

**UNIT 4 ON THE PHONE (VOCABULARY TEST )**  
**(1-20 MASTERMIND / 21-40 UPSWING)**

**1) A : My mum's phone is ringing .  
Please ..... a minute .I'll call  
you back in five minutes .**

- a) hang up
- b) answer
- c) hang on
- d) connect

**2) A : I'm Jack . Is Helen there ? May I  
..... to her ?  
B : I'm sorry she is not here .**

- a) speak
- b) answer
- c) connect
- d) receive

**3) A : Could you tell him to .....  
me back ?  
B : I will tell him as soon as he  
comes .**

- a) chat
- b) meet
- c) solve
- d) call

**4) A : It's a bad line .I can't .....  
you.  
B : Let me tell it again .**

- a) speak
- b) hear
- c) chat
- d) ring

**5) A : Can you come on Saturday ?  
B : I don't know .I must ask my  
dad and I will ..... to you in  
an hour.**

- a) get back
- b) hold on
- c) hang up
- d) get ready

**6) A : How do you ..... with  
your friends ?  
B : I usually text them .**

- a) connect
- b) receive
- c) contact
- d) provide

**7) Telephones ..... people to  
connect easily . Nowadays it's  
very popular among people .**

- a) suppose
- b) provide
- c) notice
- d) disturb

**8) In my opinion , smartphones are  
..... because there are a lot  
of security risks .**

- a) useful
- b) important
- c) expensive
- d) harmful

**9) A : Can I speak with your dad ?  
B : I'm sorry but he isn't .....  
at the moment .Please call later .**

- a) busy
- b) engaged
- c) available
- d) essential

**10) Mum :The phone is ringing ,honey  
Can you please ..... the phone ?  
My hands are dirty .  
Son : Sure ,mum .**

- a) contact
- b) pick up
- c) follow
- d) express

**UNIT 4 ON THE PHONE (VOCABULARY TEST )**  
**(1-20 MASTERMIND / 21-40 UPSWING)**

**11)A : Could you please ..... that ?**  
**It's a bad line . I can't hear your voice .**  
**B : Let me call again then .**

- a) repeat
- b) rescue
- c) disturb
- d) accept

**12)A : John isn't at home .Would you like to ..... a message ?**  
**B : No ,I'll call back later .**

- a) talk
- b) discuss
- c) meet
- d) leave

**13)I called my mum again and again but I couldn't talk with her because her phone was ..... .**

- a) important
- b) engaged
- c) expensive
- d) lovely

**14)A : Is Maria there ?**  
**B : No , she is outside but you can call her on her ..... .**  
**A : OK ,thanks .**

- a) mesage
- b) memo
- c) mobile
- d) ticket

**15)A : Do you have a minute for me ?**  
**B : Of course . How can I help you ?**  
**A:I'll give you an address .Write it.**  
**B : Wait a minute.I'll take a(n)..... .**

- a) note
- b) phone
- c) ticket
- d) chat

**16)A : Can I have your ..... please?**  
**B : Sure . It's 991-55-64 .**  
**A : Thanks for your help .**

- a) name
- b) decision
- c) connection
- d) number

**17)A : Are you coming on Saturday ?**  
**B :I'm not sure .I'll ask my parents**  
**A : OK then I'm waiting your ..... .**

- a) invitation
- b) reservation
- c) response
- d) appointment

**18)A : My wife is calling at this time .**  
**It must be ..... .**  
**B : Pick up the phone and answer .**

- a) important
- b) unimportant
- c) harmful
- d) healthy

**19)A : Please finish your ..... because we have to talk an important issue with you .**

- a) extension
- b) conversation
- c) emergency
- d) invitation

**20)A : Kevin speaking .**  
**B :Yes please .How can I help you ?**  
**A : I'm calling for my ..... at 3 o'clock .I'm sorry but I can't come.**

- a) clarification
- b) connection
- c) invitation
- d) appointment

**UNIT 4 ON THE PHONE (VOCABULARY TEST )  
(1-20 MASTERMIND / 21-40 UPSWING)**

**21)The best way to ..... with friends around is to use social networks .**

- a) translate
- b) communicate
- c) improve
- d) confirm

**22)I sometimes talk on the ..... for hours and that's why my mum gets angry with me .**

- a) radio
- b) online
- c) television
- d) phone

**23)I phoned the call center to make a ..... about my new smartphone because it was broken .**

- a) package
- b) matter
- c) complaint
- d) conflict

**24)A :Where can I find cheap tickets ?  
B : Call the travel agent to ..... a flight ticket before travelling .**

- a) share
- b) book
- c) order
- d) greet

**25)In the past people used ..... to communicate with each other because there was no technology .**

- a) smoke signals
- b) smartphones
- c) television
- d) social networks

**26)A :Do you know J.Gutenberg ?  
B : No , who is that ?**

**A :He ..... the printing machine .**

- a) decided
- b) delivered
- c) invented
- d) translated

**27)Nowadays , teenagers use different smartphone ..... like Snapchat , Whatsapp etc .**

- a) equipment
- b) applications
- c) package
- d) customer

**28)A : For what ..... do you phone a call center ?**

**B : Especially to return a product .**

- a) opinion
- b) invention
- c) purpose
- d) safety

**29)A : You need to ..... your flight two days before the event .**

**B : OK ,I accept the price and date .**

- a) deliver
- b) escape
- c) receive
- d) confirm

**30)A : How much is a ..... ticket ?  
B : It's 500 TL . You fly today and come back at the weekend .**

- a) return
- b) single
- c) expensive
- d) cheap

**UNIT 4 ON THE PHONE (VOCABULARY TEST )  
(1-20 MASTERMIND / 21-40 UPSWING)**

**31)A : How long does your call ..... ?**

**B : Less than five minutes .**

**A : That's OK but I usually talk too much on the phone .**

- a) last
- b) warn
- c) order
- d) raise

**32)Video chats are becoming more ..... among teenagers .**

- a) old-fashioned
- b) fast
- c) easy
- d) popular

**33)A : How much is the ..... ?**

**B : A single ticket is 100 dollars .**

**A : OK , I'll pay it with credit card .**

- a) arrival time
- b) ticket price
- c) travel agent
- d) departure time

**34)People often ..... on the social media to exchange their ideas about various subjects .**

- a) book reservations
- b) collect garbage
- c) share opinions
- d) ask for service

**35)People should be ..... towards each other while making phone calls . Respect is a must in communication .**

- a) kind
- b) real
- c) different
- d) single

**36)I broke my smartphone and called the customer service to change it and surprisingly they changed it because I had the ..... .**

- a) invention
- b) safety
- c) application
- d) warranty

**37)If you want to ..... English , you can use online applications . They're very useful in teaching .**

- a) contribute
- b) decide
- c) improve
- d) confirm

**38)A : Do you use ..... messages ?**

**B : Of course .They are easy and fast.**

- a) educative
- b) instant
- c) medical
- d) single

**39)Customer services usually ..... problems of people's complaints about a product .**

- a) hang up
- b) hold on
- c) text
- d) solve out

**40)A : I want to report the problems with my ..... . Can I talk to someone , please ?**

**B : Joe, speaking. How can I help you?**

- a) delivery
- b) complaint
- c) service
- d) customer