PROGRESS TEST 2

Topic: Money and payment, *have something done*

NAME: _____ **DATE:** _____

FORM: _____**11**_____ **MARK:** ____/ **51** points=_____

Listening

1 Listen to five people talking about their problems while travelling. Match the speakers 1–5 with the problems A–F. There is one problem you do not need.

Speaker 1 _____

Speaker 2 _____

Speaker 3 _____

Speaker 4 _____

Speaker 5 _____

A This person had to travel by car because there wasn't any public transport to his/her destination.
B This person was unhappy about his/her accommodation.
C This person was late for an important appointment.
D This person was told that his/her service was not running after a delay.
E This person fell asleep on the train and got off at the wrong station.
F This person didn't get the type of seat he/she had asked for.

Points __/5

Everyday English

2 Complete the dialogue with the correct words below. There are five words that you do not need.

complaints control dirty hot noisy see small TV unacceptable Wi-Fi

A Hello, front desk.

B Hello. I want to complain about my room. It's really too [1]_____ for two people. And it's quite [2]_____ too. Are you sure the cleaners have been in since the last guest left?

A I'm not sure, sir. I'll try and find out.

B There's also a problem with the [3]_____ – I can only get the shopping channel.

A I must apologise.

B But what are you going to do? This is simply [4]_____ !

A I'll [5]_____ what I can do to sort these problems out, sir.

Points ___/5

LIVEWORKSHEETS

Grammar

3 Complete the sentences with the correct form of *have something done* and the words in brackets.

1 Adrian went to the optician's to _____ (his eyes / check).

2 Before they went on holiday, they _____ (their car / service).

3 I was so upset when I _____ (all my money / steal).

4 They _____ (their office/ clean) every day.

5 We _____ (our food/ deliver) on Fridays.

6 Mary _____ (her car/ wash).

Points __/6

4 Complete the sentences with reflexive pronouns.

1. Jason had to see a doctor because he cut _____ while cooking.
2. Katherine bought _____ a new party dress for New Year's Eve.
3. Did you bake this cake _____ , Carol? It's delicious!
4. Mr and Mrs Pitt really enjoyed _____ on their holiday in the Bahamas.
5. We won't paint the house _____ . We'll ask some professional decorators to do it.
6. I did this exercise all by _____ .

Points __/6

Vocabulary

5 Complete the sentences with the words below. There are four words that you do not need.

around at back bargains by cash credit card out price
receipt refunds sale stock till

1 Can I take this jacket _____ to the shop, even though I've lost the _____?

2 'Do you always shop _____ to get the best deal?' 'Yes, and I've got some fantastic _____ this year!'

3 I'd like to pay _____ cheque. I haven't got enough _____.

4 We bought a new desktop computer _____ PCVillage for £500 last month, and now it's on _____ for £250. I'm so annoyed!

5 I'm afraid we've sold _____ of that range of skincare products – but they will be back in _____ soon.

Points __/10

LIVEWORKSHEETS

Reading

6 Read the text. Choose the correct answers.

Advertising in the information age

As new forms of communication are developed, so the world of advertising is changing in response. Basic ideas which advertisers have always believed are being challenged. For example, it used to be said that the more people you reached, the better it was for your business. Not any more!

Today, people are bombarded by information from television, the Internet, newspapers, magazines and countless other media sources. A marketing campaign has to be good to stand out amongst all of these competing messages. Because of this, businesses should aim to get their message not to the *most* people, but to the *right* people. This is especially important for small businesses – but how can they do this?

Instead of buying expensive advertising space in magazines, or investing in radio and television airtime, the latest advice is to advertise only to potential customers. If you own a local hairdresser's, for example, it is better to post leaflets to all the households in your neighbourhood than to advertise on national television. Ask shops that attract similar customers, such boutiques or cosmetics shops, to keep your brochures next to their tills. In exchange, you can do the same for them.

Forget general messages; advertise current offers instead. 'Have your hair coloured and get a twenty per cent discount throughout January!' will work better than 'Great hairstyles to suit all tastes'. Find out about local events and use them in your promotion. Messages like 'Wouldn't you love a cool new hairstyle for your school graduation next month?' will show that you know your customers and are familiar with their needs.

Use the Internet. A website is a cost-effective way of communicating a lot of information: the location of your business, your opening times, your prices, your staff, and so on. That way, you can print simpler brochures. People rarely bother to read advertising literature with too much information. Simply print your main message and add your website address. Potential customers who want to know more about you will know where to look.

Finally, make use of your customers. Make sure they are happy with your services, and ask them to recommend you to their friends. Ask them for their email addresses so that you can keep them informed about special offers. If they agree, there is a good chance that they will forward your emails to their friends. Word of mouth is the best advertising there is.

1. According to the author, these days it is a challenge to

a) attract customers' attention to your business.

b) get your advertising message to as many people as before.

c) advertise on every source of media.

d) find the best possible people to advertise for you.

2. The author's opinion is that you should

a) tell potential customers to find out about your business themselves.

b) include all the important facts about your business on your leaflets.

c) always include your website address on your leaflets.

d) do all your advertising on the Internet.

LIVEWORKSHEETS

3. **According to the author, the most effective way to advertise is to**
   a) buy advertising space in different media.
   b) speak to other businesses who are likely to become your customers.
   c) mail people living near your business.
   d) target the people who are most likely to become your customers.

4. **The best advertising messages**
   a) refer to current promotions.
   b) are aimed at students.
   c) offer massive price reductions.
   d) include lots of useful information about your business.

5. **The author says you can make sure that your customers help you to advertise your business by**
   a) asking them to advertise your business for a small fee.
   b) providing them with a good service.
   c) asking them for their friends' email addresses so that you can reach more people.
   d) getting their feedback so they can change things they are not happy with.

Points ___/10

Writing

7 **Answer the following questions on advertising:**

- What factors are essential in making a good advertisement?
- Do you think advertising influences you? How?
- What would the world be like without advertisements? What would be the positive consequences? What would be the negative consequences? ***(60-80 words)*** **Points ___/9**

Self-Evaluation

Predict your mark: 1 2 3 4 5 6 7 8 9 10

The most **interesting** task was _____.

The most **challenging** task was _____.

LIVEWORKSHEETS