

8.4 ON THE PHONE LGS TEST

1. Read the conversation and answer the question.



Grace : Hello, Grace speaking.

David : Hello, Grace. This is David. ----, please?

Grace : I'm sorry but he isn't at home now. He'll be back in an hour. ----?

David : Yes. Could you please tell him to call me back?

Grace : Sure. ----?

David : I'm not sure. Let me tell you. It's 599-655-41-10.



Which of the following does NOT complete the conversation above?

- A) Would you like to leave a message
- B) What's your phone number
- C) Can I speak to Sam
- D) Does he have your phone number

3. Read the texts below and answer the question.

You call your friend but he isn't available at the moment. You want him to call you back and you leave a message.

You bought a product from a website and it doesn't work. You call the call centre to report the problem.

You call the doctor's office to get an appointment for Wednesday afternoon.

2. Read Helen's speech and complete the sentence.

Yesterday, I saw a brochure about a great organisation of the environment club. There are two activities next week. On Saturday, the club is collecting garbage on the beach and on Sunday they are planting trees. I'll definitely join them.



According to Helen's speech, she ----.

- A) wants to help her parents
- B) will join some events next month
- C) will donate some money for the people in need
- D) will join a voluntary organisation

Which of the following does NOT match with any of the situations above?

- A) Is the doctor available on Wednesday afternoon?
- B) I want to reserve a table for two on Wednesday.
- C) I'm afraid my phone is broken and I want to return it.
- D) Can you tell him to contact me as soon as possible?

4. Read the conversation and complete the sentence.

Mary : Mr. Johnson's office. How may I help you?

Michael: Hello! This is Michael. Could you put me through to Mr. Johnson, please?

Mary : I'm afraid he isn't available right now. He's out of the office. Can I take a message?

Michael: Yes. Could you tell him to text me the time of the meeting, please?

Mary : Of course sir. Have a nice day!

Michael: Thank you.



Michael calls Mr. Johnson's office to ----.

- A) cancel the meeting
- B) learn a detail
- C) ask for permission
- D) make a complaint



5. Read the text and answer the question.



I'm afraid there's a fire in our neighbourhood!



I want to buy a return ticket from London to Paris.



I want to learn about the services of the municipality.

Among the phone calls above, NOBODY calls a/an - - - - -

- A) emergency number
- B) travel agency
- C) restaurant
- D) call centre

6. Read the conversation and answer the question.

I like texting to my friends because it's easy, fast and cheap.



I love using social networking sites because it's really fun to share everything online.



I prefer meeting my friends and talking face to face.



Making phone calls is my favourite way of communication.



According to the conversation above, who prefers sending messages to keep in touch?

- A) Philip
- B) Jessica
- C) Tim
- D) Kate

7. Read the conversation and answer the question.

Luke : Hello, the Baker family. This is Luke.

Gina : Hello, Luke. This is Gina, Lily's friend. Is she at home?

Luke : I'm afraid she's out for shopping now. May I take a message?

Gina : Can you tell her to send me the documents about our school project, please? My email address is ginasimpson@moremail.com.

Luke : I'm sorry, - - - - -

Gina : ginasimpson@moremail.com.

Luke : OK. Got it. Have a nice day!

Which of the following does NOT complete the conversation above?

- A) can you repeat that, please?
- B) can you say it again?
- C) she isn't available now.
- D) I couldn't understand your email address.

8. Read the text and answer the question.

Can you please - - - - - number 8 to connect to the related department?

Can you repeat your phone number, please? I'm taking a - - - - -.

