



## UNIVERSITAS PAMULANG PROGRAM STUDI SASTRA INGGRIS

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

Matakuliah	: INTENSIVE LISTENING	Tanggal	: 27 November 2021
Program Studi	: Sastra Inggris	Waktu	: 15.00-18.20
Kode Kelas	: 01SIGE00	Jam ke	: 3
Dosen	: Sarita Merilia, S.Pd, M.Pd	Shift	: Reg C

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

- I'll show you what I mean
  - I do apologize For the Mix Up
  - You could try to replacing the cartridge
- I don't quite see it like that.
  - I am very sorry for the delay.
  - I think we have a bad connection.
- Is that correct?
  - I completely agree
  - yes that's right
- Can I leave a message?
  - Do you know when she'll be back?
  - I am sorry she is out of the office right now.
- No, I am no. that's fine
  - Yes, that's fine.
  - That's not really what I mean.
- Yes, let's.
  - I'll get onto it immediately.
  - What exactly are you getting at?
- I have no problem with that.
  - I am not sure you've got that right.
  - Yes, to show you what I mean...
- Yes, of course.
  - Right let's finish there then
  - I'll see what I can do
- I'll put you on hold.
  - 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. ☐

