

8th GRADE ON THE PHONE

1. **Mesut:** Hi Efecan.What’s up?
Efecan: I’m fine,thanks.
Mesut: Would you like to come over to me today?
Efecan: sorry, I can’t hear you.
Mesut: let’s meet at my house today .

- A) Where will we meet ?
- B) What’s your phone number?
- C) Can you hold on a moment please?
- D) Can you repeat that, please?



2. **I don’t like old fashioned ways of communication. I also never meet up with friends. I prefer online communication.**

Which of the following can be true?

- A) İlayda likes chatting online with their friends.
- B) İlayda prefers face to face communication.
- C) She writes letters to friends.
- D) She sends e-mails for communication.

3. **Hayrunisa:** Hello , Hayrunisa speaking.
Dilara: Hi ,this is Dilara. Where are you?
Hayrunisa: I’m at the city center, i’m trying to choose a gift for Rabia’s birhtday. What about you?
Dilara: I’m at home and I’m bored.
Hayrunisa: Why don’t you join me? You can help me too and we can have a drink.
Dilara: OK,great idea. Where will we meet?
Hayrunisa: I will wait for you in front of the Culture center.
Dilara: I’ll be there in one hour.

Which question is NOT answered in the dialogue?

- A) Where will they meet?
- B) Who is calling?
- C) When will they meet?
- D) What will they buy as a gift?

4. **Yunus:** Hello, I’m Yunus, how can I help you?
Belinay: Hi, I bought a vacuum cleaner from your company last week but it doesn’t work.
Yunus: Ok, can you please give me your order number?
Belinay: It’s 42369974
Yunus: Wait a minute, I’m checking...yes , you ordered it last Saturday, please send us the product and we will send you a new one in fifteen days.
Belinay: thanks so much. Have a nice day.

Which one is correct according to the dialogue?

- A) The customer wants to return the product.
- B) The call center solves the problem of the customer.
- C) The call center wants the customer her telephone number.
- D) The customer bought the product fifteen days ago.



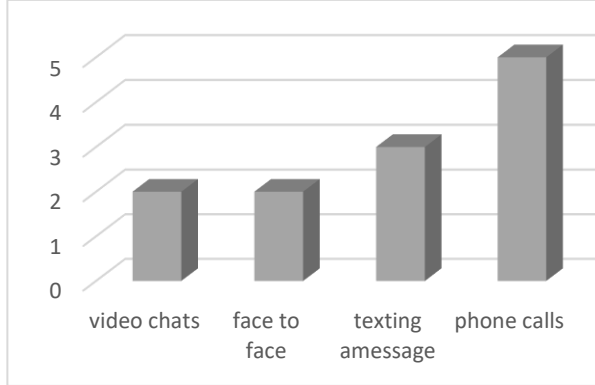
5. **According to the ticket, which one is NOT correct?**
- A) The flight is from moscow to Larnaka.
 - B) The departure time is 11:30.
 - C) The passenger will fly twenty November.
 - D) The seat is 24A.

6. **Elif :** Elif is speaking. Is Deniz there?
Kader: I’m sorry butWould you like to leave a message.
Elif: Himm, yes,.....
Kader: Of course,
Elif: I think yes.She has it.
Kader: OK elif, she will back you as soon as possible.
Elif: Thanks kader. See you.

According to the dialogue, which one CANNOT suitable for the blanks?

- A) She is not available at the moment.
- B) Does she know where is the concert?
- C) Would you like to leave a message?
- D) Does she have your phone number?

7. 100 teenegers joined a survey about how do they communicate. Here are the results:



Which one is TRUE according to the the results?

- A) Teenegers generally use live chats for communicating.
- B) Video chats are as popular as texting a message.
- C) Phone calls is the most popular one.
- D) Teenegers always text a message to keep in touch.

8. Call center: Gülay airlines. How can I help you?

Customer: I'd like to make a reservation from Trabzon to Ankara.

Call center: What's the date?

Customer: On April 3.

Call center: Single or return?

Customer: single please.

Call center: Let me check. We have a flight on that day at 8 pm

Customer: that's OK for me.

Call center: can I have your name ,please.....

In this conversation, there is NO information about.....

- A) Arrival time
- B) Departure time
- C) The date
- D) Time

9. Gamze and Meltem are talking about smartphones. Meltem thinks they are too useful and entertaining but gamze thinks they're harmful.

Which one can be Gamze's speech bubble?

- A) Smartphones are fun and useful for education and learning the World.
- B) Smartphones can be too harmful but we can find everything we want!
- C) Having a smartphone gives us the chance of keeping in touch but its not safe.
- D) Playing online games on a bright screen can be too harmful for the eyes.



10.

Onur: I always do the online shopping. Books are my favorite.

Okan: I follow the match results using the internet.

Zekeriya: I develop French and learn lots of new words.

Yaşar: I watch funny videos on the net and text messages to my friends.

According to the information above, which one is CORRECT?

- A) Yaşar keeps in touch with his friends by video chats.
- B) Okan can learn information online.
- C) Zekeriya learns new words in English.
- D) Onur buys new clothes online.

Meltem GÜLAY