SMK SUNNATUNNUR SENORI

Kompetensi Keahlian : 1. Teknik Otomotif Kendaraan ringan
2. Tata Busana 3. Multimedia 4. Teknik Sepeda Motor
Sekertariat : Jl. K. Djoned No. 62 PO BOX 07 Bangilan Telp. (0356) 7012967
Jatisari Senori Tuban Jawa Timur 62365
Website : www.smk-sunnatunnur.sch.id Email : smki.senori@gmail.com

PENILAIAN HARIAN
TAHUN PELAJARAN 2020/2021

Mata Pelajaran : B. INGGRIS (simple phone message)	**N a m a :**
Kelas/Kompt. Keahl. : XI BB/TKR/MM/TSM	**Kelas :**
Hari/Tanggal : Senin, 02 Oktober 2020	**Kompt. Keahl. :**
Waktu : 30 menit	**No. Peserta :**
Guru Pengajar : Siti Zaimatur Rohmah, S.Pd	

INSTRUCTION :

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 submited!**

GOOD LUCK!

I. Answer the correct answer by crossing a, b, c or d!

1. Sahara : Good afternoon. Its Sahara calling. May I talk to Saputra?
   Receptionist : Hold the line, please. I'll try to put you through to Mr. Saputra at his office
   The underlined sentence shows . . . .
   a. Asking the caller to wait
   b. Asking the caller's name
   c. Giving information to Mr. Saputra
   d. Taking call to customer

2. Receptionist : Good morning. What I can do for you?
   Guest : I'd like to talk to the Personal Manager, please?
   Receptionist : . . . .
   Guest : Yes, my name is Hendrato
   The suitable sentence to complete the dialogue . . . .
   a. Could you call him later?
   b. Have you met him before?
   c. May I know your name?
   d. Have you made an appointment?

3. Caller : Hello, can I speak to Mrs. Rahayu?
   Receptionist : I'm sorry, she is out. Can I take a message?
   Caller : Sure, tell her that the meeting with the manager 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

4. Caller : Hello, Could I speak to Mr. Rahmat, please?
   Dani : I'm sorry, he is out. Could you call back after lunch?
   Caller : All right. Thank you
   The underlined sentence shows . . . .
   a. Tell telephone problems
   b. Making a call
   c. Connecting the caller
   d. Giving negative information

5. Carroline : Good morning, I'm Carroline
   Sarah : Good morning, Nirwana hotel, how may I direct your call?
   Carroline : I would like to speak to Mss. Ranti, please
   Where the dialogue took place . . . .
   a. At hotel
   b. At cafe shop
   c. In the restaurant
   d. In the office

6. Customer service : Customer service. Good morning. This is Linda speaking
   Arda : Good morning. I'm Arda.
   I want to activate online banking on my handphone?
   Customer service : Could I have your number?
   Arda : Sure, 088865742345
   How is the situation illustrated in the dialogue above?
   a. Informal situation
   b. Formal situation
   c. Formal and informal situation
   d. At the hotel

7. Here some expression show informal situation by phone, **except** ....
   a. Who is this?
   b. Nadia speaking?
   c. Do I know you?
   d. May I know who is this?

II. Match the following expression with the suitable responses!

Expressions	Responses
8. I'm sorry she is in a meeting now. Could I take a message? 9. May I know who is speaking? 10. I need some information about the product. Could you put me through to Doni?	a. Hold the line please, I'll try to connect. b. Yes, sure. What is that? c. I'm personal Manager of ABC Company