



UNIVERSITAS PAMULANG PROGRAM STUDI SASTRA INGGRIS

Terakreditasi SK No. 6584/SK/BAN-PT/Akred/S/X/2020

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UJIAN AKHIR SEMESTER (UAS) TAHUN AKADEMIK GENAP 2021/2022

Matakuliah : INTENSIVE LISTENING
Program Studi : Sastra Inggris
Kode Kelas : 01SIGE00
Dosen : Sarita Merilia, S.Pd, M.Pd

Tanggal : 27 November 2021
Waktu : 15.00-18.20
Jam ke : 3
Shift : Reg C

Listen and reply to each statement you hear. Circle your answer.

1. a. I'll show you what I mean
b. I do apologize For the Mix Up
c. You could try to replacing the cartridge

2. a. I don't quite see it like that.
b. I am very sorry for the delay.
c. I think we have a bad connection.

3. a. Is that correct?
b. I completely agree
c. yes that's right

4. a. Can I leave a message?
b. Do you know when she'll be back?
c. I am sorry she is out of the office right now.

5. a. No, I am no. that's fine
b. Yes, that's fine.
c. That's not really what I mean.

6. a. Yes, let's.
b. I'll get onto it immediately.
c. What exactly are you getting at?

7. a. I have no problem with that.
b. I am not sure you've got that right.
c. Yes, to show you what I mean...

8. a. Yes, of course.
b. Right let's finish there then
c. I'll see what I can do

9. a. I'll put you on hold.
b. How are you getting on with that ?

c. I can come back later

10. a. You could try asking for help.
b. I am not sure I agree.
c. That's the way I feel too.

Direction: Read each situation. And listen and thick the best replay.

1. A client complains their order hasn't arrived yet. What do you say?
a. b. c.
2. A Colleague's computer doesn't work And you want to suggest a solution. What do you say?
a. b. c.
3. A client asks to speak to your colleague. What do you say?
a. b. c.
4. Sales figures are falling badly. What do you say to your boss?
a. b. c.
5. You are staying in a hotel and phone reception to ask for a late check out. What do you say?
a. b. c.
6. You are listening to a lecture and want the speaker to say more about a certain point. What do you say?
a. b. c.
7. You want to disagree with someone without causing offence. What do you say?
a. b. c.
8. You ask a customer to be patient. What do you say?
a. b. c.
9. You can't hear the person on the phone because a train is passing. What do you say?
a. b. c.
10. You are speaking when someone tries to interrupt. What do you say?
a. b. c.

