Answer the question according to Larissa's plans.

1.

LARISSA'S PLANS			
	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

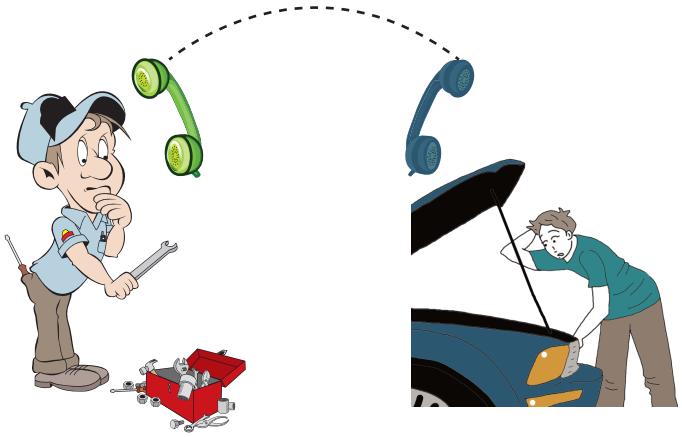
Read the conversation and answer the question.

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

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.

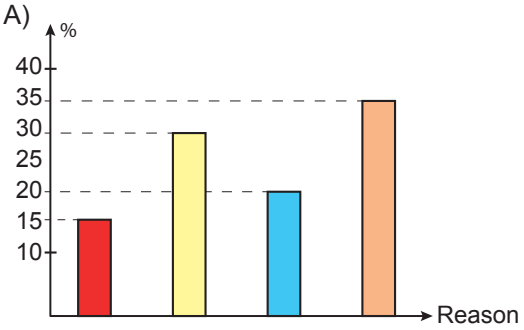
Read the text below and answer the question.

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?

A)



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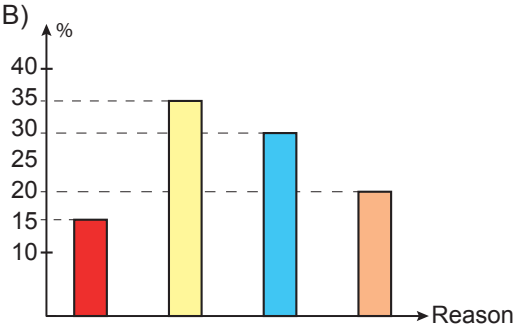

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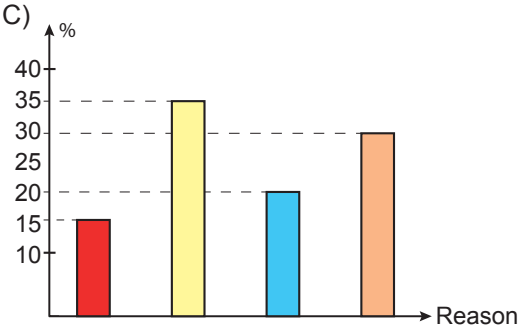

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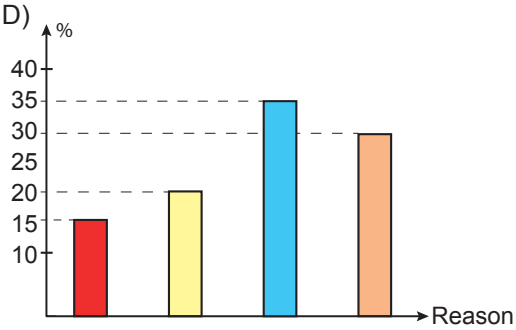


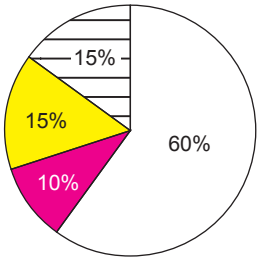
Read the text and answer the question.

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)



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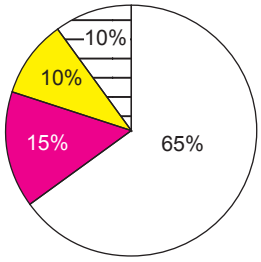

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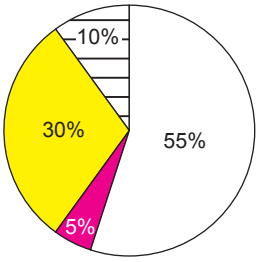

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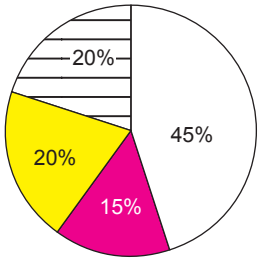
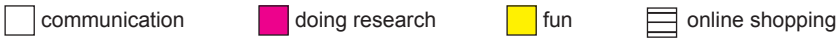




Read the text and answer the question.

