sanctuary Resort?
   D. Hello, would like me to make a reservation at your Resort?

(1mx 4=4 marks)

LIVEWORKSHEETS

Read the text below and choose the ***best answer.***

Jordan	:	Good morning.
Mrs. Lim	:	(5)…… .
Jordan	:	(6)…… Derek, please?
Mrs. Lim	:	I'm (7)…… he's not in. May I know who is on the line please?
Jordan	:	Oh… I'm sorry, I forgot to introduce myself. I (8)…… Jordan, Derek's football teammate.
Mrs. Lim	:	It's okay, Jordan. I am Mrs. Lim, Derek's mother. Well, Derek's not in, he followed his sister to KLCC to get a new pair of sports shoes.
Jordan	:	Oh… I see. Since he's out, (9)…… for him?
Mrs. Lim	:	Sure Jordan, why not.
Jordan	:	Please inform (10)…… that today's football training is cancelled due to some circumstances.
Mrs. Lim	:	Okay, I'll inform him.

5.	A	good night	6.	A	Can I speak to
	B	good evening		B	Will I speak to
	C	good morning		C	Don't speak to
	D	good afternoon		D	Do you speak to
7.	A	sad	8.	A	am
	B	glad		B	are
	C	sorry		C	was
	D	happy		D	were
9.	A	do I have a message	10.	A	her
	B	can I leave a message		B	him
	C	do you leave a message		C	they
	D	can you have any message		D	them

(1m x 6= 6 marks)

LIVEWORKSHEETS