

**Back Office Program**  
**English & Customer Service**

November 9th, 2021

Total points: 63 points

Percentage: 15%

Student's name: \_\_\_\_\_

**Instructions:**

- Deadline: 12:00 p.m. / 9:30pm
- This evaluation has five different sections. Make sure you complete them at all.
- Please read the instructions for each section before answering.
- To submit the test click on the "**Finish**" button at the end of the worksheet.
- **Tests** submitted after the deadline **will not be graded**.

**Section 1:** Choose the correct option to complete these sentences. (8 points total, 1 point each correct answer.)

1. I'm really looking forward to **seeing you / to see you** at the weekend.
2. I promise not **to tell anyone / telling** anyone .
3. I must remember **to call Dad / calling Dad** on his birthday.
4. The thing I most **enjoy to do / doing** at the weekend is sleeping.
5. Do you remember **to come here / coming here** when you were two?
6. You can't pretend **to be eighteen / being eighteen** – you only look twelve!
7. What do you want **to give Mum / giving Mum** for her birthday?
8. I need to stop **doing my homework / to do my homework** late at night – I keep making terrible mistakes!

**Section 2.** Read the following text carefully and fill in the blanks with the correct preposition (**in, at, on**). (13 points total, 1 point each correct answer.)

My father's name is Jack. He is a math teacher in an elementary school. (1) \_\_\_\_\_ the mornings he usually gets up (2) \_\_\_\_\_ 6:30 am. But this is only (3) \_\_\_\_\_ weekdays because (4) \_\_\_\_\_ the weekend he gets up later. (5) \_\_\_\_\_ Tuesdays and Thursdays he has lunch in the school (6) \_\_\_\_\_ 12:30 pm because he has

lessons both (7) \_\_\_\_\_ the morning and (8) \_\_\_\_\_ the afternoon. The other days he finishes work (9) \_\_\_\_\_ noon, so he comes home for lunch. He sometimes corrects exercises (10) \_\_\_\_\_ the evenings after dinner. My father has his holiday (11) \_\_\_\_\_ August, but he also has a two-week holiday (12) \_\_\_\_\_ Christmas and one-week holiday (13) \_\_\_\_\_ Easter. He has a difficult job, but he loves it.

**Section 3.** Fill in the blanks choosing the right tense **Past Simple or Present Perfect** for the verbs in brackets. (20 pts total, 1 pt. each correct answer.

1. Michael \_\_\_\_\_ (**buy**) fruits in the supermarket yesterday.
2. My mother \_\_\_\_\_ (**not / arrive**) from the church yet.
3. Last year, we \_\_\_\_\_ (**visit**) our family on vacation.
4. Ryan and Rachel \_\_\_\_\_ (**not / pay**) the rent last month.
5. Katrina is 25 years old and she \_\_\_\_\_ (**not / drive**) a car in her life.
6. It \_\_\_\_\_ (**not / rain**) last night.
7. Diego \_\_\_\_\_ (**not / do**) the exam last week.
8. Helen \_\_\_\_\_ (**not / clean**) the house yet.
9. I \_\_\_\_\_ (**forget**) your birthday. I'm sorry.
10. The students \_\_\_\_\_ (**not / eat**) their lunch yet.
11. I \_\_\_\_\_ (**read**) three books so far this year.
12. Carlos \_\_\_\_\_ (**not / call**) since March.
13. Sarah \_\_\_\_\_ (**invite**) me to her last birthday party.

14. Last time I \_\_\_\_\_ (**go**) to Mexico I was 12 years old.
15. I \_\_\_\_\_ (**lose**) my wallet yesterday and I \_\_\_\_\_ (**not find**) it yet.
16. You \_\_\_\_\_ (**not / talk**) to me last week. Why?
17. What countries have you gone to this year? I \_\_\_\_\_ (**be**) to Australia and Canada.
18. When I \_\_\_\_\_ (**open**) the door, my dog went out running fast.
19. Have you \_\_\_\_\_ (**see**) my book? I can't find it.

**Section 4.** Listen to the audio and complete the statements/questions with the modals and verb form you hear. (10 pts total, 1 pt. each correct answer).

couldn't / must / might / may / should / take / go / get / help / see
---

1. We \_\_\_\_\_ a movie later today.
2. Jean \_\_\_\_\_ his car started.
3. This \_\_\_\_\_ an hour to finish.
4. \_\_\_\_\_ I \_\_\_\_\_ you?
5. The doctor said you \_\_\_\_\_ on a diet!

[illegible]

### Rubric

	<b>Below Expectations (1)</b>	<b>Needs Improvement (2)</b>	<b>Meets Expectations (3)</b>
Sentence Structure	Too many errors in grammar, usage, or sentence structure made it hard to read. Sentences aren't complete and they have no or little development.	There were a few errors in the sentences. All of your sentences were complete, but very few were underdeveloped.	Your words, phrases, and sentences were ALL complete. Each sentence supported the other and you had smooth transitions between your thoughts.
Spelling	Writing contains numerous errors in spelling which	Frequent errors in spelling distract the reader	The writing is essentially error-free in terms of spelling.

	interfere with comprehension.		
Writing: Organization	Demonstrates limited coherence, clarity, and/or cohesion	Demonstrates some coherence, clarity, and/or cohesion. Includes logically grouped ideas.	Demonstrates purposeful coherence, clarity, and cohesion. Includes well-executed logical progression of ideas.
Completeness	It does not include much of the information needed to complete the task.	Includes almost all the information needed to complete the task	Includes the information needed to complete the task.