1. Receptionist: “Good morning.” You: “Good morning, I’ve come to ________ Mrs Twain.”
a) visit  
b) see  
c) do business with  
d) hold a talk with

2. Receptionist: “Have you got a(n) ________?”
a) meeting  
b) arrangement  
c) date  
d) appointment

3. Which sounds the most natural? “I’m afraid she’s ____________ at the moment.”
a) with someone  
b) engaged  
c) taken  
d) out of stock

4. Which of the following would be the most appropriate to use in a business environment? “Mrs Smith will be a few minutes, __________.”
a) Sit down  
b) Please take a seat  
c) Take a pew  
d) Take the weight off your feet

5. On the telephone: “I have an appointment with Richard Jones at 2.15, but I’m afraid __________.”
a) I’m not at time  
b) I’m running a bit late  
c) I’m on time  
d) I’m out of time

6. Which of the following is NOT possible?
a) call a meeting  
b) arrange a meeting  
c) attend a meeting  
d) appoint a meeting
ANSWERS:

1. Receptionist: “Good morning.” You: “Good morning, I’ve come to ________ Mrs Twain.”
   a) visit - This is not the correct answer
   b) see - When you have an appointment with someone you say “I’ve come to see…”
   c) do business with - This is not the correct answer
   d) hold a talk with - This is not the correct answer

2. Receptionist: “Have you got a(n) ______________?”
   a) meeting - If you say you've come to see someone, the receptionist might ask you if you have an appointment.
   b) arrangement – An arrangement is an informal meeting. This word is not usually used in this situation.
   c) date – ‘Make’ or ‘have a date’ usually refer to a romantic meeting.
   d) appointment – If you arrange to meet someone in business, you make an appointment.

3. Which sounds the most natural? “I'm afraid she’s ___________ at the moment.”
   a) with someone - If someone is in a meeting, we can say ‘She’s with someone’.
   b) engaged - If you telephone someone and the line is busy we say they are engaged.
   c) taken - This is not correct.
   d) out of stock - This is not correct.

4. Which of the following would be the most appropriate to use in a business environment? “Mrs Smith will be a few minutes, __________.”
   a) sit down - This is too direct.
   b) please take a seat - This is the best answer, the other responses are either too direct or too informal.
   c) take a pew - This is too informal.
   d) take the weight off your feet - This is too informal.

5. On the telephone: “I have an appointment with Richard Jones at 2.15, but I’m afraid __________.”
   a) I’m not at time - This is not correct.
   b) I’m running a bit late - This is a very natural way of saying you will be late.
   c) I’m on time - If you are on time, you are not late.
   d) I'm out of time - If you are out of time, you do not have enough time to complete something.

6. Which of the following is NOT possible?
   a) call a meeting - ‘Calling a meeting’ is another way of saying ‘deciding to have a meeting’.
b) arrange a meeting - You can ‘arrange a meeting’ or ‘fix a meeting’.
c) attend a meeting - If you go to a meeting you can say that you have attended it.
d) appoint a meeting - This is not correct. You can make an appointment to meet someone, or arrange a meeting, but not appoint a meeting.

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