MINISTERIO DE ECONOMÍA

ITCA FEPADE Formación Profesional

ITCA FEPADE TÉCNICOS E INGENIEROS

ENGLISH PROGRAM FOR CALL CENTER MINEC-ITCA

ENGLISH TEST 1

STUDENT'S NAME: _____

INSTRUCTOR: LIC. NEHEMIAS REYES LEVEL: B1 GROUP: 08

OBJECTIVE: To evaluate student's progress about unit 1 to 4.

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS.

1. The man orders a _____, fries, and a small salad.
   A. steak
   B. chicken sandwich
   C. hamburger
2. What drink or beverage does the man order?
   A. some orange juice
   B. a glass of milk
   C. coke
3. The man is in room _____.
   A. 614
   B. 640
   C. 644
4. What is the man's name?
   A. Joseph
   B. Joshua
   C. James
5. About when will the hotel deliver the man's food?
   A. 7:15
   B. 7:30
   C. 7:00

LIVEWORKSHEETS

COMPLETE. USE THE SIMPLE PAST OR PRESENT PERFECT.

1. Last night I _____(lose) my keys - I had to call my flat mate to let me in.
2. I _____(lose) my keys - can you help me look for them?
3. I _____(visit) Paris three times.
4. Last year I _____(visit) Paris.
5. I _____(know) my great grandmother for a few years - she died when I was eight.
6. I _____(know) Julie for three years - we still meet once a month.
7. I _____(play) Hockey since I was a child - I'm pretty good!
8. She _____(play) hockey at school but she didn't like it.
9. Sorry, I _____(miss) the bus - I'm going to be late.
10. I _____(miss) the bus and then I _____(miss) the airplane as well!

CHOOSE THE CORRECT ANSWER.

1. I _____eat mangoes than apples.
   A. prefer
   B. would rather
2. I _____driving to traveling by car.
   A. prefer
   B. would rather
3. She _____ the country to the city.
   A. prefers
   B. would rather
4. She _____ live in the country than in the city.
   A. would rather
   B. prefer
5. Would you like a cup of coffee?' 'I would _____tea.'
   A. prefer
   B. rather
6. 'Shall we hire a cab?' 'I _____ travel by train.'
   A. would rather
   B. prefer
7. I am full. I _____ not have dinner tonight.
   A. would rather
   B. prefer

LIVEWORKSHEETS

8. I would rather stay at home _____ go to the party.
   A. prefer
   B. than
   C. to
9. 'I will repair your bike tomorrow.' 'I _____ you did it today.'
   A. prefer
   B. would rather
10. I would rather you _____ her about my problems.
   A. don't tell
   B. didn't tell

READING. READ AND CHOOSE THE CORRECT ANSWER.

TAKING A RESERVATION

Receptionist: Thanks for calling Quality Inn. Morine speaking.

Caller: Hello. I'm interested in booking a room for the September long weekend.

Receptionist: I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention center.

Caller: Oh, I didn't realize. Well, what about the weekend after that?

Receptionist: So... Friday the seventeenth?

Caller: Yes. Friday and Saturday.

Receptionist: It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.

Caller: Okay. Do you have any rooms with two double beds? We're a family of four.

Receptionist: Yes, all of our rooms have two double beds. The rate for that weekend is $129 dollars a night.

Caller: That's reasonable. And do you have cots? One of my daughters might be bringing a friend.

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Receptionist: We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

Caller: Okay, but I'm not positive if she is coming. Can we pay when we arrive?

Receptionist: Yes, but we do require a fifty-dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.

Caller: Great, I'll call you right back. I have to find my husband's credit card.

Receptionist: Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

1. Why did the caller phone the hotel?
   A. to change a reservation
   B. to report a cancellation
   C. to inquire about available rooms
2. The caller can't stay on the September long weekend because the hotel
   A. is fully booked
   B. is hosting a convention
   C. is closed for the season
3. What will the caller do before calling back?
   A. research other hotels
   B. discuss it with her husband
   C. find a credit card to pay the deposit

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