

LAMPIRAN

SOAL TES PILIHAN GANDA

1. Caller : My I speak to Mr. Rudy?
Receptionist : I'm sorry Mr. Rudy has just left his office ten minutes ago
 - a. Hi everyone
 - b. Hello my name is Rizky
 - c. Hello, Rudy's company
 - d. Hello, who's speaking
2. Receptionist :
Caller : I would like to speak to the sales manager please
 - a. Hello, who's calling?
 - b. Hello, my name is Eva
 - c. Hello, can I help you?
 - d. Hello, may I talk to sales manager?
3. Caller : Hello, this Nizar Could I speak to Mrs. Dessy, please?
Receptionist : Sure
 - a. I'm from Dimensi Bahasa Inggris
 - b. May I leave a messages?
 - c. Who am I talking with
 - d. Hello my name is Danial
4. Caller : Hello, I'm Kareen from lotty Italian restaurant
Receiver : I'm sorry, that's extension is busy at the moment
 - a. May I speak to that extension?
 - b. Could you connect me to the extension 24?
 - c. Do you know the extension 24?
 - d. I'll connect you to extension 24?
5. Caller : Hello, my name is Darry
Receptionist : Hello, can I help you?
 - a. Who's speaking?
 - b. I'm your receptionist
 - c. Thanks for calling DBI corporation
 - d. DBI corporation

6. Ferry : Hello, I'm calling for Tech n' Lifestyle Magazine
 Leana : Hello, Tokichi Computer, can I help you sir?
 a. Can I speak to Mr. Tokichi
 b. Hello, I'm Leana
 c. This is Leana
 d. This is Ferry
7. Connie : Good morning, I'm Connie
 Sarah : Good morning,
 Connie : I would like to speak to Mss. Ranti, please
 a. Hello, this is Fancy Cafe
 b. Fancy Cafe, how may I direct your call?
 c. Thanks for calling Fancy Cafe
 d. My name is Sarah, I will deliver your message.
8. Tino : Hello, am I calling Blaire Cake n' Bread
 Waiter: Hello, yes this is Blaire Cake n' Bread
 Tino : Yes, I'm Tino. I would like to check my birth day cake order. The order number is 283. Is the cake ready?
 Waiter: Yes sir, the cake is ready
 a. What I can do for you?
 b. My name is Jhon
 c. Would you like to order a cake?
 d. Who's speaking?
9. Manda : Hello, good afternoon
 Ferdinand : Good afternoon, Golden Bay Hotel how may I help you?
 a. Who am I talking with?
 b. Can I have your name, please?
 c. My name is Ferdinand
 d. Is Manda speaking?
10. Tiara : Hello, Ericson telecommunication, can I help you?
 Pino : I would like to speak to Mr. Ericson, please
 Tiara : you'll be speaking with him in a second
 Pino : Thank you

- a. Just a moment please
- b. I'm sorry, he is out in this moment
- c. Can you call back in five minutes?
- d. Would you like to leave a message?