



UNIVERSITAS PAMULANG PROGRAM STUDI SASTRA INGGRIS

Terakreditasi SK No. 6584/SK/BAN-PT/Akred/S/X/2020

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UJIAN AKHIR SEMESTER (UAS) TAHUN AKADEMIK GENAP 2021/2022

Matakuliah	: INTENSIVE LISTENING	Tanggal : 27 November 2021
Program Studi	: Sastra Inggris	Waktu : 15.00-18.20
Kode Kelas	: 01SIGE00	Jam ke : 3
Dosen	: Sarita Merilia, S.Pd, M.Pd	Shift : Reg C

Listen and reply to each statement you hear. Circle your answer.

- I'll show you what I mean
 - I do apologize For the Mix Up
 - You could try to replacing the cartridge
- I don't quite see it like that.
 - I am very sorry for the delay.
 - I think we have a bad connection.
- Is that correct?
 - I completely agree
 - yes that's right
- Can I leave a message?
 - Do you know when she'll be back?
 - I am sorry she is out of the office right now.
- No, I am no. that's fine
 - Yes, that's fine.
 - That's not really what I mean.
- Yes, let's.
 - I'll get onto it immediately.
 - What exactly are you getting at?
- I have no problem with that.
 - I am not sure you've got that right.
 - Yes, to show you what I mean...
- Yes, of course.
 - Right let's finish there then
 - I'll see what I can do
- I'll put you on hold.
 - How are you getting on with that ?

c. I can come back later

10. a. You could try asking for help.
b. I am not sure I agree.
c. That's the way I feel too.

Direction: Read each situation. And listen and thick the best replay.

1. A client complains their order hasn't arrived yet. What do you say?
a. ☐ b. ☐ c. ☐
2. A Colleague's computer doesn't work And you want to suggest a solution. What do you say?
a. ☐ b. ☐ c. ☐
3. A client asks to speak to your colleague. What do you say?
a. ☐ b. ☐ c. ☐
4. Sales figures are falling badly. What do you say to your boss?
a. ☐ b. ☐ c. ☐
5. You are staying in a hotel and phone reception to ask for a late check out. What do you say?
a. ☐ b. ☐ c. ☐
6. You are listening to a lecture and want the speaker to say more about a certain point. What do you say?
a. ☐ b. ☐ c. ☐
7. You want to disagree with someone without causing offence. What do you say?
a. ☐ b. ☐ c. ☐
8. You ask a customer to be patient. What do you say?
a. ☐ b. ☐ c. ☐
9. You can't hear the person on the phone because a train is passing. What do you say?
a. ☐ b. ☐ c. ☐
10. You are speaking when someone tries to interrupt. What do you say?
a. ☐ b. ☐ c. ☐

