

1-4: For these questions, choose the best option to fill in the blanks.

1. **Anna** : Hello, Newtech Company. How may I help you?

**Steve** : Hello! This is Steve Johnson. I have a problem with my new television.

**Anna** : OK, sir. I'll put you through to our technical support department. Please, hold on.

**Steve** : Thanks.

The conversation is between Steve and ----.

- A) the municipality center
- B) the customer service
- C) the tourist agency
- D) the emergency service

2. **Elizabeth** : Hello, Goldenwings Airlines. How may I help you?

**Rachel** : I'd like to make a flight reservation from London to Zurich on December 28.

**Elizabeth** : Let me check. We have a flight at 9 a.m.

**Rachel** : OK. I'll buy it.

**Elizabeth** : Can I have your name and number, please?

**Rachel** : Rachel Wright. 950 152 34 69.

Rachel makes a phone call to ----.

- A) make a complaint
- B) make a dinner reservation
- C) clarify an order
- D) book a flight

3. **Andrew** : Hello, Andrew speaking.

**Nicole** : Hi, this is Nicole. Can I speak to Richard?

**Andrew** : I'm afraid he has gone out. Would you like to leave a message?

**Nicole** : ----? My number is 325 67 92.

**Andrew** : OK. I'll tell him. Bye!

Choose the correct option to complete the dialogue.

- A) Do you know his number
- B) Could you tell him to call me
- C) Do you know where he is
- D) Can I take your number

4. **Mary** : How do you communicate with your friends?

**Tommy** : I prefer ---- because I like seeing their faces while talking to them.

Choose the correct option to complete the dialogue.

- A) sending messages
- B) sending emails
- C) video chats
- D) making phone calls

5.



Mike

To me, the most entertaining way of communication is to use social networking sites. I don't like old fashioned ways like writing letters or postcards.

Which picture shows Mike's communication choice?

A)



B)



C)



D)



6.



Susan

I think sharing is very important to make the world a better place. I'll donate my clothes to people in need.

Which picture shows Susan's decision?

A)



B)



C)



D)



7. **Emily** : Hi, Lewis. This is Emily. What are you doing?

**Lewis** : I'm at the restaurant next to the cinema. I'll have lunch. What about you?

**Emily** : I'm at home now. I'll see a movie at the cinema.

**Lewis** : Why don't you join me and have lunch first? We'll go to the cinema together after lunch.

**Emily** : Sounds great. I'll be there in fifteen minutes.

What will Emily do after she hangs up the phone?

A) She will talk to Lewis.

B) She'll go to the cinema.

C) She'll leave home to meet Emily.

D) She'll call Emily to invite her to the cinema.

8. **A friend calls you, but you can't hear him/her because there's a problem with the connection. What do you say?**

A) I'm sorry, I can't accept your offer.

B) I don't understand you. It's a bad line.

C) I'm afraid, he isn't available right now.

D) Wait a minute, I'll take a note.

Answer the questions (9-10) according to the conversation below.



**Sophie** : Hello, Aqua Hotel. May I help you?

**Harry** : Hi! I'd like a room for two between July 10 and 15.

**Sophie** : Alright. Hold on a moment, please. I'll check the rooms... I'm sorry, but our rooms aren't available on that date. How about next week, between July 17 and 22?

**Harry** : That's OK. I can take it.

**Sophie** : Can I have your name and surname please?

**Harry** : Harry Wilson.

**Sophie** : Thank you, Mr. Wilson. Your room is reserved. Have a nice day!

10. Which one is TRUE?

- A) Harry can't make a reservation at the hotel.
- B) The Aqua Hotel is available between July 10 and 15.
- C) Sophie puts Harry through to the hotel manager.
- D) Harry has to change his vacation date.

9. Harry ----.

- A) wants to book a room at a hotel
- B) will have a vacation between July 10 and 15
- C) is going on a vacation next week
- D) needs a single room

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A	B	C	D
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2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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