

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

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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

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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

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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

