

Penilaian Tengah Semester 3

Name: _____

Class: _____

A. Click the correct answer!

1. Customer Service: Customer service, this is Fina speaking. Can I help you?

Ardi : I am Ardi, I want to activate online banking on my phone.

Customer Service: -----

Ardi : Sure. It is 088865742345.

Can I have your number?

What is your number?

Where is your phone?

How much is your number?

2. Based on the telephone message form, who's the message for? It's for....

Telephone Message

For : Mr. Ibrahim

Date: 10/6/2021 Time: 12.00

From: Ms. Kim Ji Soo

Department of Tourism

Phone: 555-7501

Message: Please ring him. Urgent. Tell him if I have received his facsimile.

Taken by: Anita

Ms. Kim Ji soo

manager

Anita

Mr. Ibrahim

3. Fill in the blank with suitable response!

Operator : Subscription Division, Neon Webtoon. Can I help you?
Caller : Yes, I'd like to subscribe Neon Webtoon.
Operator : Yes, Ma'am. -----
Caller : This is Olivia Smith.

Can I talk to Olivia Smith?
Shall I call you with your last name?
May I know who's calling, please?
Can you tell me her name, please?

4. Fill in the blank with suitable response!

Bob : Good morning. This is Bob. May I talk to Mr. Patric, please?
Receptionist: Hold the line, please! I'll try to put you through to Mr. Patric at his office.
Bob : Okay, thanks.
Receptionist: I am sorry, Sir. Mr. Patric is not at the office. -----
Bob : Sure, tell to him to call me back.

Can I take a message?
Could you speak up, please?
May I have your name?
I want to make an appointment.

5. Fill in the blank with suitable response!

Thomas : Happy Travel, Thomas speaking. Could I help you?
Ulfa : Hello, Mr. Thomas. This is Ulfa. -----
Thomas: Oh, yes, Miss Olga. I hope you and your family will have a wonderful time.
Ulfa : Thank you. We are very excited.

I am sad to tell you the truth.
I liked to talk about the ticket service.
I am disappointed with the service last night.
I am calling to confirm my trip to Disneyland.

6. Fill in the blank with suitable response!

Secretary: Sand Box Association. Good afternoon, may I help you?
Mr. Ryan : Yes, I'd like to speak to Mr. Lee Do-hyun .
Secretary: I'm sorry, Sir. He's not available at the moment. -----
Mr. Ryan: Well, please tell him that the meeting tomorrow morning is canceled.

I have an urgent business.
Will you put me through Mr. Lee Do-hyun?
May I leave a message?
Would you like to leave a message?

7. Fill in the blank with suitable response!

Caller: Hello, can I speak to Mr. Rain?

Rose : I'm sorry, he is out. -----

Caller: Sure, tell him that the meeting with CV Gemintang will be postponed.

Could you speak to Mr. Rain, please?

Can I take a message from you?

Could I speak to Mr. Rain, please?

Would you like to call him again?

8. Fill in the blank with suitable response!

Receptionist : Good morning. What can I do for you, Sir?

Guest : I'd like to talk to the Personnel Manager, please.

Receptionist : -----

Guest : Yes. My name is Henderson.

May I have your name?

Could you call him later?

Have you met him before?

Have you made an appointment?

9. Fill in the blank with suitable response!

Daniel : Hello -----

Irwan : Yes, this is Irwan speaking. Can I help you?

Daniel : I need some information about the product you launched yesterday.

Could you tell me about your product, please?

Who's speaking?

Could I speak to Mr. Irwan, please?

Could you put me through to Daniel?

10. Fill in the blank with suitable response!

Chrisna : Hello, this is Chrisna. Can I help you?

Dikta : Can I talk to Mr. Alwi Satmaka?

Chrisna : Sure. -----

He is in a meeting now.

Just a moment, please..

Call him later.

You're welcome.

11. What is the best response to reply next?

Ghani : Where did you go last week?

Ezzy : I went to Surakarta to visit my uncle.

Ghani : What do you think of Surakarta?

Ezzy : -----

I think going to Surakarta is good.

I suppose you never visit my uncle.

I think it is a big and wonderful city.

In my opinion, Surakarta is the capital of West Java.

12. What is the best response to reply next?

Sekar : Look at the view! What do you think about the lake?

Sabila: I think -----

it is amazing

it is boring

I can swim

we go fishing

13. What is the best response to reply next?

Farhan : Tomorrow we will have an English test.

Timothy: That's right. What do you think about English?

Farhan : -----

I'm sorry I don't know.

I suppose you like math.

I think so, too.

I think it is an interesting subject.

14. What is the best response to say next?

Aniza : What is your opinion about the new public transportation in our town?

Rafie : In my opinion, it is good. It is more comfortable for the commuters.

Aniza : -----

I don't know about it.

You're absolutely right.

I see that you like it.

