

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?

Quette 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.

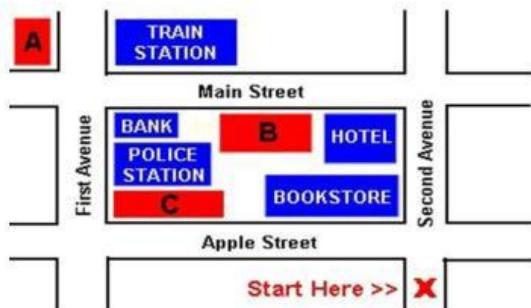
Ana— Excuse me?

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?

Part 2 vocabulary & grammar (ITEM 14-20)

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

- a) Serve passengers
- b) Entertains passengers
- c) Inspects your luggage
- 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
- b) Buy travel insurance
- c) Get a boarding pass
- d) All of the above

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

- a) They get on the plane
- b) They fly the plane
- c) They get off 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
- b) In the morning
- c) During check-in
- d) During take-off and landing

Exam writer

Head of Education Hub

Head of Assessment _____