Test U5 - Preparation

Vocabulary

Complete these sentences with words from the list. Change the form of the word if necessary.

guarantee	require	assist	provide
serve	monitor	care	satisfy	expect

1 Can you _____ that the package will arrive within 24 hours?

2 The _____ was rather slow at that new restaurant, but the food was good when it arrived.

3 As part of your fitness check, we attach this machine to your chest and it allows us to _____ your heart.

4 In a recent survey we found that callers' levels of _____ with the call centre were below average.

5 With over 300 products in stock, we're sure you'll find something to meet your _____.

6 We not only want to meet the _____ of our customers, we also want to exceed them.

7 I asked the shop _____ for help, but she was very rude to me.

8 Our customer _____ policy is there to ensure your complete satisfaction.

9 What kind of after-sales support does your company _____ for its customers?

2 Complete the sentences with the prepositions from the list.

about *at* *back* *for* *forward* *in* *on* ~~*to*~~

1 Hello, I'm calling ___*to*___ arrange a meeting at your hotel.
2 It's _____ our appointment at four today. Something's come up.
3 Is Tuesday any good _____ you?
4 Sorry, but I'm not free _____ one. Maybe later in the day?
5 I'm afraid I can't come _____ Thursday.
6 I'm busy next week, so can we move it _____ to the week after?
7 Instead of the afternoon, why don't we bring it _____ to the morning?
8 Can we make it later _____ the week?

LIVEWORKSHEETS

Grammar - Future forms

A **Match each item on the left with an item on the right.**

1 As you know, we**'re going to increase** our special offers.
2 We**'re leaving** at five o'clock on Friday morning.
3 Most probably, airport hotels **will become** increasingly popular.
4 Hold on. I**'ll call** our Travel Department and find out for you.
5 Flights **are going to be** delayed again.

a) Look at the fog!
b) They know everything about Apex tickets.
c) They couldn't get us a later flight this time.
d) We are about to start advertising.
e) Many of them have been designed with the business traveller in mind.

B **Study the words in bold in exercise A. Then decide which sentence, 1 – 5, illustrates each of the meanings, a) – e), below.**

a) instant decision sentence 4
b) pre-planned decision .....
c) prediction based on present evidence .....
d) general prediction / opinion about the future .....
e) future arrangement (diary future) .....

C **Put the words and phrases in the correct order to make sentences.**

1 as soon as / a ring / I arrive / I'll give / in Brussels. / Mr Dupuis
2 I'll / If / is delayed, / miss / my flight / the presentation.
3 a better hotel. / going to / I find / I'm / stay here / until
4 you advise / I'll / in May / not to go. / our Chinese suppliers / unless / visit / me
5 again. / and visit / you are / in Copenhagen / our headquarters / Please come / when

https://www.ecenglish.com/learnenglish/lessons/future-time

LIVEWORKSHEETS

Listening

A 2.6, 2.7 **Philippa Knight, Sales Director at The Fashion Group in New York, makes two telephone calls to Maria Bonetti, a fashion buyer in London. Listen and note: a) the purpose of each call and b) the result.**

B 2.6 **Listen to the first call again and complete the extract below.**

Philippa I'm calling because I'll be in London next week and .... [1] to see you. I want to tell you about our new collection.

Maria Great. What .... [2]? I'm fairly free next week, I think.

Philippa .... [3]? In the afternoon? Could .... [4] then?

Maria Let me look now. Let .... [5]. Yes, that'd be no problem at all. .... [6] 2 o'clock? Is that OK?

C 2.7 **Listen to the second call again and complete the extract below.**

Receptionist Thank you. I'm putting you through. Hello, I'm afraid she's engaged at the moment. .... [1] or can I take a message?

Philippa I'll leave a message, please. The thing is, I should be meeting Ms Bonetti at 2 p.m, ... [2] . My plane was delayed, and I've got to reschedule my appointments. If possible, ... [3] tomorrow. ..... [4] in the morning. .... [5] here at the hotel, please?

Receptionist Certainly. What's the number, please?

Philippa It's ..... [6] .

LIVEWORKSHEETS