

Unit 4: On The Phone

Answer the question according to Larissa's plans.

1.

<p>LARISSA'S PLANS</p>	MONDAY SHOPPING WITH MY SISTER	TUESDAY WATCHING A MOVIE	WEDNESDAY GOING TO THE CONCERT
	THURSDAY MEETING FRIENDS	FRIDAY VISITING THE LIBRARY	SATURDAY SWIMMING
	SUNDAY HELPING MOTHER WITH THE HOUSEWORK		

Wendy : Hey Larissa. It's Wendy. Are you free this weekend?

Larissa : Hi Wendy! Why are you asking?

Wendy : I want to go to the new Chinese restaurant with you in the afternoon.

Larissa : - - - - .

Which of the following completes the conversation?

- A) My sister and I will go shopping together
- B) I'm sorry, I have to finish my homework
- C) I'd love to but I have things to do
- D) Of course, I will be there on time

Read the conversation and answer the question.

2. **Mr. Cullingham** : Hello, Mr. Archlair. My car is not working.

I don't know the problem.

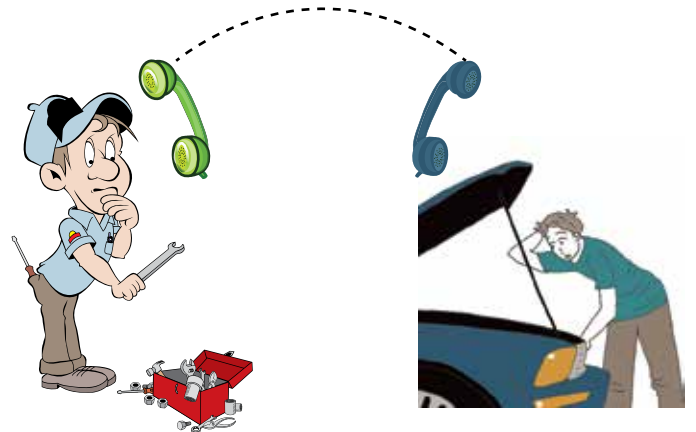
Mr. Archlair : Hi, Mr. Cullingham. Oh, I am sorry to hear that.

Mr. Cullingham : And I have a meeting at ten o'clock.

Mr. Archlair : OK, Tell me where you are and - - - - .

Which of the following completes the conversation?

- A) I hope you will be more careful when you drive
- B) I will send someone to take you and your car
- C) I will see your car if you come to the garage
- D) I will go to the meeting if you really want



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Read the conversation and answer the question.

3.



This is Angela speaking.
How can I help you?

I would like to make a reservation from
Germany to Turkey on August 3.

There is a flight at 11 o'clock in the morning
and one at 2 o'clock in the afternoon.

One ticket for the 11 o'clock plane,
please.

Can you- - -, please?

It's Bridget Hopkins.

Which of the following completes the conversation?

A) repeat that again

B) hold on a moment

C) tell me your name

D) spell your name

Read the text and answer the question.

4. Tom and Alice are talking about smartphones, but they have different opinions about them. Tom thinks that they are useful, while Alice believes that they are harmful.

Which of the following is Tom's speech bubble?

A) Playing games on a bright screen
causes eye diseases.

B) Having a smartphone gives us a chance to
connect quickly with emergency services.

C) Buying a smartphone costs
a lot of money.


D) Constantly checking social media accounts
creates concentration problems.

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Read the text below and answer the question.

5. A research company asked 100 people about why they usually called customer services. Here are their answers:
- 35 people called to change an item they bought.
 - 20 people called to make a reservation for transportation.
 - 15 people called to learn something new.
 - The rest of them called when their products didn't reach them on time.

