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.

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 ?

LIVEWORKSHEETS

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. ☐

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