

NAME & SURNAME: NUMBER: CLASS:

1.



I need to visit my customers' offices for work, so I use an application to find my way in traffic.

On my favourite application, I listen to English songs and learn their lyrics, so I improve my foreign language.



I practice my lessons by solving some problems or answering questions on my favorite smartphone application.

I read French books, but there are some words I don't understand, so I use an application on my phone to learn their meanings.



According to the speech bubbles above, who uses a smartphone application to translate words?

- A) Melinda B) Michael
C) Stacey D) Stephan

2. You work as a secretary at an office. A customer calls and says he wants to talk to the manager. You can't put him through to your manager because he's holding a meeting at the moment.

According to the information above, which of the following do you NOT say?

- A) I'm sorry, but he's not available at the moment.
B) I'm afraid it's a bad line and I can't hear you well.
C) I'm really sorry, but he's busy with his work now.
D) I'm afraid our manager is engaged right now.

3. Read the statements below.

- Irene** : In my opinion, talking face to face is the best way of communication, but being able to make a video chat on your smartphone when it's not possible to meet your friends in person is great.
- Nora** : I don't believe smartphones are harmful. You can do everything on your smartphone thanks to the easy Internet connection. You can order food, buy flight tickets, download music, etc. All just in a few seconds.
- Helen** : I don't agree that smartphones make people anti-social because you can keep in touch with your friends via smartphones. You can text messages, chat online with them, or even play games.
- Kate** : I think smartphones are a waste of time for most of the people. They spend hours playing silly games or using unnecessary applications. They use them so often that they can't see how addicted they become.

Who does NOT talk about the pros of smartphones?

- A) Irene B) Kate
C) Nora D) Helen

4. **Bill** : Hello, it's Bill speaking. Can I talk to Steve, please?

Suzy : OK, , Bill. I'll get him.

Bill : Okay.

Suzy : I'm sorry, Bill. Steve is having a bath at the moment. He can't the phone.

Bill : That's fine, Suzy. I'll later, then. Bye!

Suzy : Bye!

Which of the following words does NOT complete the blanks in the dialogue?

- A) hang up B) call back
C) hold on D) pick up

5.

New message

To

Subject

Hi dear cousins,

You know it's Aunt Bessy's 80th birthday next Sunday. We all live in different cities, so we won't be able to come together with her. I have an idea. Why don't we send our best wishes to Aunt Bessy by using different ways of communication on her birthday and surprise her? She will get happy. What am I thinking of doing? Well, we all know she keeps up with the latest technological developments and uses all kinds of modern devices like laptops and smartphones, but I'm planning to surprise her by using an old-fashioned way of communication. Just like the happy old days. What about you? What do you think? Write back.

Rhea

SEND

These are Rhea's cousins' replies to her message.

Hi Rhea, your idea is fantastic. I'm thinking of surprising Aunt Bessy by sending her a message on a social networking site.

Emanuel

Hello Rhea, that sounds awesome. I'm planning to write Aunt Bessy a nice message and send it through an e-mail. I hope she likes it.

Gina

Hi Rhea, that would be great. I'm going to have a video call over the Internet and wish Aunt Bessy a healthy, happy life.

Jonathan

Hello Rhea. Your idea sounds amazing. I'm thinking of writing a letter to Aunt Bessy. What a nice surprise it will be!

Stephanie

According to the information above, whose choice of communication will be the same as Rhea's?

- A) Emanuel's B) Gina's
C) Stephanie's D) Jonathan's

6. Read the memo and the conversation below.

NOTES FOR MR.DAVIES

TIME - CALLER - MESSAGE

10:15 - Amanda White - asks when she will receive the tablet she has bought from the Net

10:40 - Harold Rulph - thanks for the early arrival of his package

11:05 - David Reads - asks how much it will cost to have his broken smartphone repaired

12:10 - Rebecca Wills - wants to return the product she bought last week

Mr. Davies : Hi, Mrs. Smith. I was not at the office for a few hours. Are there any messages for me?

Secretary : Yes, Mr.Davies. Four people called and wanted to get in touch with you.

Mr. Davies : I see.

Secretary : I took some notes for you.

Mr. Davies : Okay. Let me look at them. Hmmm,

Secretary : Yes, Mr. Davies. That's right.

According to the information above, which of the following completes the conversation?

