

Match sentences 1–6 with the sentences in the box. Then underline the events that happened first.

I hadn't studied. He woke up in the hospital.	He'd missed his flight. The party was over.	I had lost it. The movie had ended.
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|----------------------------------|--------------------------|
| 1 I failed the exam. | <u>I hadn't studied.</u> |
| 2 The money wasn't in my pocket. | _____ |
| 3 He'd had an accident. | _____ |
| 4 He arrived 10 minutes late. | _____ |
| 5 I left the theater. | _____ |
| 6 Everyone had left. | _____ |

Read the story below. Put the events in the correct order. Then decide: Is it a personal tragedy, a feel-good story, or a family saga?

- _____ His parents are very worried.
- _____ 1 A young boy goes fishing with his dog.
- _____ The boy is missing for 12 hours.
- _____ After a few hours, the boy gets lost.
- _____ The parents are very happy.
- _____ Luckily, the dog helps him find his way home again.

Complete the sentences. Use the words in parentheses () and the correct form of the phrasal verbs in the box.

cheer up	get together	go ahead	hang-out
make up	mess up	split up	

- 1 Luis and his friends were going to hang out (going to) at the mall last night, but the mall closed early.
- 2 I _____ (going to) with my friends for a movie, but I was held up.
- 3 The band _____ (going to) after their June concert, but they played together for one more year.
- 4 Charlie wasn't feeling well, but his parents _____ (going to) with the party. Then they changed their minds.
- 5 The party _____ (supposed to) Elisa, but it didn't. She was still sad.
- 6 Jessica _____ (going to) an excuse for missing the test. But in the end she told the truth.
- 7 Updating the operating system _____ (not supposed to) my phone, but it sure did. It won't even turn on now!

Read the reactions to a problem. Circle the correct words. Then label each sentence *reaction*, *escalation*, or *resolution*.

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|--|-------------------|
| 1 There is / <u>is there</u> someone <u>else</u> / more I can speak to about this, please? | <u>escalation</u> |
| 2 I 'm not / don't get it. | _____ |
| 3 I'm just glad that / that's settled. | _____ |
| 4 You can / Can you check again, please? | _____ |
| 5 That's / This is quite all right. | _____ |
| 6 Will / Would you mind take / taking another look? | _____ |
| 7 I don't get / understand. | _____ |
| 8 There can / must be something you can / must do. | _____ |
| 9 There might / must be a / some kind of mistake. | _____ |
| 10 I like / 'd like to speak to manager / the manager, please. | _____ |

Complete the sentences with words from the box.
There may be more than one answer.

family saga	horror story	personal tragedy
tall tale	feel-good story	human interest story
mystery	hard-luck story	love story
success story	tear jerker	



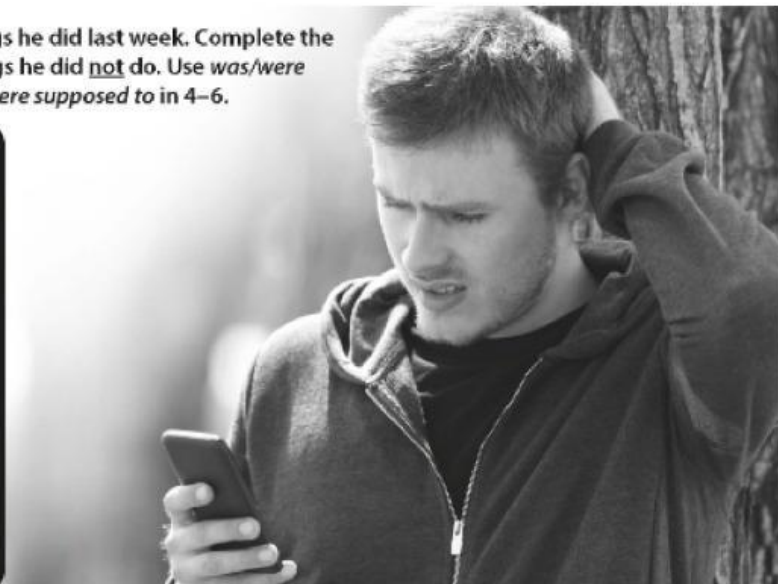
- 1 This kind of story is long and is about many different family members and events. family saga
- 2 In this kind of story, the main character faces death, injury, or great difficulties. _____
- 3 In this kind of story, we feel sorry for the problems someone has. _____
- 4 This kind of story is about two people who develop strong positive feelings for each other. _____
- 5 This kind of story is about someone who has a lot of achievements. _____
- 6 This kind of story is about something strange or unusual that happened. _____
- 7 In this kind of story, someone tells us something he or she says is true, but that is hard to believe. _____
- 8 This kind of story is intended to make us feel sorry for the person who tells the story. _____
- 9 This kind of story gives people happy feelings about life. _____
- 10 This kind of story surprises people and makes them afraid. _____
- 11 In this kind of story we connect emotionally with a person's problems, concerns or achievements. _____

