

GRAMMAR

A Underline the correct word(s) in *italics* in the sentences. An example (0) has been done for you.

- 0 Whose is the funniest blog *you've* / *you* ever read?
- 1 My teacher *hasn't gotten used* / *didn't use* to students asking so many questions.
- 2 I hope I'll have *had the work accepted* / *accepted the work* by my boss before I go on vacation.
- 3 I *didn't use to* / *wouldn't* stay out after 9 pm when I was a teenager.
- 4 Before I started this book, I *have* / *had* been reading about my family history.
- 5 Why does she need *having* / *to have* her hair cut? It's beautiful as it is!
- 6 *As soon as* / *As long as* we got there, we gave our jackets to the waiter.
- 7 I would like *showing* / *to be shown* where the sales department is.
- 8 We *were running* / *ran* really fast when Johan fell over.
- 9 Do you think we'll *have finished* / *be finishing* this by next Friday?
- 10 Do you know where *I could* / *could I* find a ticket office, please?

___ / 10

B Use the words in parentheses to rewrite the sentences so they have the same meaning as the original. An example (0) has been done for you.

- 0 When I was in high school, I was a member of the brass band. (*used*)
When I was in high school, I *used to be* a member of the brass band.
- 1 I am going to pay someone to fix my oven next week. (*fixed*)
I am _____ next week.
- 2 John will take you home unless you have other plans. (*provided*)
John will take you home _____ other plans.
- 3 Finding work in a foreign country can be difficult. (*to*)
It can _____ work in a foreign country.
- 4 I hope that my project will be finished by Friday. (*have*)
I hope I _____ my project by Friday.
- 5 I went to the gym, then met my friend for breakfast. (*been*)
Before I met my friend for breakfast, I _____ to the gym.
- 6 Where should I go to get a travel money card, please? (*ask*)
_____ should go to get a travel money card, please?
- 7 It is not my plan to get married any time soon. (*getting*)
I _____ any time soon.
- 8 How long have you worked with my cousin? (*been*)
How long _____ with my cousin?
- 9 Everyone was in agreement that they would ask for a pay raise. (*agreed*)
Everyone _____ for a pay raise.
- 10 Who do you share an office with? (*shared*)
Who _____ with?

___ / 10

C Complete the sentences with the correct form of the verbs in parentheses. An example (0) has been done for you.

- 0 What *will you be doing* this time next year? (*do*)
- 1 We were listening to the band while we _____ dinner. (*have*)
- 2 Would you recommend _____ with a family or in a hotel? (*stay*)
- 3 Fortunately, I have never _____ my car _____ into. (*have* / *break*)
- 4 She _____ at the travel agency for 16 years. (*work*)
- 5 How many books _____ by the time you retire? (*write*)
- 6 I didn't use _____ salad as a child, but now I love it! (*eat*)
- 7 My neighbors' house _____ by their sons. (*paint*)
- 8 Let's meet outside the movie theater, unless it _____ then we'll meet inside by the box office. (*rain*)
- 9 I don't think I _____ with my parents by the time I'm 30. (*live*)
- 10 I _____ Latin for about four years, then I gave it up! (*study*)

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VOCABULARY

A Complete the sentences with one of the words from the box. An example (0) has been done for you.

affordable area bitterly deal envious especially heap knowledge put sensitive weigh

- 0 I love hot drinks, especially oolong tea.
- 1 I'm amazed there are so many schools in this residential _____; there aren't that many people who live here.
- 2 I really don't know why we _____ up with our neighbor's dog barking all day; we should say something to him.
- 3 My brother is _____ of my car, even though it took me five years to save up for it.
- 4 Unfortunately, my mother has no _____ of her family history.
- 5 My son and daughter-in-law are able to get their own home, thanks to the _____ housing that has recently been built in our area.
- 6 If you _____ out all the options, the first one is the cheapest but the second one is better.
- 7 It was great to have a really warm summer after such a _____ cold winter.
- 8 My wife often forgets to throw vegetable peelings on the compost _____.
- 9 For me, playing sports is the best way to _____ with stress.
- 10 I love animals and am very _____ toward injured or sick wild animals.

