



ENGLISH PROGRAM FOR CALL CENTER MINEC-ITCA

ENGLISH TEST 2

STUDENT'S NAME: _____

INSTRUCTOR: LIC. NEHEMIAS REYES

LEVEL: B1

GROUP: 08

OBJECTIVE: To evaluate student's progress about unit 1 to 8.

LISTENING SECTION

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS.

1. What is the main topic of this conversation?
 - A. computer sales negotiations
 - B. a Webinar
 - C. a preliminary interview

2. What did Mr. Taylor probably do in his previous job?
 - A. He worked as a custodian.
 - B. He managed the sales department.
 - C. He created YouTube videos.

3. Mr. Taylor thinks that Java is _____.
 - A. a kind of beverage
 - B. a computer game software
 - C. a Web page authoring program

4. The company manager _____.
 - A. is going to call Mr. Taylor in a few days
 - B. isn't going to consider Mr. Taylor for the job
 - C. has to talk to his colleagues

5. What is the best word to describe Mr. Taylor?
 - A. uninformed
 - B. on the ball
 - C. high achiever

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

6. What is the man's main problem with his computer?

- A. It has a lot of junk software.
- B. It crashes a lot.
- C. His computer has a virus.

7. The computer warranty _____.

- A. doesn't cover software issues and problems
- B. has expired
- C. isn't valid because the man didn't register the computer

8. The conversation suggests that _____.

- A. it doesn't provide long warranties
- B. they sent the man the wrong computer
- C. they are understaffed to handle customer complaints

9. The main selling point of the second company is that _____.

- A. their products are the newest on the market
- B. the computers are cheaper than their competitors
- C. the company manufactures secure and trustworthy machines

10. What is the name of the second company?

- A. Turbo Command
- B. Turban Commando
- C. Turner Computers

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

11. The young man needs a new phone because _____.

- A. someone stole his last one
- B. his phone is an older model
- C. his parents took his last one

12. How many phones does the young man already have?

- A. two
- B. three
- C. four

13. According to the conversation, what are the young man's parents like?

- A. friendly
- B. kind
- C. generous

14. What do his parents want their son to do to get a phone

- A. ask his brother if he can use an old phone
- B. take out money from his bank account
- C. find a job and work to earn money

15. What is the BEST word to describe the young man's personality?

- A. self-centered
- B. mean
- C. talkative

GRAMMAR SECTION

Put the verb into the gerund or the infinitive with 'to'.

1. I couldn't sleep so I tried _____ (drink) some hot milk.

2. She tried _____ (reach) the book on the high shelf, but she was too small.

3. They tried _____ (get) to the party on time but the bus was delayed.

4. We tried _____ (open) the window, but it was so hot outside it didn't help.

5. He tried _____ (get) a job in a newspaper firm but they wouldn't hire him.

6. He tried _____ (get) a job in a newspaper firm but he still wasn't satisfied.

7. You should stop _____ (smoke). It's not good for your health.

8. We stopped _____ (study) because we were tired.

9. They will stop _____ (have) lunch at twelve.

10. We stopped _____ (have) a rest, because we were really sleepy.

11. Oh no! I forgot _____ (buy) milk.

12. Please don't forget _____ (pick) up some juice on your way home.

13. I forgot _____ (lock) the door, but I'm sure I must have locked it.

14. Have we studied this before? I've forgotten _____ (learn) it.

15. Please remember _____ (bring) your homework.

16. I remember _____ (go) to the beach as a child.

17. Finally, I remembered _____ (bring) your book! Here it is.

18. Do you remember _____ (eat) steak in that little restaurant in Rome?

19. I regret _____ (tell) you that the train has been delayed.

20. I regret _____ (tell) Julie my secret; now she has told everyone.

Fill in the blanks with the correct form of the verb. Use active or passive voice.

1. A lot of old songs _____ on the radio last week. (PLAY)
2. The President _____ about the coup in Central America. (JUST INFORM)
3. If I _____ you I wouldn't go to the meeting. (BE)
4. The bank manager told me that the house _____ for. (NOT PAY)
5. I _____ the guitar since I was in nursery school. (PLAY)
6. Margie is very happy because she _____ an engagement ring from her boyfriend. (JUST RECEIVE)
7. I _____ after the children while the garage _____. (LOOK, REPAIR)
8. When Jane came to the office, she found out that her boss _____. (ALREADY LEAVE)
9. Please don't interrupt us. We _____ an important conversation. (HAVE)
10. I reported to the police that my stamp collection _____ the week before. (STEAL)
11. A short time after the pedestrian _____ by the car the ambulance _____. (HIT, ARRIVE)
12. When Mr Kennel entered the room, emails _____ by his assistants. (TYPE)
13. Dad _____ for over three weeks. (NOT SMOKE) 14. He normally _____ up on his own but yesterday he _____ by his mom. (WAKE, WAKE)
15. They usually _____ visitors at the hospital. (NOT ALLOW)
16. All the houses in our street _____ every year during the Christmas season. (DECORATE)
17. India _____ independence in 1947. (GRANT)
18. They _____ in southern Italy since the end of the war. (LIVE)
19. I _____ a car by the garage so that I could drive home. (GIVE)
20. Tom's father is an excellent athlete. He _____ some sort of sport every day. (DO)