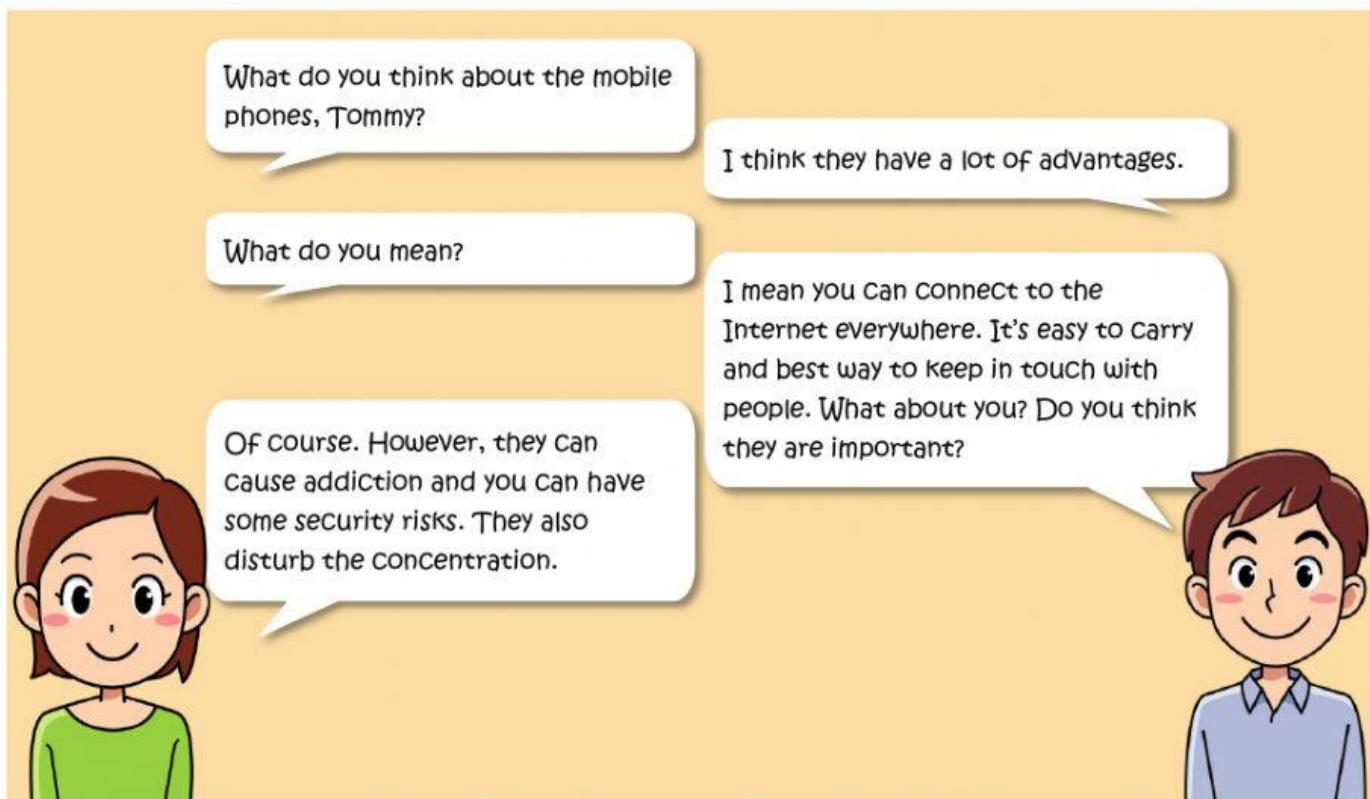
I'm putting you through to Mrs. Peterson's office. Please don't - - - - -.

Which of the following words CANNOT you use in any of the sentences above?

- A) hold on
- B) hang up
- C) memo
- D) dial



9. Read the conversation and complete the sentence.



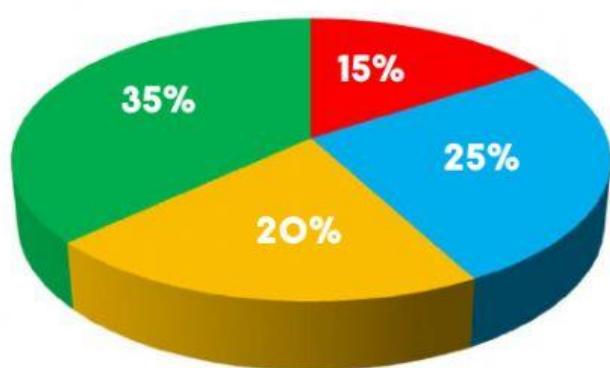
The conversation is mainly about - - - - -.

- A) pros and cons of mobile phones
- B) the history of mobile phones
- C) the advantages of mobile phones
- D) communication problems



10. Read the information and answer the question.

A research company made a survey about four the most popular smartphone applications among the teenagers in Britain. 1000 teenagers joined the survey and here are the results:



These applications are for...

Application	Function
1	practicing French
2	finding way in traffic
3	ordering something to eat
4	looking for recipes

Which of the following is CORRECT according to the information above?

- A) The language learning application is very popular among the participants.
- B) 35% of the teenagers use an application when they want to learn how to cook a dish.
- C) 20% of the teens use an application to look for the addresses they don't know.
- D) Buying food is the most popular reason to use an application among the teens.

