

1. **Secretary** : Hello. It's White Agency. How can I help you?

**Eren** : - - - - ?

**Secretary** : Of course. Hold on, please. I'll put you through immediately.

**Which one can be suitable for the blank?**

- A) May I ask who is calling
- B) Can I speak to Mr. White, please
- C) Could I take your name and number, please
- D) I can't hear you well. Can you repeat it

2. We use mobile phones to - - - - .

**Which one can be suitable for the blank?**

- A) put them down
- B) push the buttons on a telephone
- C) dial the numbers
- D) communicate with other people

3. **Sandra** : Can you show me how to - - - - the smart phone?

**Betty** : Sure. Have you got a phone - - - - ?

**Sandra** : Yes, here it is.

**Betty** : OK, it's very easy. Oops, this phone is - - - - . Let's try the other one.

**Which one is extra when we fill in the blanks?**

- A) card
- B) use
- C) out of order
- D) hang up

4. Your mother's mobile phone rings and you pick it up. The caller is your dad and after saying hello to you, he says he wants to talk to your mum. At that time, your mother comes in and she is available.

**What do you say to your father?**

- A) Dad is on the phone.
- B) I will put you through her.
- C) Hold on a second. I will get her.
- D) Would you like to leave a message?

5.



Mary



Emily



Jack



Tom

My mobile phone is broken. I can't use it now however, I should call my friend immediately to say that I will be late for the meeting. I can't send a fax or a letter, either. I have a phone card and I am going to use the pay phone.

**Who am I?**

- A) Jack
- B) Emily
- C) Tom
- D) Mary

6.

- I. Yes, please. Can you say that Roger called? I'll try again later.
- II. No. She's out at the moment. I'm her mother, Maria. Can I ask who is calling?
- III. In about an hour, I think. Would you like to leave a message?
- IV. This is Roger. I am her classmate. Do you know what time she'll be back?
- V. Hello. Is that Tina?

Put the sentences in the correct order.

- A) V-II-IV-I-III
- B) IV-I-II-III-V
- C) IV-V-II-I-III
- D) V-II-IV-III-I

7. Tim : Hi, Sam. This is Tim speaking. Do you have any plans for the weekend?

Sam : Hello, Tim. I can't hear you well. I think the signal is weak.

Tim : Are you going to do anything at the weekend?

Sam : Oh, not really. Why?

Tim : Would you like to play tennis on Saturday?

Sam : Cool! I am looking forward to it.

According to the phone conversation, Sam -----.

- A) suggests Tim to play tennis
- B) couldn't understand Tim at first
- C) refuses Tim's offer
- D) is busy on Saturday

8. Mia : Hello, Mia speaking.

Emma : Hello, could I speak to Mrs. Janet, please?

Mia : ----- Would you like to leave a message?

Emma : Could you ask her to call me, please? My number is 741234567.

Which one can be suitable for the blank?

- A) I'm sorry, she is not available at the moment.
- B) Can you hold on a moment, please?
- C) Wait a minute, please.
- D) She isn't busy at the moment.

9. Fatih : May I talk to Mr. Persie?

Belly : -----, I will put you through him.

Which one can be suitable for the blank?

- A) He has gone out
- B) Please, don't hang up the phone
- C) He isn't available now
- D) The phone is out of order

10. I. OK, then. Have a nice day.

II. No thanks, I will call later.

III. Hello, Jenny speaking.

IV. I am afraid, she isn't. Would you like to leave her a message?

V. Hi, this is Fatih calling. Is Angel there?

Put the phone conversation in the correct order.

- A) III-V-II-IV-I
- B) V-III-I-II-IV
- C) I-III-V-II-IV
- D) III-V-IV-II-I