I agree that being a commuter is tiring.

15. What is the best response to say next?

Renita: Would you give me an opinion on my new dress?

Yumna : -----

To my mind, it is a gorgeous dress.

I will buy a new red dress for you.

I have no dress to be said.

You shouldn't wear a new dress.

This incomplete dialogue is for numbers 16 to 20.

Andrea: What do you think of the movie, Will?

Wildan: I 16) _____ it was boring.

Andrea: Really? 17) _____ it. Why did you think it was boring?

Wildan: It was too 18) _____ You knew what would happen in the end. The end is similar to the other movies.

Andrea: Do you 9) _____ the soundtrack of the movie?

Wildan: No, I 10) _____ it. I think it is not suitable for the movie.

16. Fill in the blank no 16!

argue

think

thinking

thought

17. Fill in the blank no 17!

loves

loving

to love

love

18. Fill in the blank no 18!

to predict

predicted

predictable

prediction

19. Fill in the blank no 19!

like

liking

to like

don't like

20. Fill in the blank no 20!

hater

loving

hate

love



B. Complete the dialog with the correct expressions in the box.

- A. Can I put you on hold?
- B. Could you give your phone number, please?
- C. Would you like to leave a message, Sir?
- D. I will make sure Mr. Raharja gets the message soon.
- E. How may I be of assistance?

Receptionist : Ronald Enterprise, good morning. Dewi's speaking. (1....)

Hary : I would like to speak to Mr. Julio, please.

Receptionist : May I ask who is calling?

Hary : This is Hary Marga from Twins Travel.

Receptionist : Hary I'm sorry the line is engaged at the moment. (2....)

Hary : I'm afraid I really need to talk about an important business.

Receptionist : (3....)

Hary : Please tell him that I am waiting for the draft of our new project.

Receptionist : Noted, Sir. (4....)

Hary : Yes, it's 637585.

Receptionist : Thank you very much, sir. (5....)

Hary : Thank you.



C. Listen to the phone calls. Then, write the messages.

Fill in the form with the suitable answers below:

- | | |
|--|-------------------------------------|
| ● Mr. Irawan in Room 202 | ● Ms. Julia Smith 214 |
| ● Mr. Irawan in Room 214 | ● Ms. Sarah, room 214 |
| ● Ms. Julia Smith called and would call again at one p.m. | ● Ms. Sarah, room 202 |
| ● He called and would call again in an hour. | ● Mr. Ryan, room 202 |
| ● She called and would call again in an hour. | ● Ms. Sarah's sister |
| ● He called and would call again in an hour. | ● Your sister asked you to call him |
| ● Rainbow Hotel | ● Your sister asked you to call her |
| ● Rose Gold Hotel | ● Mr. Ryan Latusina |
| ● Mr. Ryan asked to return his call soon because of urgency. | ● 479-555-8201 |
| ● Mr. Ryan asked to return her call soon because of urgency. | ● 472-555-8901 |
| ● Mrs. Natalie asked to return her call soon because of urgency. | ● Ms. Julia Smith |
| | ● Mr. Irawan |
| | ● Mrs. Natalie Chan |
| | ● Helen |



Phone call 1

Attention : _____
From : _____
Of : -

✓	Telephoned		Please phone
✓	Called to see you		Please call again
	Wants to see you		Urgent

Phone number: -

Date: **Friday, Sept 2nd**

Time: **7:22 P.m.**

Message: _____

Taken by: _____ *Operator*

Phone call 2

Attention : _____
From : _____
Of : -

✓	Telephoned	✓	Please phone
	Called to see you		Please call again
	Wants to see you		Urgent

Phone number: _____

Date: **Thursday, September 1st**

Time: **09:22 a.m.**

Message: _____

Taken by: _____ *Hotel Operator*

Phone call 3

Attention : _____
From : _____
Of : -

✓	Telephoned		Please phone
	Called to see you	✓	Please call again
	Wants to see you	✓	Urgent

Phone number: _____

Date: **Tuesday, August 23rd**

Time: **02:30 p.m.**

Message: _____

Taken by: *Helen*



Writing Test

D. Make a short dialog using the expressions of leaving or taking a simple phone message based on the information below!

Message 1

Caller	Ms. Na Hui Do
Receiver	Operator
Company	Star Up Studio
The person to talk to.	Ms. Ko Yurim
Message	Meet her at stadium at 4 p.m

Complete this dialogue based on the information from message 1

Caller : Hello, am I speaking to _____

Receiver: Yes, ma'am. Can I help you?

Caller : Sure. Could I speak to _____, please?

Receiver : I'm sorry. _____ is having lunch right now. If I can take _____ name and number, __'ll ask _____ to call you back.

Caller : All right. __ am _____. Please tell _____ to meet _____ at _____ at _____

Receiver : Noted. I'll convey _____ message after _____ comes

Good Luck!