

NAME _____ DATE _____

REVIEW TEST: UNIT 11**GRAMMAR****PART 1****Choose the correct answer to complete the sentence.**

- 1 At the end of the class the students handed their assignments _____ to the teacher.
A out
B in
C off
- 2 The telemarketing company kept on _____ our house, even though we had complained many times.
A to call
B calling
C call
- 3 Jill made up _____.
A her neighbors
B the story about her neighbors
C her neighbor's house
- 4 Adam _____ after he entered the room.
A took off his coat
B 's coat took off
C took off
- 5 Jon always counts _____ to help him with his homework.
A his brother on
B on his brother
C to his brother
- 6 Sam turned down the _____ because he didn't like it.
A car
B computer
C offer

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PART 2**Choose the correct answers to complete the paragraph.**

After a long journey, Jane eventually **(1) landed at / got to / arrives** the apartment where she was staying for her vacation. She hadn't put down her suitcase when the phone rang, so she **(2) picked it up / picked / picked it**. It was someone asking her to sign **(3) up for / up / on to** a newer and faster WiFi system. Jane explained that she wasn't the owner of the place and told them to call **(4) over / off / back** in a couple of weeks. She then called a friend and asked **(5) over her / her over / over** for a cup of tea. Just as they sat down **(6) catching up / catch up / to catch up** the phone rang again. It was the same company and Jane politely explained that they need to call back when the owner returns and she **(7) hung up / hang up / hung it up**. Jane told her friend it was the second time they had called in less than an hour, and at that moment it rang again. Her friend told her not to **(8) it picks up / pick it up / pick up it**, and suggested turning it down or turning it off. She decided to turn it down very low, and for the next couple of hours the phone kept on **(9) to ring / ringing / rings**, but she didn't pick it up again.

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READING**PART 3****Read the article. Then choose the correct answers.**

Telemarketing is generally disliked, in fact a recent survey stated that about 97 percent of all people hang up on telemarketers. Many people these days often do not even answer their home phones because they want to avoid sales calls. These unwanted calls can be cut down with just a little understanding of how the telemarketing business operates. The first thing to know is that you have been selected, and that the companies know a lot more information about you than they would let on, such as your past purchase history, credit limits, etc. As well as having these details about you, they write down as much information as you are willing to give them during their calls.

Below are a few suggestions of ways to get rid of at least some of these annoying calls:

- 1 Do not hang up. Some people hang up as soon as they realize it is a sales call, but this is an error because they immediately put you on their "Disconnected" list.
- 2 Answer the phone. This may not make a lot of sense, but once you have been selected by a telemarketing company, they will keep on calling until you respond. They will put your name on their "No answer" list.
- 3 Avoid starting conversations and do not ask any questions. If you do end up on the phone with a telemarketer, be careful not to give them a reason to have any false hope. If they think there is any possibility of a sale, they will immediately put you on the "Call back" list.
- 4 Tell them politely that you want to be put on the "Do Not Call Register" list, because it is illegal for them to continue calling when you are on that list. However, there are some exceptions to this. For example, it does not apply to not-for-profit companies.

If you are on any of the above lists, it is a reason for telemarketers to call you back--sometimes as often as every twelve hours. But if you understand these simple rules and apply them, you will very quickly find that it will cut down on the number of sales calls coming into your home.

- 1 According to the article, which of the following is true?
 - A There is nothing you can do to stop telemarketers.
 - B Telemarketers do not listen when you speak to them.
 - C There are ways to avoid getting calls from telemarketers.
- 2 Why is it important for telemarketers to put you on "lists"?
 - A to know who they should call back
 - B to indicate what needs to be asked the next time
 - C to organize people with different credit limits
- 3 You can understand from the article that _____.
 - A it helps to understand telemarketers' business methods to avoid unwanted calls
 - B telemarketers have to be excellent at understanding the weaknesses of others
 - C the "Do Not Call Register" is the only way to stop calls from all telemarketers

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LISTENING**PART 4****Listen to the interview. Then choose the correct answers.**

- 1 Mike looked for a job in telemarketing because _____.
 - A he had been interested in it for years
 - B he was limited with his options due to his health
 - C no companies were hiring people with disabilities
- 2 Which of the following is true about Mike?
 - A He had to work at a number of different telemarketing companies to find the right one.
 - B He has always worked for the same telemarketing company.
 - C His wife got him his first job at a telemarketing company.
- 3 According to the listening, telemarketing companies _____.
 - A like their employees to work from home
 - B save money when employees work in an office
 - C prefer employees to work in the office
- 4 Mike believes he is successful because he _____.
 - A knows that this is the only type of job he can do
 - B only does exactly what his company tells him
 - C takes time to understand his callers' needs
- 5 The interviewer believes the listeners _____.
 - A won't be impressed with Mike's story
 - B may decide to try telemarketing
 - C will develop relationships with telemarketers

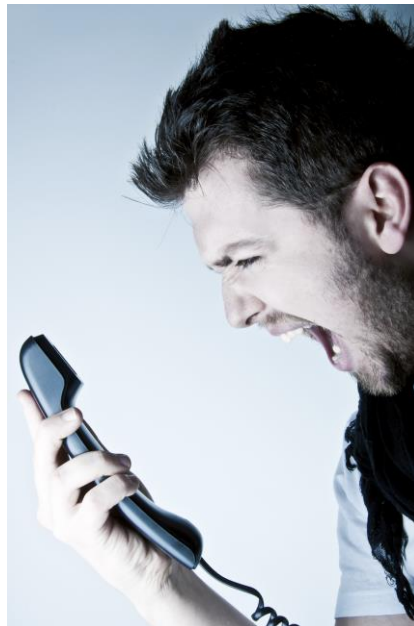
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SPEAKING**PART 5**

Discuss your thoughts on telemarketing. Do you have any experiences with it? Have you ever got unwanted calls? Do you think it is an intrusion? Should it be illegal? Why? Use phrasal verbs in your response.

WRITING**PART 6**

Look at the photo. Write about the man in it and what you imagine the situation is. Explain why he is reacting like that and what he is likely to do. Use phrasal verbs in your response.



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