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?

A) I think you're not available now, I'll call you in the evening.

B) I'm busy now, I'll get back to you as soon as possible.

C) It's a bad line. Could you get back to me later?

D) I'm not at home right now, I'll talk to you soon.

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.

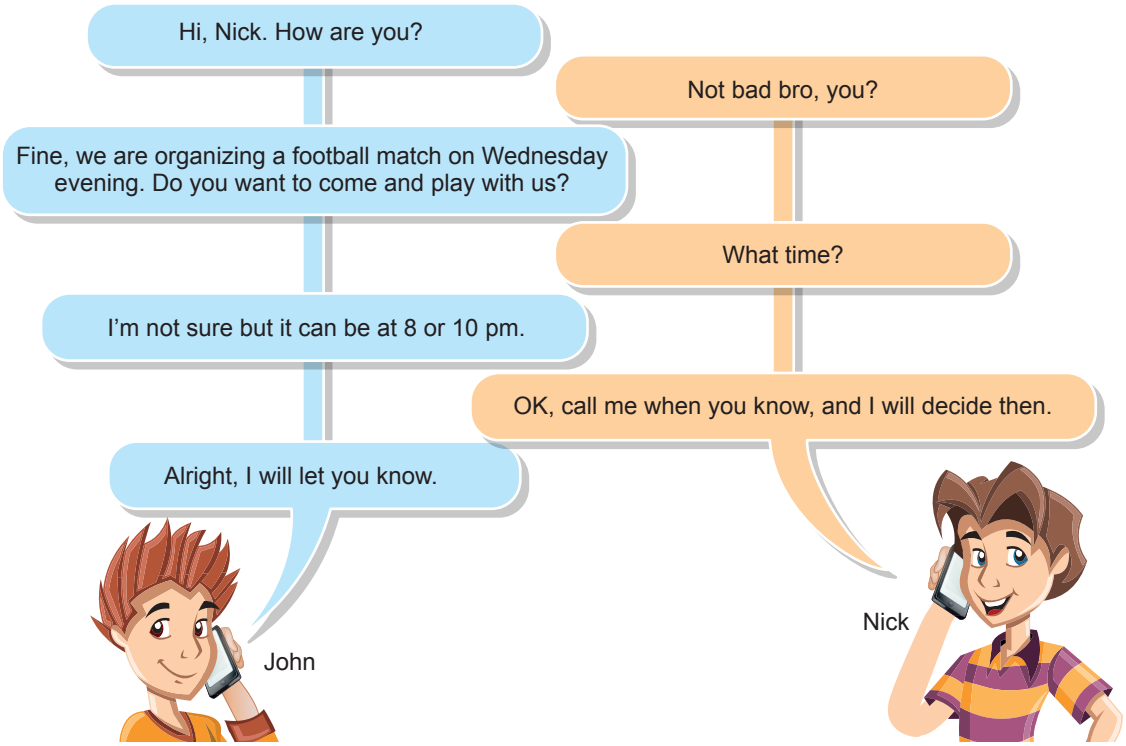
9. **Scott** : Hello, Scott is speaking. How may I help you?
   Tina : Hi! I'd like to book a ticket for a jazz concert.
   Scott : Sure. Which one do you prefer, August 21st or August 25th?
   Tina : August 25th, please.
   Scott : Could I have your name and phone number, please?
   Tina : Tina White. 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

Read the conversation and answer the question.

10.



Which of the following is CORRECT according to the conversation?

A) John does not tell Nick the exact time.

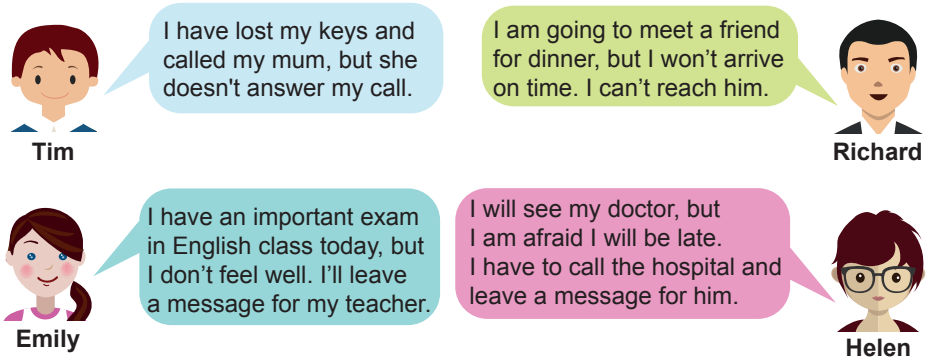
B) John and Nick are not close friends.

