



2.



2.

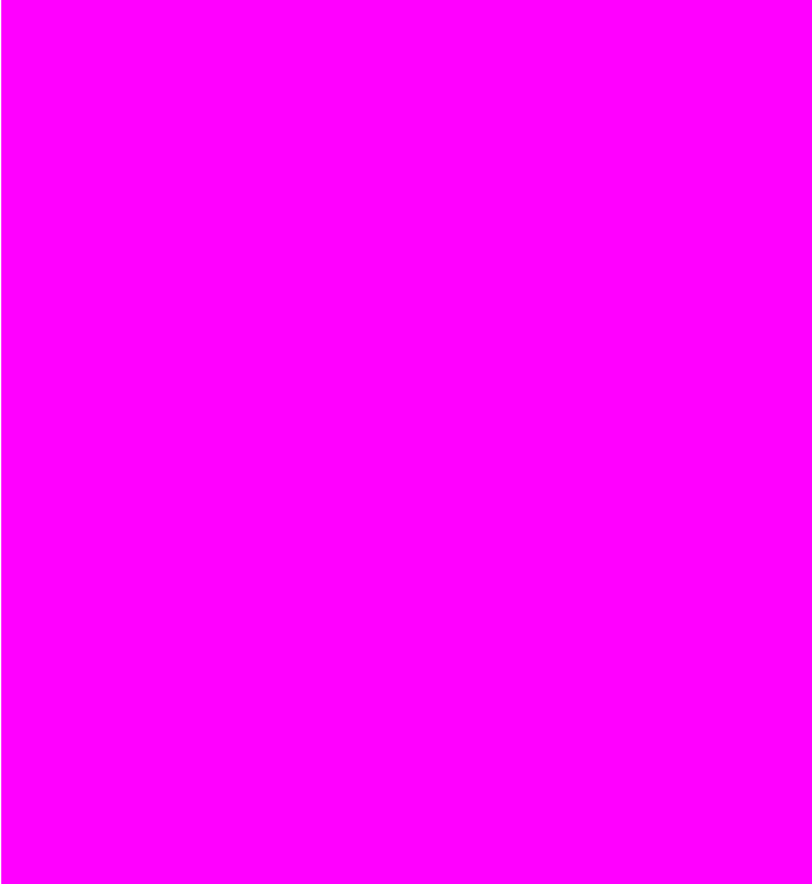


You work at a call center and help customers to solve their problems on the phone.

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

- A) I'll get back to you as soon as I solve your problem.
- B) Our team will help you in two days.
- C) You can call us when you need help again.
- D) I'm too busy to solve your problem.

2.



7. Jayson works at a municipality call center. Someone calls and says his car is broken. Jayson is a polite person, but he knows that he can't solve this problem.

According to the information above, which of the following should Jayson say?

A)

Thank you for calling. I am sending a repairman immediately.

B)

Could you please tell me your exact location?

C)

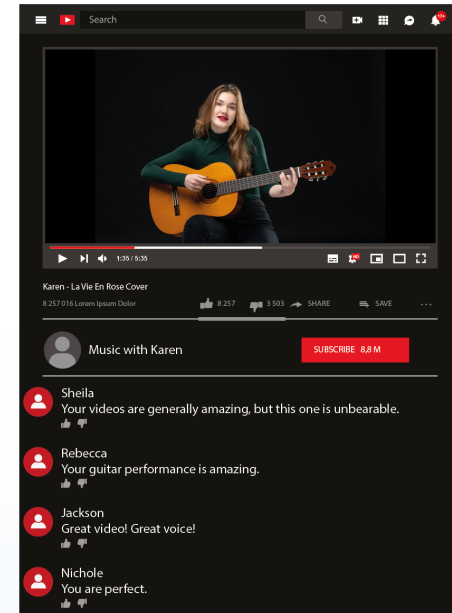
I'm sorry to hear that, but I think you called the wrong number, sir. You should call a repairman.

D)

Don't disturb municipality call center for your broken car again. We don't fix cars.