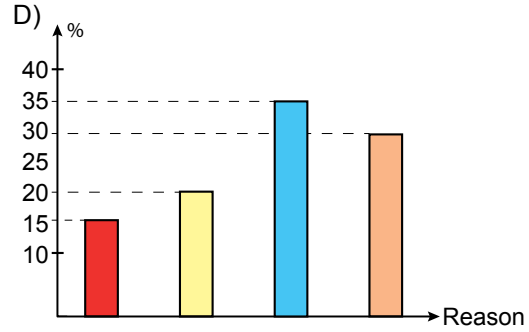
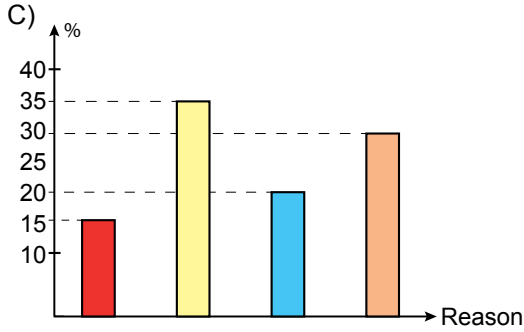
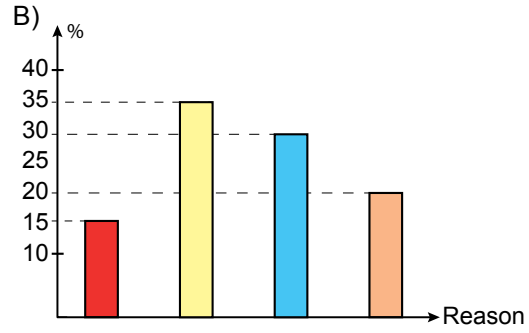
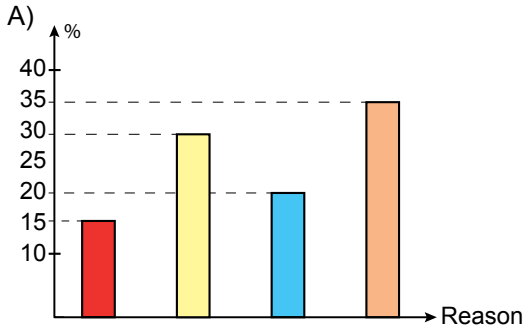
Which of the following shows the results of the research?


return
a product


book
a flight ticket


get
information


report late
arriving products



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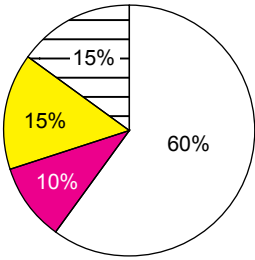
Read the text and answer the question.

6. Mr. Black asked 100 students about their mobile phone usage habits. Here are the results:

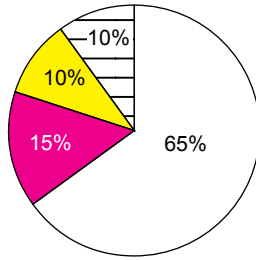
- More than half of the students use it to keep in touch with their friends.
- The number of the students who use mobile phones to find articles related to their lessons is less than all others.
- Playing online games using mobile phones is as popular as buying things from the Internet.

According to the results of the survey, which of the following is CORRECT?

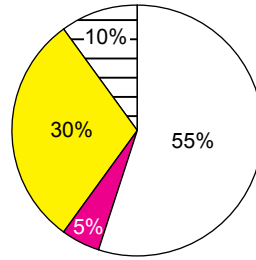
A)



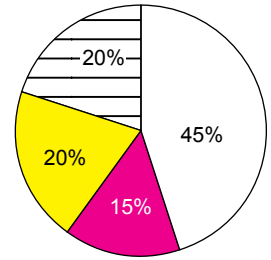
B)



C)



D)



□ communication

■ doing research

■ fun

▨ online shopping

Read the text and answer the question.

7. Susan organizes a birthday party at 8 pm on Monday and calls Mary to invite her. However, Mary doesn't answer the phone, so Susan leaves a message.

Which of the following is Susan's message?

- I think you're not available now, I'll call you in the evening.
- I'm busy now, I'll get back to you as soon as possible.
- It's a bad line. Could you get back to me later?
- I'm not at home right now, I'll talk to you soon.

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Read the conversation and answer the question.

8. **Customer Service** : Hello, how can I help you?
Alice : Hi, I want to book a flight ticket from London to New York.
Customer Service : Sure. One way or return?
Alice : Return.
Customer Service : Can you tell me the dates on which you want to travel?
Alice : June 15th and June 26th.
Customer Service : Can I have your name and phone number, please?
Alice : Alice Black, 09502345678.
Customer Service : Your flight is reserved. Have a good flight.



Which of the following does NOT have an answer in the conversation above?

- A) What is the phone conversation about?
B) What is the destination of the flight?
C) What are the dates of the flights?
D) What is Alice's reason for travelling?

Read the conversation, check the ticket, and answer the question.