___ / 10

B Underline the correct word(s) in *italics* to complete the sentences. An example (0) has been done for you.

- 0 My dad is much more easy-going / *sensitive* than my mom – nothing bothers him.
- 1 Living in the *suburbs* / *rural* has a lot of advantages.
- 2 We were *thrilled* / *horrified* to hear our house had been robbed.
- 3 I was so ashamed *of* / *by* my brother when he was rude to the teacher.
- 4 I stood on my phone by accident and the screen *smashed* / *crashed*.
- 5 We're facing a great risk *of* / *to* snow.
- 6 Her parents are getting an additional car, but *merely* / *frankly* I don't know how they can afford to run their current one.
- 7 *Physique* / *Physical* exercise is not as good for you as eating healthily.
- 8 Some say our mental *health* / *ageing* decreases as we get older.
- 9 He always wanted to follow in his grandfather's *footsteps* / *feet* and become a journalist.
- 10 I love Maria's *loyal* / *down-to-earth* way of organizing a party – she's very practical!

___ / 10

C Find and correct the errors in the sentences. If there is no error, put a check mark (✓) next to the sentence. An example (0) has been done for you.

- | | |
|--|--|
| <p>0 He had a good bringingup with his grandparents. ☐
 <u>He had a good upbringing with his grandparents.</u></p> <p>1 Getting a phone upgrade is beneficial if you want a better camera and more storage. ☐</p> <p>2 Blue eyes walk in the family. ☐</p> <p>3 The car whirred as the driver slammed on his brakes. ☐</p> <p>4 This is the most ridiculously easy crossword puzzle I've ever done. ☐</p> <p>5 He has a reputation for being unreliable, but I have always been able to depend on him. ☐</p> | <p>6 It was absolutely dreadful the way their boss had treated them. ☐</p> <p>7 Obese rates have doubled since junk food has become more affordable. ☐</p> <p>8 We have sorted out all our problems and I'm happy with the outcoming. ☐</p> <p>9 Double glaze saves a lot of money on heating bills. ☐</p> <p>10 We bought plenty of disposable plates and cutlery to take on the picnic. ☐</p> |
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READING

A Read the article and then decide if the statements are true (T) or false (F). An example (0) has been done for you.

The Very Real Stress of International Day of the Book

If you have kids going to school in the US, you'll be all too familiar with International Day of the Book. It's a day which recognizes not only authors but also illustrators, books and reading in general. As the name suggests, it's a global celebration with more than 100 countries participating. It typically takes place on April 23rd, but as a parent, I can confidently tell you that the stress levels start way before that date.

Basically, the idea is that your little sweethearts happily walk to school dressed as their favorite character. And I must admit, some are truly inspirational. I can only hope to achieve something as ambitious as Dr. Seuss' The Cat in the Hat or Dumbledore from Harry Potter. As a working mother of three, I would love to have the time to search for the perfect costume, or better still make it from scratch at home. There is actually some amount of looking down on children who have come with a store-bought creation. It's almost regarded as cheating.

The reality is that first I have to convince my kid that their choice of costume might not necessarily be the best idea, usually because of how impossible it is to recreate. This is the first battle between parent and child. But if you're lucky, they will believe you when you say that there are many stories with a witch or a ghost in them. This is a victory on the part of the parent as it means that the same costume can be used for Halloween as well. If you're unlucky there will be a hurried look in every closet in your house and even a quick trip into town, to search for something that even slightly looks like their chosen character.

When the day itself comes and everything is laid out at the foot of the child's bed, it's still too early to relax. It all depends on what kind of mood your son or daughter is in when they wake up. The dream is that they'll jump up and be ready for school in a flash. On the other hand, you could be struggling to keep the costume on them until you at least enter the school gates. What they do after that point is none of your concern. You've done your part. The rest will be up to the teachers!

