

On The Phone

Ünite değerlendirme testi · 14 soru · 25 dakika

Kelimeleri telefonunda çalış

Bu ünitenin kelimelerini quiz ve oyunlarla ücretsiz tekrar et.



Ad Soyad _____ Sınıf _____ No _____ Puan _____

1–4. soruları aşağıdaki metne göre cevaplayınız.

Telefon görüşmesi

Receptionist

Bright Smile Dental Clinic, Sena speaking.
How can I help you?

Tarık

Hi, I have a terrible toothache and I want to make an urgent appointment with Dr. Kaya for today.

Receptionist

Let me check his schedule... I'm sorry, Dr. Kaya isn't available until 5 p.m. because he is in surgery.

Tarık

Oh, I can't wait that long! Can I see another dentist at your clinic this afternoon?

1. What is the purpose of Tarık's phone call?

- A) To ask about the dental clinic's prices
- B) To book a visit for next week
- C) To get an urgent dental appointment
- D) To cancel Dr. Kaya's surgery

2. Why is Dr. Kaya NOT available before 5 p.m.?

- A) Because he is on summer holiday abroad
- B) Because he is performing surgery
- C) Because his phone line is broken
- D) Because the dental clinic closes at noon

3. Which of the following best completes the conversation as the receptionist's reply?

- A) Yes, he will finish the surgery at 2:30.
- B) Sure, I'll put you through to Dr. Kaya.
- C) Yes, Dr. Kaya can see you at 2:30 p.m.
- D) Yes, Dr. Arslan is free at 2:30 p.m.

4. What can we infer about Tarık from the conversation?

- A) He is a dentist at the clinic.
- B) He wants to wait until 5 p.m.
- C) He only wants to see Dr. Kaya.
- D) He is in too much pain to wait.

5–8. soruları aşağıdaki metne göre cevaplayınız.

From: LingoFast Support Team
(help@lingofastapp.com)
To: Caner Polat (caner_p8@schoolnet.org)
Subject: Solution for Your Translation App Problem
Date: 8th January
Attachment: troubleshooting_guide.pdf

Dear Caner,

Thank you for contacting our technical support team about the voice translate feature on your smartphone. If the app freezes or crashes when you speak into the microphone, please delete the old version and install the latest update. If the problem continues, do not hesitate to call our live helpline between 09:00 and 18:00 on weekdays.

Best regards, LingoFast Support Team

5. What kind of smartphone app is LingoFast?

- A) A voice messaging app
- B) A language translation app
- C) A music and microphone app
- D) A smartphone repair app

6. According to the email, what should Caner do FIRST to fix the problem?

- A) Delete the app and install the update
- B) Wait until 09:00 to restart it
- C) Call the live helpline on a weekday
- D) Speak more slowly into the microphone

7. When is the LingoFast live helpline available for phone calls?

- A) Only on Saturday and Sunday afternoons
- B) Between 6 p.m. and 9 p.m. on weekdays
- C) From 9 a.m. to 6 p.m. from Monday to Friday
- D) Twenty-four hours a day, seven days a week

8. Which of the following is NOT mentioned in the email?

- A) The problem Caner is having with the microphone feature
- B) The monthly subscription price of the LingoFast app
- C) The working hours of the live telephone helpline
- D) The attachment name of the troubleshooting guide

9–12. soruları aşağıdaki metne göre cevaplayınız.

SMARTPHONE & CALL ETIQUETTE CAMPAIGN

Date: Monday, 5th March

Time: 14:00 - 15:30

Place: Cumhuriyet Middle School Conference Hall

Price: Free Admission for All Students and Parents

Contact: School Guidance Counselor Mr. Aydın (Ext. 115)

- Learn why you shouldn't speak loudly on the phone on public buses or in libraries.
- Discover healthy ways to reduce screen time and avoid smartphone addiction.
- Switch off your phones at the door and join our interactive seminar!

9. What is the main topic of the seminar at Cumhuriyet Middle School?

- A) Phone manners and screen time
- B) How to make emergency calls
- C) Fixing broken phone screens
- D) The most popular mobile games

10. What must participants do BEFORE entering the conference hall?

- A) Switch off their phones
- B) Pay an admission fee
- C) Reduce their daily screen time
- D) Speak to Mr. Aydın at Ext. 115

11. How can a parent reach Mr. Aydın by phone to ask a question about the campaign?

- A) By dialing 112
- B) By dialing extension 115
- C) By emailing the school
- D) By calling extension 102

12. Which of the following is FALSE according to the poster?

- A) Students must pay to attend.
- B) Loud calls on buses are rude.
- C) Parents can attend it too.
- D) It lasts ninety minutes on Monday.

13–14. soruları aşağıdaki metne göre cevaplayınız.

Reasons why 100 customers called the electronics service center

Report a broken item	40 customers
Change delivery address	25 customers
Learn bill details	20 customers
Ask for product price	15 customers

13. Why did the largest group of customers call the center?

- A) To report a broken item
- B) To change their delivery address
- C) To ask about product prices
- D) To learn bill details

14. How many customers called to change address or learn bill details?

- A) 45 customers
- B) 20 customers
- C) 60 customers
- D) 25 customers

Cevap anahtarı
1-C 2-B 3-D 4-D 5-B 6-A 7-C 8-B 9-A 10-A 11-B 12-A 13-A 14-A

