

ENGLISH FIRST DAILY TEST

Offering a help/service

For Grade XII
Islamic Senior High School
Miftahul Huda Tayu

Please choose the best answers from the following questions!

1. Man : Do you need some help?
Woman : Yes, please. The tap is broken. I have to go but the water keeps running. I can't leave it.
Man : I'll fix it, Ma'am. Don't worry. You may leave.
Woman : Thank you.
What can you understand from the dialogue?
2. Complete the dialogue below!
Man : Good evening, can I help you?
Woman : Yes, please. I would like to order two pepperoni pizzas, please.
Man :
3. Complete the dialogue below!
Jack : Excuse me, Madam. Can I help you?
Mrs. Sheila : Yes, please. Do you have a pack of coffee?
Man : Yes, we do. Wait for a while. I'll take it for you.
Woman :

The following text is for no 4-6

Andres : Good afternoon. Can I help you?
Kelly : Good afternoon. Yes, please. I'm looking for a dress for my prom.
Andres : What kind of dress would you like?
Kelly : I don't know. What kinds of dress have you had?
Andres : We have short and long dress. I think this one is suitable for you.
Kelly : Oh, you're right. How did you know my style? Well, I like the color and the size looks fit in me. Can I try it on?
Andres : Yes, you can. Changing room is right over there.
Kelly : Thank you.

4. The dialogue takes place at...
5. According to the dialogue, what do you know about Andres?
6. Where will Kelly probably go then?

The following text is for no 7-8

Receptionist : Good afternoon, may I help you?
Guest : Can you tell me when I can get a meal in the restaurant this evening?
Receptionist : Yes, certainly. The dinner service starts at 7 o'clock.
Guest : Do I need to book a table?
Receptionist : No, that's not really necessary.
Guest : Thank you.
Receptionist : You're welcome.

7. From the dialogue, we know that the guest asks for...
8. According to the dialogue, what do you know about the guest?

- 9.
- Man : Good evening, Ma'am. How can I help you?
- Woman : Good evening. Do you have any rooms available?
- Man : Let me just check our system. There is only one single room available, Ma'am.
- Woman : Thank God. I'll take that.

Which picture shows the man's profession? (Give a tick on the right picture)



10. Complete the following letter offering Help from Holiday Home for Pets to Mr. and Mrs. Roncards with the sentences below!

Holiday Home for Pets

Boarding Kennels since 1983
Auduborn Street 333, Kingsway, London
Website: www.petpet.co.uk
Email: pet4pet@gmail.com Telephone: 222 378 9000

May 22, 2018

Dear Mr. and Mrs. Roncards:

A friend of yours, Mrs. Linda McPherson, tells us that you are going on a trip to China for a month and that you have no one to take care of your Persian cat during your absence from home.

The Holiday Home for Pets is ready to solve your problem.

in a centrally heated kennel? Since pets easily get sick,
 before it goes to the kennel?

In order to keep your cat's appearance looking good, the fur should be trimmed, it should be washed once a week in a warm shower. We always

feed the pets with our home-cooked food. We never allow them to be fed with canned food.

Well, Mr. and Mrs. Roncards, to promote our business, we won't charge you an expensive price. We'll give you a special discount. Please don't hesitate to ask. We'll be happy to answer.

Sincerely yours,

Carol Bakers

If you have any questions about pet boarding

We can do that for you if you like

Do you want us to keep your cat

Do you want us to do the same thing to your cat

Would you like us to vaccinate your cat

11. Put the sentences below to the right into a good dialogue!

Good morning. Receptionist. Can I help you?

Receptionist :

Thank you.

Guest :

Certainly, Ma'am. I'll send someone to your room right away.

Receptionist :

Anything else I can do for you, Ma'am?

Guest :

Yes, please. My room is rather hot. I think the air conditioner isn't working properly. Could you send someone to check it?

Receptionist :

No, that's all.

Guest :

12. Match the sentences on the left with the sentences on the right!

That would be great, thanks.

Asking for Help

Excuse me, Ma'am. Could I help you with your bags?

Offering a Help

Can you show me how to order the menu by delivery service here?

Response

Oh, you help me a lot.

Offering a Help

Sir, if there's anything else I can do, please let me know.

Response

Good Luck ...