10. Karen is a YouTuber. She likes playing her guitar and sharing it with her followers. Here are some comments for her last video.



Whose comment is disappointing?

- A) Sheila B) Rebecca C) Jackson D) Nichole

4.

7. There was a pop concert of a famous singer yesterday. After the concert, he shared a photo from the concert and some people wrote comments about the concert.

Joseph
Your voice is fascinating. Thanks for the concert.

Kylie
I enjoyed the concert. I can't stop listening to your songs.

Lana
I'm your biggest fan. I'm addicted to your voice.

Fernando
I like your songs, but the concert was very boring.

Whose comment is disappointing for the singer?

A) Joseph's

B) Kylie's

C) Lana's

D) Fernando's

6.



4.



On the poster above, there is NO information about the _____ .

- A) activities
B) exact date
C) age range
D) location

6.



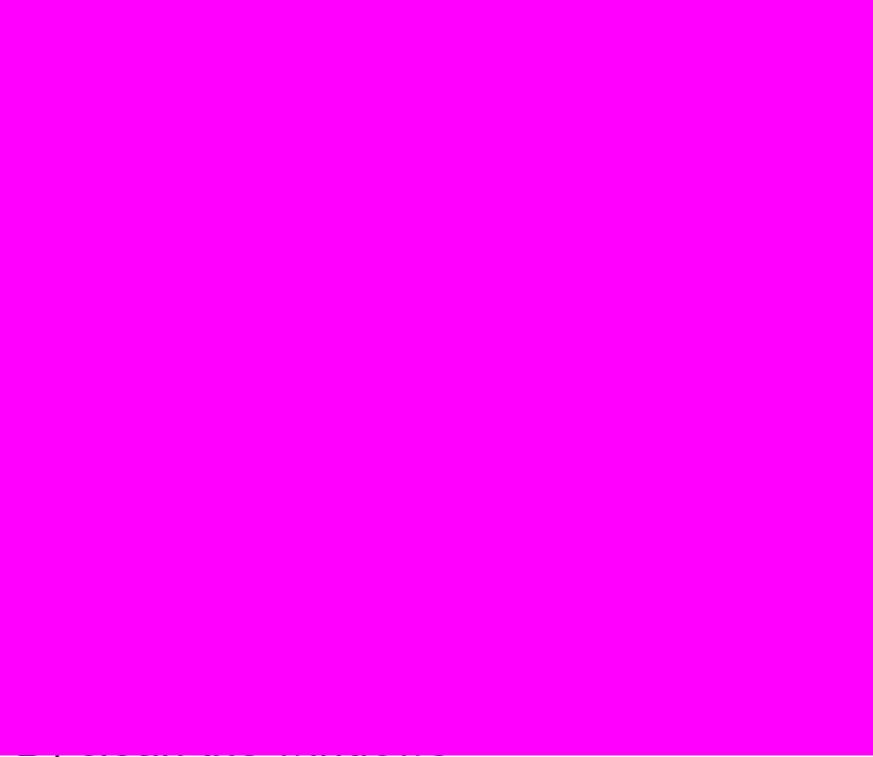
7.



On the poster above, there is NO information about the _____ .

- A) accommodation B) price C) transportation D) date

7.



1.