- A) David Reads would like to buy a new smartphone
B) Amanda White reports her problem with her tablet
C) Harold Rulph complains about the delivery of his package
D) Rebecca Wills wants to give back the product we have sold

7. Read the phone conversation below.

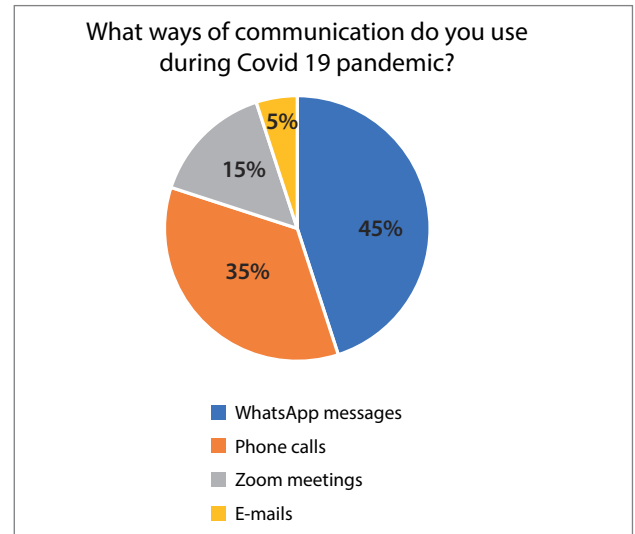
- Receptionist** : Good morning. West Hotel. How can I help you?
- Client** : Good morning. I'd like to make a reservation for the second weekend of September. Do you have any free rooms?
- Receptionist** : Let me check. Yes, we have some rooms available for that weekend. And what is the exact date of your arrival?
- Client** : The 10th. We are planning to stay for four nights.
- Receptionist** : OK. How many people is the reservation for?
- Client** : Me and my wife.
- Receptionist** : Can I have your full name, please?
- Client** : Charles Thompson.
- Receptionist** : OK. Your room is reserved, sir.
- Client** : That's fine. Thanks for
Oh, wait, please. I nearly forgot. I have a doctor's appointment on the 10th. So we have to change the reservation and make it the 11th September. Is it OK?
- Receptionist** : Yes, sir. No problem.
- Client** : Wait again, please. I need to check my flight ticket. Oh, that's okay. Our flight is on the 11th.
- Receptionist** : OK, then. We'll see you on 11th September. Have a nice day.
- Client** : You too.

Why does the client call West Hotel?

To

- A) confirm an appointment
- B) reserve a flight ticket
- C) book a room for two
- D) ask for a service

8. These are the results of a survey about the different ways of communication teachers use to contact their students during Covid 19 pandemic.



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

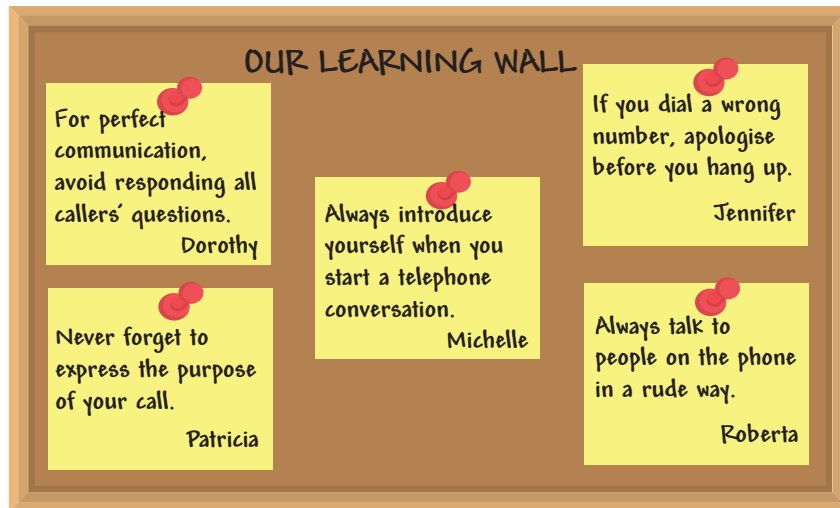
- A) Teachers prefer phoning their students to meeting them on Zoom.
- B) Sending e-mails to students is the least popular way of communication.
- C) Most of the teachers communicate with their students through Zoom Meeting.
- D) Nearly half of the teachers contact their students via WhatsApp messages.

9.



Which of the following is **CORRECT** according to the flight ticket above?

- A) The plane flies to Moscow. B) The gate closes at ten to eleven.
 C) It is a return ticket for two people. D) The arrival time of the plane is half past eleven.
10. Sylvia is a high school graduate and wants to become a secretary, so she starts a secretarial training course. At the course, students prepare a learning wall and every week they hang notes related to the lessons they've taken. They should share only the correct information on this wall. Here are some students' notes :



Whose notes should **NOT** take place on the learning wall according to the information above?

- A) Dorothy's and Jennifer's B) Roberta's and Patricia's
 C) Michelle's and Jennifer's D) Roberta's and Dorothy's

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