

<b>Satuan Pendidikan</b>	SMK Sunnatunnur
<b>Mata Pelajaran</b>	Bahasa Inggris
<b>Kelas/Semester</b>	XI/ 3 (Gasal)
<b>Tahun Pelajaran</b>	2020/2021
<b>Materi Pokok</b>	Taking simple phone message
<b>Kompetensi Dasar</b>	3.15 dan 4.15

**Instructions :**

1. Do the following questions carefully!
2. Pray before answering questions!
3. Choose the correct answer A, B, C, or D!
4. Don't forget to check the answer, give your name before submitted!

**GOOD LUCK!**

1. Caller : ..... May I speak to Mr. Rudy?  
Receptionist : I'm sorry Mr. Rudy has just left his office ten minutes ago.  
**The best expression to complete the dialogue is ....**  
a. Hi everyone  
b. Hello my name is Rizky  
c. Hello, Rudy's company  
d. Hello, who's speaking
2. Receptionist : Hello, can I help you?  
Caller : I would like to speak to the sales manager please  
**The underlined sentence shows ....**  
a. Making a phone call  
b. Asking for a name  
c. Taking a call  
d. Asking the caller to wait
3. Caller : Hello, this is Nizar, I'm from Dimensi Bahasa Inggris.  
Could I speak to Mrs. Dessy, please?  
Receptionist : Sure  
**Based on the dialogue above, caller expresses ....**  
a. Making a phone call  
b. Giving information to receptionist  
c. Taking a call to Dimesi Bahasa Inggris  
d. Asking the caller to wait
4. Aryo : Good morning. This is Aryo calling. May I talk to Mr. Agus, please?  
Receptionist : Hold the line, please. I'll try to put you through to Mr. Agus at his office.  
**Where the conversation took place ....**  
a. Informal situation  
b. Formal situation  
c. Formal and informal situation  
d. At home
5. Caller : Hello, I'm Karen from Lotty Italian restaurant.  
Could you connect me to the extension 24?  
Receiver : I'm sorry, that's extension is busy at the moment  
**The receiver expresses ....**  
a. Tell telephone problems

- b. Asking the caller to wait
- c. Connecting the caller
- d. Giving negative information

6. Caller : Hello, can I speak to Mr. Aziz?  
Receptionist : I'm sorry, he is out. Can I take a message?  
Caller : Sure, tell him that the meeting with Barakuda CV will be postponed.

**The underlined sentence shows ....**

- a. Making a phone call
- b. Giving information to receptionist
- c. Taking a call to Barakuda CV
- d. Taking a phone message

7. Ferry : Hello, ..... I'm calling for Tech n' Lifestyle Magazine  
Leana : Hello, Tokichi Computer, can I help you sir?

**The suitable expression to dialogue is ....**

- a. Can I speak to Mr. Tokichi
- b. Hello, I'm Leana
- c. This is Leana
- d. This is Ferry

8. Connie : Good morning, I'm Connie  
Sarah : Good morning, Fancy Cafe, how may I direct your call?  
Connie : I would like to speak to Ms. Ranti, please

**Where the dialogue took place ....**

- a. At home
- b. At cafe shop
- c. In the restaurant
- d. In the office

9. Here some expression of leaving a message by phone, **except** ....

- a. I'll tell Mr. Jones that you called
- b. Could I tell him who is calling?
- c. Sorry, I think you've dialed the wrong number
- d. I make sure Mr. Jones rings you as soon as possible

10. I make sure Mr. Jones rings you as soon as possible. Tiara : Hello, Ericson telecommunication, can I help you?

Pino : I would like to speak to Mr. Ericson, please  
Tiara : **Just a moment please.** You'll be speaking with him in a second  
Pino : Thank you

The underlined expression means ....

- a. Ask the caller to wait
- b. Ask name of the caller
- c. Give a message to caller
- d. Give information to caller