



Name: _____

Date: _____

1. Read the phone conversation below.**Receptionist:** Good morning, Sunshine Dental Clinic. How can I help you?**Baran:** Hello, I'd like to make an appointment with Dr. Yilmaz, please.**Receptionist:** Sure. Is Tuesday at 3 p.m. okay for you?**Baran:** I have football practice on Tuesday afternoons. Is there anything on Wednesday?**Receptionist:** Let me check... Yes, Wednesday at 10 a.m. is available.**Baran:** Perfect, I'll take that one. Thank you!**Receptionist:** You're welcome. See you on Wednesday.**According to the conversation, which of the following is correct?**

- A)** Baran accepted the first time the receptionist offered. **B)** The clinic has no available slots on Wednesday.
- C)** Baran called to cancel an existing appointment. **D)** Baran made an appointment for Wednesday morning.

2. Read the text message below.**From Sude to Doruk:**

"Hey Doruk! I tried calling you twice but you didn't pick up. Anyway, our science project is due on Friday. I finished the poster, but we still need to write the conclusion part. Can you do it tonight? Also, Cem said he can print everything at his dad's office tomorrow. Call me back when you see this! 📞"

According to the message, which of the following is NOT correct?

- A)** Sude has already completed the poster for the project. **B)** Doruk answered the phone when Sude called him.
- C)** Cem will help them with printing the project materials. **D)** The science project must be submitted by Friday.

3. Read the four students' statements about their phone habits.**Hazal:** I prefer texting because I can think about my reply before I send it.**Kaan:** I always call people. It's faster and you can hear the other person's voice.**Nisa:** I only use my phone for emergencies. I don't like long conversations.**Tolga:** I send voice messages. They're quicker than typing but more personal than texts.**Which of the following is NOT true about the students?**

- A)** Hazal chooses texting so she can consider her words carefully. **B)** Kaan values hearing the other person's voice during a call.
- C)** Nisa enjoys having long and detailed phone conversations. **D)** Tolga believes voice messages feel more personal than texts.



4. Read the phone conversation below.

Defne: Hello?

Stranger: Hi, is this the Aydın residence?

Defne: No, I'm sorry. I think you have the wrong number.

Stranger: Oh, I'm looking for Mehmet Aydın. Isn't this 0532 445 67 89?

Defne: No, this is 0532 445 67 98. You mixed up the last two digits.

Stranger: I'm so sorry for the trouble!

Defne: No problem. It happens. Have a nice day!

According to the conversation, which of the following is correct?

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| A) Defne told the caller Mehmet Aydın's correct phone number. | B) The caller reached the person he was looking for. |
| C) The stranger hung up without apologising for the mistake. | D) Defne explained that the caller swapped the last two digits. |

5. Read the dialogue below.

Mert: Hi Zeynep, are you free this Saturday?

Zeynep: I think so. Why?

Mert: A few of us are going to the cinema. There's a new comedy film. Do you want to come?

Zeynep: That sounds fun! What time does it start?

Mert: The afternoon show is at 2:30. We're meeting in front of the cinema at 2:00.

Zeynep: Great. I'll be there. Should I bring anyone else?

Mert: Sure, the more the merrier! Ask Pelin too if she's interested.

Which of the following is **NOT** true according to the dialogue?

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| A) The film they are going to watch starts at 2 p.m. | B) Zeynep agreed to join the cinema plan on Saturday. |
| C) Mert suggested that Zeynep could invite Pelin as well. | D) The group will gather at two o'clock in front of the cinema. |