

Pre-test: Telephone calls

Choose the best option to complete each dialogue about telephone calls.
Mark the correct letter [A,B,C,D] on your answer sheet.

1. A :

B : I'm afraid she's not in just now.

- a. Hi , Tom. How's she?
- b. Hello , may I've a word with Betty , please?
- c. She's inside , isn't she?
- d. What's the matter?



2. Situation : You call your friend , who isn't at home. Ask her sister to take a message.

- a. Could you take my note?
- b. Could I give you a note?
- c. Could I leave her a message?
- d. Could I take a message?



3. A : Can I talk to Penny , please?

B : There's nobody that name here. I'm afraid you've got the wrong number.

A :

- a. Thank you for telling me that. Good bye.
- b. I'm sorry. Good bye.
- c. Thank you. I won't call you again.
- d. I'm sorry. I won't call you again



On the phone

- Operator : Information. May I help you?
- Pim : Would you please give me the telephone number of Mr. Jim Thompson?
- Operator :⁴..... The number is 044-233-4221
- Pim : 044-233-4221⁵.....
- Operator : Good morning. Mr. Thompson's office.
- Pim : I'd like to speak with Mr. Thompson , please.
- Secretary :⁶.....
- Pim : This is Pim Pakid speaking. Will Mr.Thompson be back soon?
- Secretary :⁷.....
- Pim : Well , could you tell him that I called , please?
- Secretary : One moment , please . I think he's coming in now
- Pim : All right. Thank you.

4. a. Yes , I will.
b. Excuse me , please.
c. We've at your service.
d. Just a moment , please.

5. a. That's all
b. Well , yes.
c. Thank you.
d. All right.

6. a. Hold on please I'll see if he's in. Who should I say is calling?
b. I'm sorry. He's not in right now , Who's calling , please?
c. All right. Let me check his diary. May I have your name?
d. Let me check whether he's back yet , Could you leave your name and number , please.



7. a. I expect him in about an hour. Why do you want to talk to him?
b. Probably about five o'clock. Do you want to leave a message?
c. At five. Do you want any information from him?
d. I think he'll be back in thirty minutes. When would you like to see him?
-

8. A : Hello , is Bonnie there?
B :
C : Bonnie speaking.
D : Hello , Bonnie , This is Sue.
a. Can I take a message?
b. Hang up , please.
c. Hold on.
d. She's out.
-



9. A : Hello. Is this Alex?
B :
a. Yes it is.
b. No , I'm not.
c. Yes , he is.
d. No , this is not me.
-



- 10 A : Hello. Is Kay there?
B :
A : Oh? I don't recognize your voice. Would you like to go to the movies tonight?
a. This is I.
b. This is she speaking.
c. Kay is my name.
d. Yes , I'm here.
-

