

Test

1. Clara and her friends will do some voluntary works for their project this summer. Clara will help disabled children. Ethan will collect garbage. Liz will plant trees and Arthur will donate books for the students in need.

Which of the following is **NOT** one of the voluntary works that Clara and her friends will do?



3. **Nick:** Good night. I need help! It's urgent!
Jane: Good night. How can I help you?
Nick: Somebody is trying to break into my house.
Jane: Calm down, please. Be quiet and wait for us. We'll be there as soon as possible.

According to the conversation above, Jane works at a - - - .

- A) fire station **B) police station**
 C) hospital D) municipality office

4. Amelia and Catherine are talking about the ways of communication. They have different opinions about them. Amelia prefers face-to-face communication while Catherine prefers online communication.

Which of the following is Amelia's speech?

- A) I think the best way to communicate with people is social networks.
 B) I chat with my friends online every evening; it's easy and fun!
C) I don't like spending time online. I always meet my friends and we talk for hours.
 D) I usually send emails to my friends. I think it's a safe and a fast way of sharing files.

5. I. I'm great. Thanks. I have tickets for a comedy play. Would you like to come with me?
 II. Hi, Celine. What's up?
 III. Sure. That sounds great.
 IV. I have tickets for a comedy play. Would you like to come with me?
 V. Hi, James. I'm fine. Thanks. You?
 VI. I'm sorry, I can't hear you well. It's a bad line. Could you repeat that, please?

Which of the following is the **CORRECT** order of the sentences of the phone conversation above?

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

2. Rachel, Donna, Alex and Harvey want to leave a message for the people they are trying to reach, and they have different excuses:

I want to go to cinema with my friends after school, I called my dad, but he doesn't answer.

Rachel

I'll have lunch with Lisa, but I'm afraid I'll be late. I have to leave a message for her.

Donna

I have guests tonight and I need some cookies. I want my mum to buy some on her way home.

Alex

Peter invited me to a jazz concert tonight. I said yes, but I have an urgent meeting, so I can't go to the concert.

Harvey

Whose message does **NOT** reflect his/her excuse correctly?

- A) Rachel:** Hi, dad. Can you pick me up from school today?
B) Donna: I'm so sorry, Lisa. I'll be a bit late for lunch.
C) Alex: Hi, mum. Could you please buy some cookies for me on your way home?
D) Harvey: Hey, buddy. I'm afraid I cannot join you tonight. I have to attend a meeting.

6. **Amanda:** Hello. Speed Airlines. - - - - ?
George : Hello. I'd like to make a reservation from Munich to İstanbul on the 12th of September.
Amanda: OK. Single or return?
George : Single, please.
Amanda: Business or economy class?
George : Business class, please.
Amanda: - - - - ?
George : George Peterson.
Amanda: - - - - ?
George : It's 57430286820.
Amanda: - - - - ?
George : December 12, 1989.
Amanda: OK. Your reservation is ready. You must confirm your ticket online in two days.
George : OK. Thank you.

Which of the following questions does NOT Amanda ask George?

- A) Can I have your name and surname, please
B) When will you turn back
 C) How can I help you
 D) What is your phone number

7. Fifty adults answered a survey about why they phone call centers. Here are the results:

The number of adults	Why they phone call centers
12	To book a flight ticket
11	To learn about something more
10	To make a complaint
7	To change a product
5	To buy something
5	To learn about a bill

Which of the following is NOT correct according to the results?

- A)** Most of the adults phone call centers when they need extra information about something.
 B) Ten of the adults phone call centers to complain about something.
 C) The same number of adults phone call centers to shop and to learn about their bills.
 D) Adults phone call centers to make a flight reservation most.

8. A teacher asks 100 students how they communicate with their friends. Here are their answers:

- 13 students prefer making phone calls.
- 46 students prefer using social networks.
- 22 students prefer texting messages.
- 19 students prefer talking face to face.

Which of the following is CORRECT according to the information above?

- A) Half of the students use social networks to communicate with their friends.
 B) 20% of the students send messages to their friends.
C) Students phone their friends to keep in touch least.
 D) Face-to-face communication is students' favourite way of communication.

9. Imagine that you bought a smartphone online fifteen days ago, but you haven't received it yet. You phone the company's call center about this.

What do you say?

- A) Hello, Trendy Mobiles Company. How can I help you?
B) Hi, I want to report a problem with the delivery of the smartphone I bought from your company.
 C) Hi. I bought a smartphone from your company fifteen days ago, but it doesn't work properly.
 D) Hello, what kind of smartphones do you sell? I want to buy a new one.

10. **Dorothy:** I have a lot of applications on my phone. I use all of them, but I use the ones to make a video, play games and improve my English most.

Jennifer: I have only four applications on my smartphone. I use them to buy something online, to order something to eat, to learn new English words and to translate a sentence.

Choose the application that both Dorothy and Jennifer use.

