UNIT 4 ON THE PHONE (Deneme-3)

Put the sentences in the correct order.

I. OK. He will be here soon. Bye!
II. I'm sorry, he isn't in the office.
III. Hello, Mary speaking.
IV. Would you like to leave a message.
V. Sure. Could you ask him to ring me back in an hour?
VI. Hi, could I speak to Mike Peyton.

1. **Which of the following is the <u>CORRECT</u> order given above?**

A) III – IV – II – VI – V – I
B) VI – III – II – I – IV – V
C) III – VI – II – IV – V – I
D) VI – III – I – II – V – IV

Answer the question according to the situation.

Imagine you call your friend Adam. His father answers the phone. He says he is out at that moment. You decide to talk to him when he comes back.

2. **What do you say to his dad?**

A) Is Adam there?
B) OK, I'll call back later in the evening.
C) May I ask who is calling?
D) Would you like to leave a message?

Answer the question according to the information.



A: What do you think about communication in public places?
B: Nowadays people are using cell phones everywhere without thinking of others. It's getting a big problem.

3. **Why should mobile phone users limit their phone conversations in public places?**

A) In order not to disturb other people.
B) To communicate in a better way.
C) So as to leave messages to people.
D) Because they don't respect others.

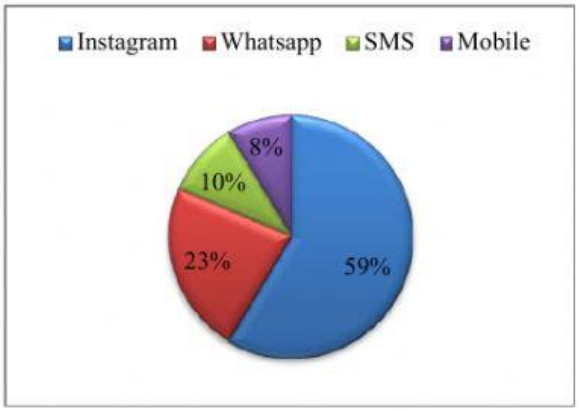
Answer the question according to the dialogue.

Linda: How does your mum keep in touch with her friends?
Sally: Well, she doesn't like smartphones and she can't even use them. She likes contacting in person.
Linda: Really? That's strange. My mum is an Internet addict. She uses social networking sites a lot by communicating with her mates.

4. **Which picture shows the communication preference of Sally's mum?**

A) 
C) 
B) 
D) 

Answer the question according to the graph.



This is the graph of a communication survey about teenagers' preferences in their free time.

5. **Which sentence can be <u>CORRECT</u> according to the survey results?**

A) Nearly half of the teens use instant messages to contact.
B) Most of the teens use social media.
C) Texting messages is the least communication preference.
D) Making phone calls is very popular.

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Answer the question according to the dialogue.

Call center: Hello, Amy speaking. How may I help you?
Customer: Hi, Gary speaking. I'd like to book a flight ticket to Madrid.
Call center: .....?
Customer: Sure. It's Gary Parker.
Call center: .....?
Customer: I don't plan to come back.
Call center: OK. There is a flight early in the morning at 5.00 am. Is it suitable for you?
Customer: Definitely! That's great.
Call center: Your flight is reserved. .....?
Customer: No, thanks. Goodbye.

6. **Which question DOES the call center NOT ask the customer?**

A) Do you want to pay with credit card
B) Is there anything else that I can help
C) Will it be a single or return ticket
D) Can I have your full name, please

Answer the question according to the dialogue.



Secretary: Hi, this is Doctor Kim's office. How can I help you?
Patient: Hello, I want to make an appointment for tomorrow. Can you put me through?
Secretary: Hold on a minute, please.
Patient: OK, waiting.
Secretary: I'm sorry but the doctor is in a meeting. Can you call again later or would you like to leave a memo?
Patient: OK then my phone number is 438-290. Will you please send me a message when the doctor is available?
Secretary: Of course. Goodbye for now.

7. **Which sentence can be <u>CORRECT</u> according to the conversation?**

A) The patient will text the doctor when he is available.
B) The secretary connects the patient to the doctor.
C) The patient wants to book a room at the office.
D) The secretary takes the phone number to text the patient for information.

Answer the question according to the table.

CALL CENTER

	book a flight ticket	buy sth. online	make a complaint
Kevin	✓	×	×
Sandra	×	✓	×
Betty	✓	✓	✓
Mike	×	✓	×

8. **Which sentence can be CORRECT according to the table given above?**

A) Kevin does shopping from the Net.
B) Betty never reports a problem.
C) Betty and Kevin phone the call center to reserve tickets.
D) Mike does shopping and boks tickets.

Answer the question according to the paragraph

2000 teenagers aged 13 to 19 joined a study about how teenagers communicate in Turkey. The study asked teenagers to rank the methods of communication. Face-to-face with 50 percent comes first, text message with 30 percent comes the second and talking on the mobile phone with 20 percent comes the third.

9. **Which question is <u>NOT</u> answered in the text?**

A) For what purpose is the study?
B) How many questions are asked in the study?
C) Which is the most popular communication type?
D) Which age group joined the study?

Answer the question according to the dialogue.

Amy: Hello, Amy speaking. Who is calling?
Paul: Hi, it's Paul from school. Is Joe there?
Amy: ..... . I'll get him.
Paul: OK waiting.
Joe: Hey Paul. What's up?
Paul: Thanks. Shall we meet at the hall today?
Joe: That's a good idea. See you there.Bye!

10. **Which option <u>DOES NOT</u> complete the sentence?**

A) Hold the line,please.
B) Don't hang up the phone, please.
C) Hang on a second, please.
D) Pick up the phone, please.