

Name:
Class:

Reg. No.:

MPU 1181 - COMMUNICATIVE ENGLISH
QUIZ 4 (10%)

Choose the **best answer** from the options A, B, C and D.

1. Laili : Hello, may I speak to Puan Suriani, please?
Puan Aina :

- A. Pantai Bakery, may I help you?
- B. Call back only when she's here.
- C. Hello, we cannot entertain callers now.
- D. Please, hold on for a few minutes.... I'll put through.

2. Devi : Can I speak to Puan Sofia, please?
Secretary : I'm afraid she's not in.

- A. Please hold on.
- B. I'll put you through.
- C. Can I take a message?
- D. Would you like to talk to her?

3. Which of the following is NOT introducing oneself when making a telephone call?

- A. Hello. This is Henry calling.
- B. Good morning. Leesa from KKL Sales Department.
- C. It's Mr. Takaki from Nagasaki Company in Hiroshima.
- D. I'd like to speak to the Sales Manager, Mr. Daniel Frost.

4. Receptionist : Hello, Sanctuary Resort. May I help you?
Man :
Receptionist : Yes, of course. When would you like to stay at our Resort?

- A. Hello, I would like to make a reservation.
- B. Hello, I would like to speak with your manager.
- C. Hello, when can I come to stay at Sanctuary Resort?
- D. Hello, would like me to make a reservation at your Resort?

(1mx 4=4 marks)

Read the text below and choose the **best answer**.

Jordan : Good morning.
Mrs. Lim : (5).....
Jordan : (6)..... Derek, please?
Mrs. Lim : I'm (7)..... he's not in. May I know who is on the line please?
Jordan : Oh... I'm sorry, I forgot to introduce myself. I (8)..... Jordan, Derek's football teammate.
Mrs. Lim : It's okay, Jordan. I am Mrs. Lim, Derek's mother. Well, Derek's not in, he followed his sister to KLCC to get a new pair of sports shoes.
Jordan : Oh... I see. Since he's out, (9)..... for him?
Mrs. Lim : Sure Jordan, why not.
Jordan : Please inform (10)..... that today's football training is cancelled due to some circumstances.
Mrs. Lim : Okay, I'll inform him.

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|----|---|-----------------------------|-----|---|-----------------|
| 5. | A | good night | 6. | A | Can I speak to |
| | B | good evening | | B | Will I speak to |
| | C | good morning | | C | Don't speak to |
| | D | good afternoon | | D | Do you speak to |
| 7. | A | sad | 8. | A | am |
| | B | glad | | B | are |
| | C | sorry | | C | was |
| | D | happy | | D | were |
| 9. | A | do I have a message | 10. | A | her |
| | B | can I leave a message | | B | him |
| | C | do you leave a message | | C | they |
| | D | can you have any
message | | D | them |

(1m x 6= 6 marks)