9. **Scott** : Hello, Scott is speaking. How may I help you?
Tina : Hi! I'd like to book a ticket for a jazz concert.
Scott : Sure. Which one do you prefer, August 21st or August 25th?
Tina : August 25th, please.
Scott : Could I have your name and phone number, please?
Tina : Tina White. My phone number is 48978565. Can I learn when the concert starts?
Scott : It starts at 7 pm and it is 3 hours long. It is at the Woods Centre.
Tina : Thank you.
Scott : You're welcome. Please get your ticket before the concert.



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

- A) genre B) time C) date D) place

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Read the conversation and answer the question.

10.

Hi, Nick. How are you?

Not bad bro, you?

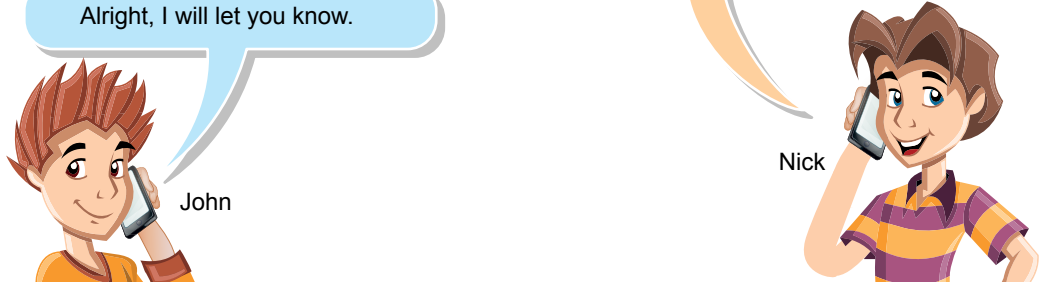
Fine, we are organizing a football match on Wednesday evening. Do you want to come and play with us?

What time?

I'm not sure but it can be at 8 or 10 pm.

OK, call me when you know, and I will decide then.

Alright, I will let you know.



John

Nick

Which of the following is **CORRECT** according to the conversation?

- A) John does not tell Nick the exact time.
- B) John and Nick are not close friends.
- C) The match will be at the weekend.
- D) Nick refuses John's invitation.

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Read the text and answer the question.

11. Tim, Richard, Emily, and Helen want to leave a message for the people they are trying to reach, and they have different excuses:



Tim

I have lost my keys and called my mum, but she doesn't answer my call.

I am going to meet a friend for dinner, but I won't arrive on time. I can't reach him.



Richard



Emily

I have an important exam in English class today, but I don't feel well. I'll leave a message for my teacher.

I will see my doctor, but I am afraid I will be late. I have to call the hospital and leave a message for him.



Helen

Whose message does NOT reflect his/her excuse correctly?

- A) Tim: I am waiting for you to come home because I cannot get in.
- B) Richard: Hey, buddy. There is too much traffic on the road. Sorry, I will be a bit late.
- C) Emily: I have a cold and feel bad. I have to see a doctor, so I can't come to school today.
- D) Helen: Hi, I have an appointment at the hospital. Can you pick Lisa up from school?

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Read the phone conversation about the brochure and answer the question.

12.

ONLINE COMPUTER CLASSES

Every day
except Saturday and Sunday

At 7 pm



Contact 4567899797
maggie@computer.house

Claire : I saw a brochure about computer classes on the Internet, and I am planning to join one of them. Would you also like to try it?

Gloria : That sounds nice. Can I learn the day of the class?

Claire : - - - -.

Gloria : How much should we pay for the class?

Claire : There is no information about it.

Gloria : Well, I'll make my decision after I learn it.

Keeping in mind the brochure, which of the following completes the conversation above?

- A) We can attend it at the weekend if you like
- B) There are only morning classes every day
- C) It is in the evening on weekdays
- D) You can join it at any time of day

Read the statements below and answer the question.

13. The students below are talking about the reasons for using smartphones.



Jack

I always buy something using my smartphone.

Mostly, I use it to practice my foreign language.



Julia



Tim

I usually use it to keep in touch with my friends.

I use it to follow the news online every day.



Maggy

Which of the following is NOT correct according to the statements above?

- A) Jack does his shopping online.
- B) Julia improves her science knowledge.
- C) Tim uses his smartphone for communication.
- D) Maggy reads magazines and newspapers on the Net.

