

Name: \_\_\_\_\_

No : \_\_\_\_\_

**INSTRUCTIONS:** Write your nickname and number above then read the questions carefully and answer the questions that follows.

**Part 1 Communication (ITEM 1-13)**

**Read the dialogue and fill in the blanks with an appropriate Word. (ITEM 1-7)**

**WAITER:** Are you (1) \_\_\_\_\_ to order?

**CUSTOMER:** Yes, please. I'd (2) \_\_\_\_\_ a pizza, please, with ham & mushrooms.

**WAITER:** OK. Do you (3) \_\_\_\_\_ any chips with that?

**CUSTOMER:** No, thank you, but (4) \_\_\_\_\_ I have a green salad, please?

**WAITER:** Of course. Anything to drink?

**CUSTOMER:** Yes, I'll (5) \_\_\_\_\_ an apple juice, please.

**WAITER:** And what (6) \_\_\_\_\_ a dessert?

**CUSTOMER:** How (7) \_\_\_\_\_ is the ice cream?

**WAITER:** It is 700 bahts.

- |             |          |           |           |
|-------------|----------|-----------|-----------|
| 1. a) Ready | b) Ok    | c) Liking | d) Want   |
| 2. a) Need  | b) Like  | c) May    | d) Would  |
| 3. a) Have  | b) Do    | c) Can    | d) Want   |
| 4. a) Can   | b) Ok    | c) About  | d) Want   |
| 5. a) Can   | b) May I | c) Have   | d) Liking |
| 6. a) About | b) For   | c) Is     | d) Do     |
| 7. a) Match | b) Many  | c) Much   | d) Sweet  |

**8. Given :-Name : Ann      Company : Siam Hotel      Time : 8 : 00 AM**

What is the right way to introduce yourself assuming you working in that company following phone etiquette procedure ?

- a) Good afternoon, how may i help you ?
  - b) Good evening, my name is Ann can i help you ?
  - c) Good morning this is Siam hotel what do you want ?
  - d) Good morning ,my name is Ann ,this is Siam hotel how may i help you ?
9. You need some water. How will you ask for water from the waiter?
- a) Give me a glass of water
  - b) I'm thirsty now I need water
  - c) Where is your water?
  - d) May I have a glass of water please
10. You have bought some goods from a shop. The shopkeeper says, 'Thank you.' What would you say?
- a) You are welcome
  - b) It is okay
  - c) Thank you
  - d) Never mind
11. You are in a restaurant and you want to order some pizza. Which are the right words to use?
- a) I want pizza
  - b) Excuse me please, I would like to order pizza
  - c) Do you have pizza for me
  - d) Give me pizza please I'm hungry
12. People are standing at the door of a room and you need to get in. What do you say to them?
- a) Sorry I need to get inside
  - b) Move out I need to get in
  - c) Excuse me please
  - d) I want to get inside

13. Use the map to answer the question on directions.

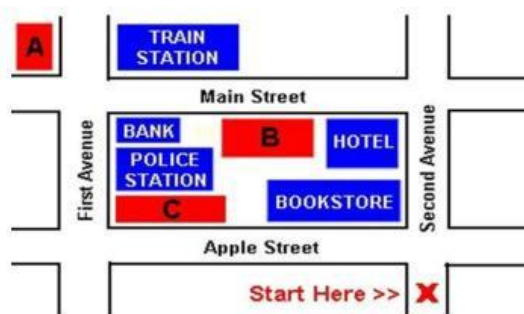
Ana– Excuse me?

Jay – Yes?

Ana – How do I get to the **post office**?

Jay– Go past the hotel and turn left onto Main Street. Go one block and turn right. It's across from the train station.

Ana – Thank you.



Where is the post office?

- a) A                                      b) C                                      c) B                                      d) None of the above

**Part 2 vocabulary & grammar (ITEM 14-20)**

14. What does an 'Airhostess' do in a plane?

- a) Serve passengers                                      c) Inspects your luggage  
b) Entertains passengers                                      d) Fly the plane

15. If you don't want to spend a lot of money when flying you should buy an \_\_\_\_\_ ticket.

- a) First class                                      b) Business class                                      c) Middle seat                                      d) Economy class

16. What do we normally do at the 'check-in counter'?

- a) Check-in luggage                                      c) Get a boarding pass  
b) Buy travel insurance                                      d) All of the above

17. What do people do when they 'board' an airplane?

- a) They get on the plane                                      c) They get off the plane  
b) They fly the plane                                      d) They fall asleep on the plane

18. I'm **never** late for our English class. I'm \_\_\_\_\_ on time

- a) Often                                      b) Always                                      c) Never                                      d) Usually

19. I think I \_\_\_\_\_ have failed the test, but I'm not sure.

- a) Ought to                                      b) Might                                      c) Shall                                      d) Will

20. When do people usually wear a 'safety belt'?

- a) Before boarding a plane                                      c) During check-in  
b) In the morning                                      d) During take-off and landing

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