

10<sup>TH</sup> GRADE 2<sup>ND</sup> TERM 1<sup>ST</sup> EXAM

Name-Surname:.....

Class:.....

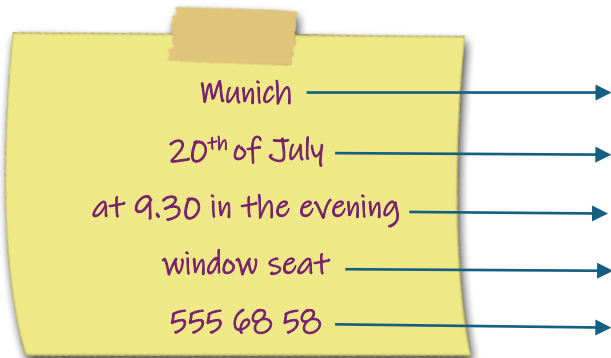
Number:.....

**LISTENING**

1. Listen to the dialogue between Daisy and restaurant receptionist. Put it into correct order. (16x2= 32 p.)

- \_\_\_ Restaurant Receptionist: OK, madam. I understand. I will take note of them. So, That's a table for 7 for 23<sup>rd</sup> of April near the playground and you also need a high chair. Is that right?
- \_\_\_ Daisy Miller: At 7.30.
- \_\_\_ Restaurant Receptionist: Of course madam. One table for 7 for 23<sup>rd</sup> of April. Is it right?
- \_\_\_ Daisy Miller: Yes, that's right. Thank you very much.
- \_\_\_ Restaurant Receptionist: Hello Golden Kitchen Restaurant. How can I help you?
- \_\_\_ Daisy Miller: For 7. 4 adults and 3 children.
- \_\_\_ Restaurant Receptionist: Certainly, madam. First, May I have your name and surname, please?
- \_\_\_ Daisy Miller: Yes, that's great. I have a question. Do you have an indoor playground?
- \_\_\_ Restaurant Receptionist: Thank you, madam. When is your reservation for?
- \_\_\_ Daisy Miller: Daisy Miller.
- \_\_\_ Restaurant Receptionist: Yes, madam. If you want, I can reserve a table near the playground.
- \_\_\_ Daisy Miller: It's for 23<sup>rd</sup> of April.
- \_\_\_ Restaurant Receptionist: Well, for how many people?
- \_\_\_ Daisy Miller: I would like to make a reservation for dinner.
- \_\_\_ Restaurant Receptionist: OK. What time will you be here?
- \_\_\_ Daisy Miller: That would be great. I have one more request. We also need a high chair for one of the children.

2. Ted is calling the Luxury Airlines to book a ticket. Look at the notes taken by the clerk below. Listen to the dialogue and tick (✓) the correct notes and correct the notes that are taken incorrectly. (5x4= 20 p.)



3. Listen to the dialogue extracts related to different situations and fill in the missing parts. (8x6= 48 p.)

Receptionist: When will you _____?	Clerk: Confirm your flight a few days before _____, please.
Customer: On 3 <sup>rd</sup> of April.	Customer: Alright, thank you.
Customer: I'd like to make a _____.	Receptionist: What type of room would you like?
Receptionist: Sure sir. When will you _____?	Customer: I would like a _____ room.
Customer: I'd like to _____ a table.	Clerk: Which seat do you prefer in your _____?
Res. Receptionist: For when, sir?	Customer: An _____ seat, please.

## ANSWER KEY

### LISTENING

1.

#### Audio Script

1. **Restaurant Receptionist:** Hello Golden Kitchen Restaurant. How can I help you?
2. **Daisy:** I would like to make a reservation for dinner.
3. **Restaurant Receptionist:** Certainly, madam. First, May I have your name and surname, please?
4. **Daisy:** Daisy Miller.
5. **Restaurant Receptionist:** Thank you, madam. When is your reservation for?
6. **Daisy:** It's for 23<sup>rd</sup> of April.
7. **Restaurant Receptionist:** OK. What time will you be here?
8. **Daisy:** At 7.30.
9. **Restaurant Receptionist:** Well, for how many people?
10. **Daisy:** For 7. 4 adults and 3 children.
11. **Restaurant Receptionist:** Of course madam. One table for 7 for 23<sup>rd</sup> of April. Is it right?
12. **Daisy:** Yes, that's great. I have a question. Do you have an indoor playground?
13. **Restaurant Receptionist:** Yes, madam. If you want, I can reserve a table near the playground.
14. **Daisy:** That would be great. I have one more request. We also need a high chair for one of the children.
15. **Restaurant Receptionist:** OK, madam. I understand. I will take note of them. So, That's a table for 7 for 23<sup>rd</sup> of April near the playground and you also need a high chair. Is that right?
16. **Daisy:** Yes, that's right. Thank you very much.

2.

#### Audio Script

**Clerk:** Luxury Airlines. How can I help you?  
**Ted:** Hello, I want to book a ticket.  
**Clerk:** Certainly, sir. First, May I have your name and surname, please?  
**Ted:** Ted Clark.  
**Clerk:** Thank you, sir. Where do you want to fly to?  
**Ted:** Zurich.  
**Clerk:** OK. When?  
**Ted:** 12<sup>th</sup> of July. What flights do you have on that day?  
**Clerk:** We have flights at 7.30 a.m, 9.30 a.m and 9.30 p.m.  
**Ted:** Well, 9.30 a.m is OK. Can you book that for me?  
**Clerk:** Yes, of course. Would you like an aisle seat or window seat?  
**Ted:** A window seat, please.  
**Clerk:** OK, then you've booked a window seat on the 9.30 a.m Zurich flight for 12<sup>th</sup> of July. Is that right?  
**Ted:** Yes, that's right.  
**Clerk:** Please call 555 7848 to confirm your flight a few days before your travel.  
**Ted:** Alright, thank you very much.

3.

#### Audio Script

<b>Receptionist:</b> When will you check out? <b>Customer:</b> On 3 <sup>rd</sup> of April.	<b>Clerk:</b> Confirm your flight a few days before travel, please. <b>Customer:</b> Alright, thank you.
<b>Customer:</b> I'd like to make a reservation. <b>Receptionist:</b> Sure sir. When will you check in?	<b>Receptionist:</b> What type of room would you like? <b>Customer:</b> I would like a double room.
<b>Customer:</b> I'd like to book a table. <b>Res. Receptionist:</b> For when, sir?	<b>Clerk:</b> Which seat do you prefer in your flight? <b>Customer:</b> An aisle seat, please.