

1. Read the conversation and answer the question.



**Call center:** TicketX call center. How can I help you?  
**Derek:** Hi! I'd like to buy a ticket for the rock concert on 7<sup>th</sup> June.  
**Call center:** Of course. Can I have your name and surname, please?  
**Derek:** Derek Brooks.  
**Call center:** Thank you, Mr. Brooks. The concert is going to take place at the Rolling Café, between 17 and 19 o'clock.  
**Derek:** How much is the ticket for the event?  
**Call center:** It's \$5 for students and \$10 for others. Are you a student?  
**Derek:** No, I'm not.  
**Call center:** All right. I'm putting you through to the payment service Mr. Brooks. Please, don't hang up the phone.  
**Derek:** OK! Thank you.



Which information on the ticket is NOT correct according to the conversation above?

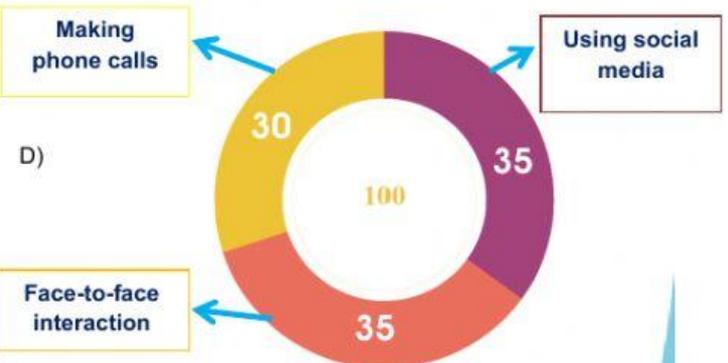
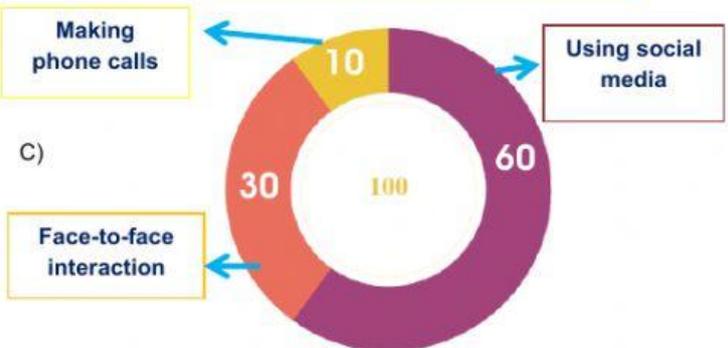
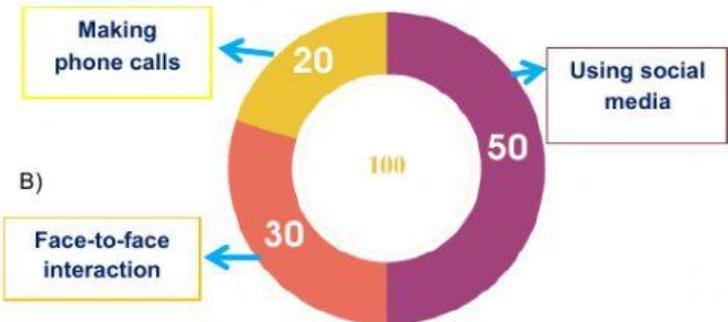
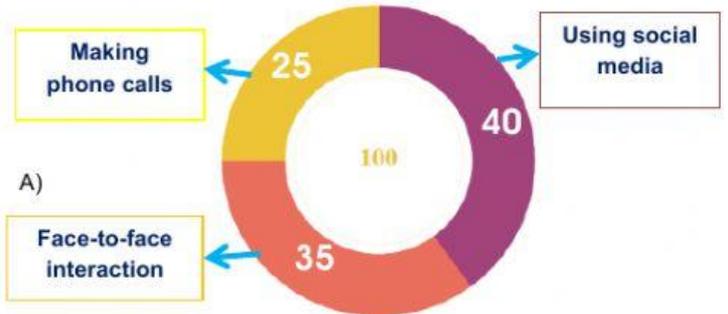
- A) Date
- B) Location
- C) Price
- D) Time

2. Read the text below and answer the question.

A researcher asked 100 teenagers about how they keep in touch with their friends. Here are their answers:

- ✓ Half of the teens prefer online communication.
- ✓ 30 teens prefer meeting their friends.
- ✓ The rest of them prefer calling their friends.

Which of the following shows the results of the research?



3. Read the text and answer the question.



Lora and Susan are talking about smartphones. They think smartphones are bad for young people. Lora thinks smartphones have very bad physical effects on teenagers, but Susan thinks smartphones are harmful to teens' education.

Which of the following is Susan's speech bubble?

