

Student: _____

Date: _____

TEST UNITS 1 & 2



Prof / Lic
Cinthia Herrera

1 Complete the sentences with the correct form of a word/phrase from the box. There are two words/phrases that you don't need.

cc somebody – confidential – delete – emoticon – handwriting – handwritten –
inbox – in tray – postage stamp – punctuation – text – stationery

- 1 The only people my parents receive _____ letters from these days are other elderly relatives.
- 2 You never know when you'll need to post something, so it's handy to keep some _____ in your wallet.
- 3 If you're going to the _____ cupboard, could you pick up a few red pens for me, please?
- 4 I'm sorry, but I can't reveal what Harry told me – it's _____.
- 5 In today's English lesson, we revised the rules for using _____.
- 6 When Katya got back to her desk after lunch, she had twenty emails from her boss in her _____.
- 7 Sanjay tends to use loads of _____ in messages to his friends. The smiley face is my favourite!
- 8 Your _____ isn't very clear, so I'm not sure if your shopping list said 'chips' or 'crisps'.
- 9 Yiannis had far too many photos on his smartphone, so he had to _____ some of them.
- 10 Our boss wasn't too happy about us sending _____ to family and friends during working hours.

2 Choose the correct words in the sentences below.

- 1 I'm sorry I'm late. **Have you waited / Have you been waiting** long?
- 2 Phone apps **have become / have been becoming** a popular way of organizing information.
- 3 **I've always been knowing / I've always known** that I'd never move away from my hometown.
- 4 Kazumi **has done / has been doing** research for her project for many months now.
- 5 We **have had / have been having** some concerns about our uncle's health for some time.
- 6 Spellcheckers **have made / have been making** life easier, especially for people with poor spelling.
- 7 Maria **has been eating / has eaten** healthily recently in an attempt to lose some weight.
- 8 Scientists **have been discovering / have discovered** a cure for one of the world's most serious diseases.
- 9 **Hasn't Stefan been realizing / Hasn't Stefan realized** that it's too late to apply for the job now?
- 10 **I've been meaning / I've meant** to call you for ages, but I never seem to find time.

3 Choose the correct expression.

- 1 A I'm not exactly comfortable at the thought of having another job interview next week.
B I'm sure you'll be fine. Just make sure you ask them some **appropriate / entertaining / awkward** questions.
- 2 A We've got a meeting with Magda later this morning, and I haven't prepared anything.
B Well, I wouldn't worry! I'm sure she'll **establish / offend / dominate** the conversation as usual!
- 3 A I really **made a good impression / put my foot in it / hit it off with** my mother-in-law yesterday.
B Again? You're always saying something stupid when she's around!
- 4 A How did you get on with your date last night?
B Not great! There were lots of **appropriate / entertaining / awkward** silences.
- 5 A I'm so disappointed in you! How could you take my car without checking with me first?
B I'm really sorry. But let's not **make small talk / have a row / have a misunderstanding** about it.

4 Put the words into the correct order to make questions.

- 1 New York / you / how / for / have / lived / long / in ?
- 2 is / where / Lola / you / do / to / know / going ?
- 3 yesterday / talking / what / about / Ollie / was ?
- 4 know / you / the / did / Middle East / which / are / gestures / rude / in ?
- 5 that / who / in / London / said / was / and / John / brought up / born ?

5 Drag and drop the phrases to complete the mini-dialogues.

Could you call me back on my landline?
I'm afraid you've caught me at a bad time.
Just bear with me a moment.

I'd better get off the phone.
I'm losing you again

Bank Hello, Mrs Wilson. Is it convenient to talk to you at the moment?

Woman _____. I'm in a bit of a rush to catch a train, actually.

Man So in the end, it was really expensive and not worth it, in my opinion.

Woman _____. The coverage where you are can't be very good.

Man Yes, it's awful sometimes! I'll call you later.

Mum Hi, Julia, I'm phoning about Grandma's party.

Daughter Sorry, Mum ... my battery's about to die. I forgot to charge my phone. _____.

Mum Sure. Just give me a few minutes.

Mechanic So, according to our records, your car service was due just over seven months ago.

Customer No, I had it done recently. _____. Yes, I've got the invoice here. The service was carried out on 8 May.

Mechanic Oh, I see. I do apologize.

Dad ... and that's what we did for our holiday.

Daughter Dad, I've got a lot of work to do ... my essay's due in on Friday. _____.

Dad No problem. I'll let you get on.

6 Read the article from a travel magazine in which five people talk about barriers to intercultural communication. Which person ... ?

