

LESSON 10.2 - LEVEL 5

Name: _____

Course: _____

Date: _____

LISTENING

1. What is the main topic of the conversation?

- a) How to save money when shopping
- b) Why companies collect and use customer information
- c) The dangers of online shopping
- d) How to complete surveys correctly

2. Why do companies want to identify customers' needs?

- a) To stop people from buying unnecessary things
- b) To understand what customers may want to buy
- c) To control customers' spending
- d) To compare customers with each other

3. Which information is mentioned as something companies can collect?

- a) Customers' private messages
- b) Customers' travel plans
- c) Customers' interests and family situation
- d) Customers' future decisions

4. How do companies get this information, according to Lina?

- a) By asking friends and family
- b) From social media, surveys, and past purchases
- c) By watching customers in stores
- d) From government records

5. Why does Lina give a long list of products someone bought?

- a) To show how expensive shopping can be
- b) To explain how stores study buying habits
- c) To suggest what the customer should buy next
- d) To prove the customer spent too much money

6. What is the main result of analyzing customer purchases?

- a) The store can predict future spending and interests
- b) The store can stop customers from buying more
- c) The store can change product prices immediately
- d) The store can choose customers personally

VOCABULARY

DESCRIBING RESEARCH

A Complete each sentence with the correct word from the box. Not all words will be used.

calculate/calculation
identify/identification

demonstrate/demonstration
survey/survey

examine/examination

- 1 The head chef _____ how to prepare the meal to the cooks.
- 2 The _____ asked people about their favorite TV shows.
- 3 According to my _____, the project will cost more than a million dollars.
- 4 The instructor gave a _____ to show how to solve the problem.
- 5 The _____ at the doctor's office lasted for two hours.

B **Circle** the correct words to complete the paragraph.

Oral exams are used to ¹assess / assessment / analysis students' speaking ability. In addition, students are usually given an ²assessment / analyze / assess of their written skills. The instructor will ³assessment / analyze / analysis the results of both ⁴assessments / analysis / assesses and this ⁵analysis / analyze / assess will then be used to ⁶assess / assessment / analysis the students' overall grade.

GRAMMAR

1. This bad weather may prevent most people from *going / to go* to the beach.
2. My mom advised me *taking / to take* a heavy coat in case it snowed.
3. Did Noah expect Mia *assisting / to assist* him with the project?
4. These meditation techniques have been helping the patients *relax / relaxing*.
5. His manager encouraged him *trying / to try* harder next time.
6. The university has invited a Nobel prize-winner *give / to give* us a presentation.
7. It was Maria who stopped me from *sending / to send* the text to Ryan.

Stormy weather often causes some patients _____ headaches.

- a) have
- b) to have
- c) having

Having flu last week kept several students from _____ to college.

- a) go
- b) to go
- c) going

The principal made the students _____ after school to do extra work.

- a) stay
- b) to stay
- c) staying

Who allowed Alan _____ sneakers to the wedding?

- a) wear
- b) to wear
- c) wearing

Our history teacher had Julie _____ the essay again.

- a) write
- b) to write
- c) writing