

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.



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.

Mike

Which picture shows Mike's communication choice?



6.



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

Susan

Which picture shows Susan's decision?



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!

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

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.

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	A	B	C
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