- | | | |
|---|---|-----|
| 0 | International Day of the Book is to appreciate the work authors do. | T/E |
| 1 | The writer is ambitious with her choice of costumes. | T/F |
| 2 | Many parents think home-made costumes are superior to store-bought ones. | T/F |
| 3 | The writer has to persuade her child to choose a costume she is able to make. | T/F |
| 4 | Unfortunately, Halloween costumes can't be used on International Day of the Book. | T/F |
| 5 | Once a costume is prepared, children are always eager to wear them to school. | T/F |

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B Read the article, then fill in the blanks in the sentences with words from the text. An example (0) has been done for you.

The Customer Is King

In the competitive world in which we live, organizations must understand the needs of clients and provide the best service possible.

At this year's National Customer Service Awards, James Bradley, 18, who works at HSBC, is an example of how even those who have been with a company for a relatively short amount of time are able to make a big impact on how people see the bank.

Lorraine Agnew, who is program director of the awards, pointed out that customer service is becoming increasingly important in the decisions companies make. She said, 'In fact, more and more businesses are expected to provide shareholders with detailed information on the quality of their customer service.' The reasons generally fall into three categories: clients being more sophisticated in what they need, products becoming more alike and action by regulators.

In this year's awards, there seems to have been a move toward companies trying to understand the real needs of their clients. An example of this can be seen at Citibank. Previously it had disallowed any more than \$5 being paid in coins. The fear was that it would result in long lines at their banks. It then realized that many people actually save their spare change and want to be able to deposit it at the bank. It's now up to the individual branch whether they will allow customers to do this, and it is often down to how busy it is at that time.

The businesses most willing to improve customer service are those which are currently suffering. Railway companies fall into this category. Communication is key in an industry which often sees its customers facing disruption on a daily basis. It is vital that they tell the customer exactly what is going wrong, why and what the company is doing to make the situation better.

Customer service is also important in the public sector. Local authorities now understand this. The lack of competition or need to make a profit doesn't mean that they can get away with bad customer service. Customers and staff can benefit from the feel-good factor and the reputation of the service which has to be good for everyone.

- 0 A relatively new staff member can have a big impact on the customer service of a company.
- 1 Companies are having to prove to their _____ that they are able to provide a good quality of customer service.
- 2 There is a growing trend for organizations to actually listen and respond to their clients' _____.
- 3 At Citibank, customers who want to pay in more than \$5 in change is a decision for the _____ to make.
- 4 For failing businesses the most important things is _____ with their customers.
- 5 Even with organizations in the public sector, good customer service can result in them having a good _____.

___ / 5

LISTENING



5 A Listen to six people talking about a dangerous or frightening situation they had found themselves in, and match the speaker to the summary below. There is one extra summary that you will not need. The first extract is an example.

- | | | |
|---|-----------|----------|
| a They didn't know how to help the situation. | Speaker 1 | <u>g</u> |
| b Something worse happened the following day. | Speaker 2 | — |
| c There wasn't anyone around to help. | Speaker 3 | — |
| d The situation lasted for two days. | Speaker 4 | — |
| e They found help nearby. | Speaker 5 | — |
| f They had an accident despite being prepared. | Speaker 6 | — |
| g It was an accident. | | |

 / 5



6 B Listen to a lecture on sleep and then complete the notes below. An example (0) has been done for you.

- 0** Sleep has an influence on biological processes that impact the heart.
- 1** People who sleep fewer hours are _____ likely to put on weight.
- 2** Sleeping in occasionally is not believed to be _____ to people's health.
- 3** Blood sugar control worsened for those who consistently slept for _____ hours a night.
- 4** The trial monitored food consumption, light _____ and _____ in the lab.
- 5** The group had more _____ sleep when they were allowed to sleep as much as they wanted on the weekends.

 / 5

WRITING

A Write an article for an online website giving advice about how to become a more eco-responsible shopper. Consider the following points:

- re-using
- recycling
- packaging
- shopping bags

Write 250–300 words.

___ / 5

B Some schools already provide free lunches for their students, while others consider it a waste of resources. Write an essay and discuss the two views of providing free lunches for all students and give your own opinion. Consider the following points:

- Whose responsibility it is to provide lunch
- The benefits to the families
- The cost
- The quality of the food

Write 200–250 words.

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Total: ___ / 90