

Back Office Program
English & Customer Service

November 9th, 2021

Total points: 63 points

Percentage: 15%

Student's name: _____

Instructions:

- Deadline: 12:00 p.m. / 9:30pm
- This evaluation has five different sections. Make sure you complete them at all.
- Please read the instructions for each section before answering.
- To submit the test click on the "**Finish**" button at the end of the worksheet.
- **Tests** submitted after the deadline **will not be graded**.

Section 1: Choose the correct option to complete these sentences. (8 points total, 1 point each correct answer.)

1. I'm really looking forward to **seeing you / to see you** at the weekend.
2. I promise not **to tell anyone / telling** anyone .
3. I must remember **to call Dad / calling Dad** on his birthday.
4. The thing I most **enjoy to do / doing** at the weekend is sleeping.
5. Do you remember **to come here / coming here** when you were two?
6. You can't pretend **to be eighteen / being eighteen** – you only look twelve!
7. What do you want **to give Mum / giving Mum** for her birthday?
8. I need to stop **doing my homework / to do my homework** late at night – I keep making terrible mistakes!

Section 2. Read the following text carefully and fill in the blanks with the correct preposition (**in, at, on**). (13 points total, 1 point each correct answer.)

My father's name is Jack. He is a math teacher in an elementary school. (1) _____ the mornings he usually gets up (2) _____ 6:30 am. But this is only (3) _____ weekdays because (4) _____ the weekend he gets up later. (5) _____ Tuesdays and Thursdays he has lunch in the school (6) _____ 12:30 pm because he has

lessons both (7) _____ the morning and (8) _____ the afternoon. The other days he finishes work (9) _____ noon, so he comes home for lunch. He sometimes corrects exercises (10) _____ the evenings after dinner. My father has his holiday (11) _____ August, but he also has a two-week holiday (12) _____ Christmas and one-week holiday (13) _____ Easter. He has a difficult job, but he loves it.

Section 3. Fill in the blanks choosing the right tense **Past Simple or Present Perfect** for the verbs in brackets. (20 pts total, 1 pt. each correct answer.

1. Michael _____ (**buy**) fruits in the supermarket yesterday.
2. My mother _____ (**not / arrive**) from the church yet.
3. Last year, we _____ (**visit**) our family on vacation.
4. Ryan and Rachel _____ (**not / pay**) the rent last month.
5. Katrina is 25 years old and she _____ (**not / drive**) a car in her life.
6. It _____ (**not / rain**) last night.
7. Diego _____ (**not / do**) the exam last week.
8. Helen _____ (**not / clean**) the house yet.
9. I _____ (**forget**) your birthday. I'm sorry.
10. The students _____ (**not / eat**) their lunch yet.
11. I _____ (**read**) three books so far this year.
12. Carlos _____ (**not / call**) since March.
13. Sarah _____ (**invite**) me to her last birthday party.

14. Last time I _____ (**go**) to Mexico I was 12 years old.
15. I _____ (**lose**) my wallet yesterday and I _____ (**not find**) it yet.
16. You _____ (**not / talk**) to me last week. Why?
17. What countries have you gone to this year? I _____ (**be**) to Australia and Canada.
18. When I _____ (**open**) the door, my dog went out running fast.
19. Have you _____ (**see**) my book? I can't find it.

Section 4. Listen to the audio and complete the statements/questions with the modals and verb form you hear. (10 pts total, 1 pt. each correct answer).

couldn't / must / might / may / should / take / go / get / help / see

1. We _____ a movie later today.
2. Jean _____ his car started.
3. This _____ an hour to finish.
4. _____ I _____ you?
5. The doctor said you _____ on a diet!

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Rubric

	Below Expectations (1)	Needs Improvement (2)	Meets Expectations (3)
Sentence Structure	Too many errors in grammar, usage, or sentence structure made it hard to read. Sentences aren't complete and they have no or little development.	There were a few errors in the sentences. All of your sentences were complete, but very few were underdeveloped.	Your words, phrases, and sentences were ALL complete. Each sentence supported the other and you had smooth transitions between your thoughts.
Spelling	Writing contains numerous errors in spelling which	Frequent errors in spelling distract the reader	The writing is essentially error-free in terms of spelling.

	interfere with comprehension.		
Writing: Organization	Demonstrates limited coherence, clarity, and/or cohesion	Demonstrates some coherence, clarity, and/or cohesion. Includes logically grouped ideas.	Demonstrates purposeful coherence, clarity, and cohesion. Includes well-executed logical progression of ideas.
Completeness	It does not include much of the information needed to complete the task.	Includes almost all the information needed to complete the task	Includes the information needed to complete the task.