Complete the phrasal verbs with *ahead*, *down*, *out*, *forward*, or *together*.

- Jess** Hi, Leo. What happened last night? We all got ¹ together at the new pizza place in town. We thought you were coming but then we gave ² _____ on you.
- Leo** Yeah, I know. Sorry I let you ³ _____. I don't mean to make ⁴ _____ excuses, but yesterday was just the worst day. First, my car was stolen. I ended ⁵ _____ taking three buses to Gina's place. Then she split ⁶ _____ with me.
- Jess** Really? I'm so sorry. That's terrible. A day like that could mess ⁷ _____ your whole month.
- Leo** Thanks Jess. Right now I'm just trying to stay positive. Anyway, I'm headed to lunch now. Should I wait for you or go ⁸ _____ without you?
- Jess** Don't wait. I'm going to be held ⁹ _____ here a little longer. Do you want to do something later today, maybe to cheer you ¹⁰ _____?
- Leo** Thanks, but tonight I'm going to hang ¹¹ _____ with my family. And I also feel like I'm getting a cold.
- Jess** Well, I'm sure you're looking ¹² _____ to your vacation at least. Vacations always make me feel better.
- Leo** Definitely. After all this it will be nice to get away for a couple of days. But let's get ¹³ _____ when I'm back.

You are the owner of a clothing store. Last week, a sales clerk in your store was rude to a customer. Write an apology to the customer. Use the email in exercise 3A as an example.

Manuel checked the things he did last week. Complete the sentences about the things he did not do. Use *was/were going to* in 1–3 and *was/were supposed to* in 4–6.



- 1 He was going to buy a new jacket _____, but he didn't.
- 2 _____, but he didn't.
- 3 _____, but he didn't.
- 4 _____, but he didn't.
- 5 _____, but he didn't.
- 6 _____, but he didn't.

Jason is in a store and is speaking to Alma at the cash register. Put the sentences in the correct order.

- Alma The shirt is \$50. It's \$35 if you pay in cash. _____
- Alma The sign says \$35. Then in small letters it says "Cash." _____
- Jason Here's my credit card for the shirt. It's \$35, right? _____ 1
- Jason There must be some kind of mistake. The sign says \$35. _____
- Alma The manager is busy. How about I give you this \$15 tie for only \$5? _____
- Jason That's not right. Is there someone else I can speak to about this, please? _____
- Jason Well, OK. I've never heard of a credit card difference in price, but I'm glad it's settled. Thanks. _____

Complete the paragraph below. Use the past perfect form of the words in the box.

be break open put take throw

Julio and Marcella came home late from a party one evening. They were shocked to see that one of the living room windows was broken. Someone ¹ _____ had broken _____ the glass. The back door was unlocked. Someone ² _____ the door. The dog was in the basement. Someone ³ _____ the dog there. They found their books and important papers on the floor. Someone ⁴ _____ them off the desk. Their laptops were gone. Someone ⁵ _____ them. Julio and Marcella called the police because they ⁶ _____ robbed.