C) The match will be at the weekend.

D) Nick refuses John's invitation.

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:



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?

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

12.

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.

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.

14. **Call Center** : World Line Airways, how may I help you?

Customer : Hello, I'd like to make a flight reservation from Athens to Paris.

Call Center : I see. Single or return?

Customer : Single, please.

Call Center : When do you want to fly?

Customer : On March 10.

Call Center : Let me check. We have two flights then, at 09.30 am and 4.30 pm. Which one do you prefer?

Customer : The one at 4.30 pm, please.

Call Center : All right. What is your name, sir?

Customer : Brian Parker.

Call Center : Thanks for the information. Your flight is reserved. Have a nice flight.

According to the information above, which of the following is NOT correct on the ticket?

A) Place B) Date C) Time D) Name

15.

Eric and his friends spoke to different call centres last week. Eric bought a flight ticket, Alan had problems with his new dishwasher, Billy wanted to send his shoes back, and Scott reserved a table at a restaurant.

Which of the following reasons is NOT listed in the text above?

A) Making a complaint
B) Getting something
C) Returning a product
D) Booking a hotel room

16. Emily asks her classmates how they celebrate their friends' special days. Below are her classmates' answers:

Sending postcards	: Jeffrey
Sending text messages	: Virginia, Adam, Linda, Bobby, and Richard
Meeting friends	: Alice and Ralph
Calling friends	: Betty, Mark, and Jeremy
Writing letters	: Diana

According to the information above, which of the following is NOT correct?

A) Jeffrey and Diana like using traditional ways to communicate.
B) Writing a message is the most preferred way to celebrate a special day.
C) Alice and Ralph prefer face-to-face communication.
D) Making a phone call is as popular as writing letters in this group.

17. **Gloria** : Hello, it is Gloria's Flowers. How can I help you?

Linda : I'd like to order a bunch of roses for my sister.

Gloria : When and what time do you want me to send the flowers?

Linda : Can you send them at 2 pm on 7 March, please?

Gloria : Of course, could you tell me your sister's full name and address, please?

Linda : Yes, Sally Johnson, 75 Green Street, London.

Gloria : Do you want to add a special note?

Linda : Yes, it will be her first day at work. So, I want you to write a note celebrating it.

Gloria : OK, the flowers will cost $15.

Linda : Thanks a lot, I will pay by credit card.

Gloria : Thanks for choosing us.

According to the information above, which of the following cards shows Gloria's notes?

A)

Name : Sally Johnson
Date/Time : 4 pm / 9 March
Address : 75 Green Street New York
Note : Have fun at your new company!

B)

Name : Sally Johnson
Date/Time : 2 pm / 7 March
Address : 75 Green Street London
Note : Sorry for breaking your heart honey!

C)

Name : Sally Johnson
Date/Time : 2 pm / 7 March
Address : 75 Green Street New York
Note : Thank you for all the beautiful experiences!

D)

Name : Sally Johnson
Date/Time : 2 pm / 7 March
Address : 75 Green Street London
Note : Best of luck to you in your new job!

18. You must write a text message to your friend because you want to change the time of the meeting at the café.

Which of the following is the message you will send in that situation?

A)

Hi Daniel, I have an appointment with my doctor. Sorry, I can't meet you.

B)

Hi Daniel. Can we meet an hour later? I am so sorry for that. I could not finish my project, and I need a bit of extra time.

C)

Hey Daniel, I cannot remember our meeting place for today. Can you send me the café's name once again?

D)

Hi Daniel, there were too many people, so I have left the café. Find me in front of the cinema.

19. Martin takes an exam about how to answer the phone.

1) Mrs. Hopkins calls your father, but he is not available. What would you say?
a) I'm afraid he has gone out.
b) I will put you through to him.

2) You are talking to a friend, but you didn't understand what she said. What would you say?
a) Call me when you are available.
b) What do you mean?

3) You call a customer service to complain about your smartphone. What would you say?
a) My smartphone isn't working. Can you help?
b) I don't use a smartphone any more.

4) One of your classmates calls you, but your mother answers the phone. You are at home. What would your mother say to your friend?
a) Hang on a minute. I will get him.
b) Call me as soon as possible.

How many of Martin's answers are correct?

A) 1 B) 2 C) 3 D) 4