- A) Teenagers use smartphones for a long time, so they have serious problems with their eyes.
- B) Young people are very bad at face-to-face interaction. They don't talk. They only text messages to each other.
- C) Young people make online friends and meet them. This is very dangerous.
- D) Teenagers use smartphones all the time, so they don't study. They don't do their homework anymore.

4. Read the text and answer the question.



Nil, Nilüfer, and Nilgün are sisters. They have a tablet and they use it together. Nil likes ordering something to eat, Nilüfer likes doing online shopping and Nilgün likes practicing her lessons on the tablet.

Which of the following can be their tablet?

- A) 
- B) 
- C) 
- D) 

5. Read the conversation and answer the question.



**John:** Hello! John speaking!  
**Susan:** Hi, John. This is Susan. Is Jennifer in?  
**John:** I'm afraid, she isn't available. She has gone to the supermarket.  
**Susan:** It's too bad.  
**John:** I guess she will come back in 10 minutes. Would you like to leave a message?  
**Susan:** Yes, please. Martha and I are going to go to a concert tonight. I'm in front of the concert hall and if Susan wants to join us, I'll buy a ticket for her, too. Please, tell her to call me as soon as possible. I'm waiting for her call.  
**John:** I'm writing it down. I'll leave the note on her wall.  
**Susan:** Thanks.

John took a note about Susan's message. Which of the following shows it?

A) TO: SUSAN  
 MESSAGE: Your friend called you. She will buy a ticket for you. Call her ASAP.

B) TO: JENNIFER  
 MESSAGE: Susan called you. Don't forget to buy a concert ticket for her.

C) TO: JENNIFER  
 MESSAGE: Susan called you. She invites you to an event. Call her back. It's urgent.

D) TO: JENNIFER  
 MESSAGE: Your friends Susan and Martha are going to go to a concert tonight. They won't join you. They called you to apologize.

6. Read the speech bubbles below and answer the question.

I I'm sorry, he has gone out. Would you like to leave a message?

II Of course, I'll tell him. Bye!

III Hi, Frey! This is Arthur. Can I speak to Martin?

IV Yes, please. Can you tell him to call me as soon as possible?

V Hello! Frey speaking.

Which of the following is the CORRECT order of the conversation above?

- A) III - IV - I - V - II
- B) V - III - II - IV - I
- C) III - V - IV - I - II
- D) V - III - I - IV - II

**7. Read the conversation and answer the question.**



**Secretary:** Good morning. Chef Course. May I help you?  
**Penny:** Hi! I want to attend your cooking course. Can I learn some details?  
**Secretary:** Sure! Our cooking course is going to be between 20<sup>th</sup> May and 27<sup>th</sup> May. You are going to learn how to cook some meat dishes and desserts. The fee is \$15 per person.  
**Penny:** Thank you.

**Penny makes a phone call to - - - .**

- A) get information
- B) make a complaint
- C) return a product
- D) report a problem

**8. Read the speech bubble and answer the question.**



**Hi! I'm Rachel. I have many friends and I keep in touch with them all the time. I love sending text messages because it is easy and entertaining. I love using emojis while texting. I also like calling my friends. We usually talk about our classroom and fashion. I don't use social media to keep in touch with people because I think it is dangerous and ridiculous. I seldom send emails, too. I don't like it, but I have to send emails about my projects and homework.**

**Which of the following does NOT have an answer in the speech bubble above?**

- A) What do Rachel and her friends talk about on the phone?
- B) Why does Rachel like texting messages?
- C) How long does Rachel talk on the phone a day?
- D) How often does Rachel send emails?

**9. Read the conversation and answer the question.**



**Secretary:** Good afternoon! Mr. Milner's office. How can I help you?  
**Brad:** Hello! - - - - - ?  
**Secretary:** I'm afraid, he is not available. He has gone out. - - - - ?  
**Brad:** Yes, please. Could you tell him to call me as soon as possible? My number is 0872030832.  
**Secretary:** Sure! - - - - - ?  
**Brad:** 087203032832  
**Secretary:** All right! I'll tell him when he gets back.

**Which of the following does NOT complete the conversation above?**

- A) Could I ask who is calling, please
- B) Can you repeat the number, please
- C) Would you like to leave a message
- D) May I speak to Mr. Milner, please

**10. Read the conversation and answer the question.**



**Diana:** Hi, Ashley! How are you doing?  
**Ashley:** Great, thanks. And you?  
**Diana:** I'm doing great, thanks. Are you busy tomorrow evening? I want to talk to you. It's very important.  
**Ashley:** I'm afraid, I'm very busy on weekdays. I have to attend some courses.  
**Diana:** What about the weekend?  
**Ashley:** I am available at the weekend.  
**Diana:** Great! - - - - -  
**Ashley:** OK. See you!

**Which of the following completes the conversation?**

- A) I will pick you up tonight, then
- B) We will meet on Saturday, then
- C) I will be very busy on Sunday
- D) We won't talk again, then