- 1 says that in some cultures direct agreement or disagreement may be seen as rude ____
- 2 thinks that the impressions some people form about other cultures can be damaging ____
- 3 highlights how different behaviours can lead to a breakdown in communication ____
- 4 mentions problems to do with personal space ____
- 5 explains why people from some cultures may run behind schedule ____

A. KATERINA

People may be offended if they're not familiar with the differences in body language across cultures. I don't like to speak in such general terms, but people from some parts of the world do tend to stand closer to others than some people may feel at ease with. The same thing applies to making eye contact, and even smiling. Body language can be a major source of misunderstanding.

B. SANJEEV

I think feelings and emotions play a big part in misunderstandings between cultures. For example, individuals from some countries, like the United Kingdom, typically like to keep their emotions under control. People in Mediterranean countries, however, are more enthusiastic about showing their feelings. Although seemingly unimportant, this difference can lead to anxiety and even fear among some people and, in some cases, people may completely stop attempting to communicate.

C. AOIFE

I'd say the level of context is pretty important. Most English-speaking cultures are low-context, which means that they express a message in a clear and open way. In these cultures, saying 'no' when that's what you really mean is considered appropriate. But some high-context

Asian cultures expect the listener to understand the meaning from the situation. So, an Asian person might say 'yes' or 'maybe' when they actually mean 'no'. One reason for this is that it's considered bad manners to refuse outright.

D. DIMITRIS

Well, time's a bit of a problem area, isn't it? I mean not all cultures think about it in the same way. In North America, for instance, being on time is considered to be very important indeed, whereas other cultures place more importance on people and relationships. What this translates to in real life is that a North American would cut a conversation short if they had to be somewhere else for an appointment, while a person from Latin America would finish their chat even if it meant they'd be running slightly late for their next meeting.

E. MAYA

As far as I'm concerned the biggest barrier to intercultural communication is the stereotypes we believe – the ideas people already have about other cultures. These can really cause communication problems, not to mention offence. The belief that your own culture is somehow better can lead you to look down on others and not treat them with respect. And you can just imagine the problems that could cause in all walks of life.

7 Complete the sentences with the correct form of a verb from A and a preposition from B.

A
contribute disapprove hear
prevent rely

B
from of (x2) on to

- 1 Many people _____ Cathy's decision to marry her boyfriend, as they'd only just met.
- 2 No matter what I need, I know I can always _____ my sister for help.
- 3 We were _____ travelling last weekend due to the severe weather conditions.
- 4 I haven't _____ Ian Lewis. Is he the actor in that new drama on Channel 2?
- 5 Factors such as staff shortages _____ the failure of the project last year.

8 Listen and decide if the speaker is British (B) or North American (NA).

1 better _____ 2 tomato _____ 3 long _____
4 aunt _____ 5 chance _____

9 Choose the correct answer to complete the text. Write A, B, or C.

Travelling alone for the first time 1 _____ me with a wave of conflicting emotions. When I set out to travel around Europe alone, I 2 _____ what to expect. I wasn't well travelled – I'd only been abroad once on a family holiday. No one I knew 3 _____ this before either, so there was no one to get advice from. To make up for how unprepared I felt, I followed my guidebooks and got used to it all by going on some tours.

The guidebooks were useful for a general overview of a destination, but one day as I 4 _____ round yet another town square, I suddenly 5 _____ that there 6 _____ more to travel than reading out-of-date information from a thick guidebook. So I 7 _____ to leave the book to one side. That was one of the best decisions I 8 _____ during my time away. I much preferred to get information from local people. Another thing that I realized was that it was best to go with the flow and not worry about strict schedules. Sometimes it was simply the case that I 9 _____ to fit in too much in one day and I just ended up getting stressed. And it was when I 10 _____ around quite so much that I had some of my sweetest travel moments.

- | | | | |
|----|-----------------|-------------------|---------------------|
| 1 | a. was filling | b. filled | c. had filled |
| 2 | a. didn't know | b. wasn't knowing | c. haven't known |
| 3 | a. did | b. was doing | c. had done |
| 4 | a. walked | b. was walking | c. had walked |
| 5 | a. thought | b. was thinking | c. had thought |
| 6 | a. had to be | b. had had to be | c. was having to be |
| 7 | a. was deciding | b. decided | c. had decided |
| 8 | a. made | b. had made | c. was making |
| 9 | a. planned | b. was planning | c. had planned |
| 10 | a. didn't rush | b. hadn't rushed | c. wasn't rushing |

10 Complete the sentences with the correct past perfect form of the verb in brackets.

- 1 We _____ for about two hours when we ran out of petrol. (drive)
- 2 _____ Steve for a long time when you went into business together? (you / know)
- 3 Unfortunately, Lisa and Ollie _____ preparing the meal when their guests arrived. (finish)
- 4 Because Zainab _____ all day, she really needed a break. (study)
- 5 Ted was upset when his parents cancelled their arrangement. He _____ to take them out for dinner. (want)