

## LAMPIRAN

### SOAL TES PILIHAN GANDA

1. Caller : ..... My I speak to Mr. Rudy?

Receptionist : I'm sorry Mr. Rudy has just left his office ten minutes ago

- a. Hi everyone
- b. Hello my name is Rizky
- c. Hello, Rudy's company
- d. Hello, who's speaking

2. Receptionist : .....

Caller : I would like to speak to the sales manager please

- a. Hello, who's calling?
- b. Hello, my name is Eva
- c. Hello, can I help you?
- d. Hello, may I talk to sales manager?

3. Caller : Hello, this Nizar ..... Could I speak to Mrs. Dassy, please?

Receptionist : Sure

- a. I'm from Dimensi Bahasa Inggris
- b. May I leave a messages?
- c. Who am I talking with
- d. Hello my name is Danial

4. Caller : Hello, I'm Kareen from lotty Italian restaurant .....

Receiver : I'm sorry, that's extension is busy at the moment

- a. May I speak to that extension?
- b. Could you connect me to the extension 24?
- c. Do you know the extension 24?
- d. I'll connect you to extension 24?

5. Caller : Hello, my name is Darry

Receptionist : Hello, ..... can I help you?

- a. Who's speaking?
- b. I'm your receptionist
- c. Thanks for calling DBI corporation
- d. DBI corporation

6. Ferry : Hello, ..... I'm calling for Tech n' Lifestyle Magazine

Leana : Hello, Tokichi Computer, can I help you sir?

- a. Can I speak to Mr. Tokichi
- b. Hello, I'm Leana
- c. This is Leana
- d. This is Ferry

7. Connie : Good morning, I'm Connie

Sarah : Good morning, .....

Connie : I would like to speak to MSS. Ranti, please

- a. Hello, this is Fancy Cafe
- b. Fancy Cafe, how may I direct your call?
- c. Thanks for calling Fancy Cafe
- d. My name is Sarah, I will deliver your message.

8. Tino : Hello, am I calling Blaire Cake n' Bread

Waiter: Hello, yes this is Blaire Cake n' Bread .....

Tino : Yes, I'm Tino. I would like to check my birth day cake order. The order number is 283. Is the cake ready?

Waiter: Yes sir, the cake is ready

- a. What I can do for you?
- b. My name is Jhon
- c. Would you like to order a cake?
- d. Who's speaking?

9. Manda : Hello, good afternoon

Ferdinand : Good afternoon, Golden Bay Hotel ..... how may I help you?

- a. Who am I talking with?
- b. Can I have your name, please?
- c. My name is Ferdinand
- d. Is Manda speaking?

10. Tiara : Hello, Ericson telecommunication, can I help you?

Pino : I would like to speak to Mr. Ericson, please

Tiara : ..... you'll be speaking with him in a second

Pino : Thank you

- a. Just a moment please
- b. I'm sorry, he is out in this moment
- c. Can you call back in five minutes?
- d. Would you like to leave a message?