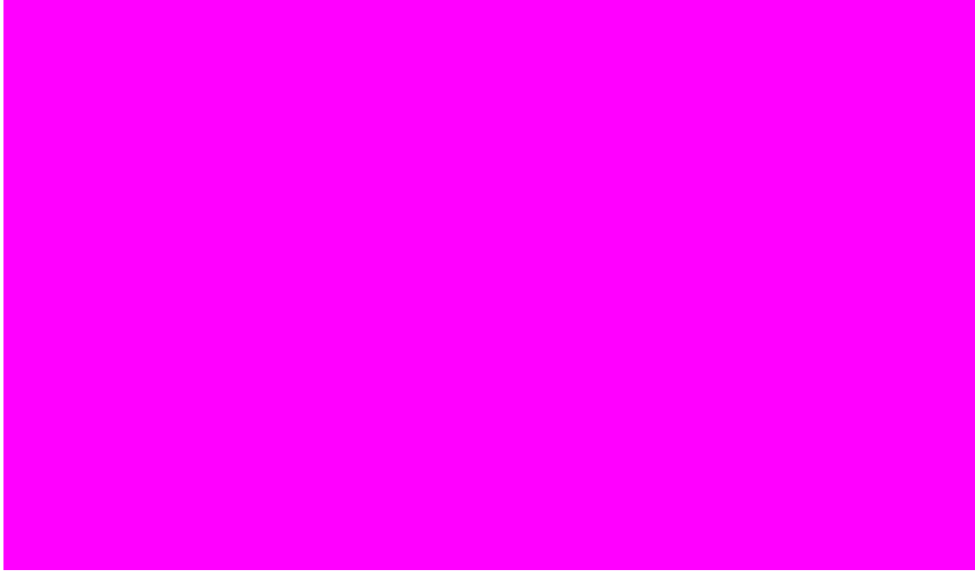


This is Robocan. It helps us with the kitchen chores.

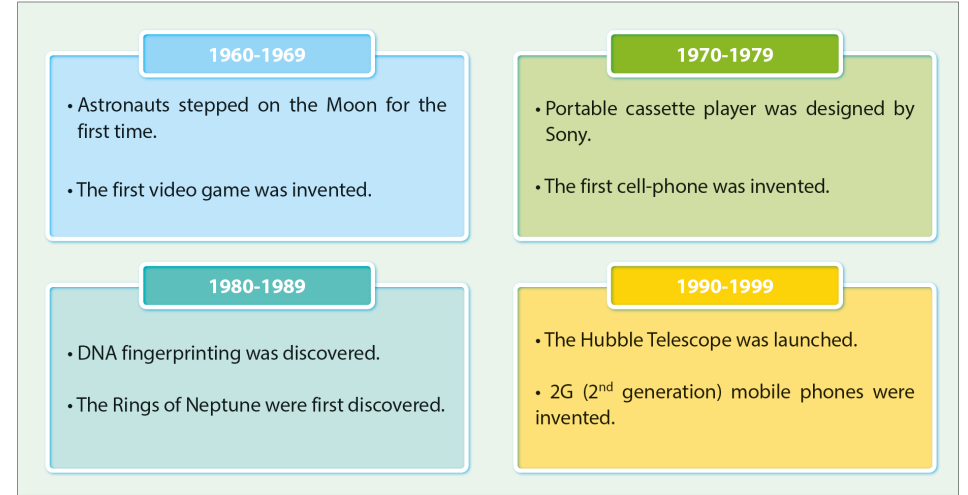
Which of the following is NOT Robocan's responsibility?

- A) Preparing the meal
- B) Emptying the dishwasher
- C) Doing the laundry
- D) Loading the dishwasher

9.



1. There have been many scientific developments since 1960. Here are some of them.

**Which of the following is WRONG according to the information above?**

- A) Both in the 1960s and 1980s, there were developments related to space.
- B) The first cell-phone was made after the first video game.
- C) In the 1990s, there weren't any achievements related to communication.
- D) Before the 1980s, people landed in the Moon.

10.



2. Ronny and Xavier want to join a course together. They are interested in preparing cold desserts. Both of them don't want to spend more than € 50 for the course. Ronny has another course on Friday and Thursday and Xavier is only available on weekdays.



BE YOUR KITCHEN'S MASTER

COURSE 1	COURSE 2	COURSE 3	COURSE 4
Ice Cream World	Master of Steak	Fruit Garden	Cookie House
€ 45 per person	€ 40 per person	€ 55 per person	€ 60 per person
On Wednesdays	On Fridays	On Sundays	On Thursdays

According to the information above, which course should Ronny and Xavier choose?

- A) Course 1 B) Course 2 C) Course 3 D) Course 4