MINISTERIO DE ECONOMÍA

ITCA FEPADE Formación Profesional

ITCA FEPADE TÉCNICOS E INGENIEROS

ENGLISH PROGRAM FOR CALL CENTER MINEC-ITCA

ENGLISH TEST 2

STUDENT'S NAME: _____

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

OBJECTIVE: To evaluate student's progress about unit 1 to 8.

LISTENING SECTION

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS.

1. What is the main topic of this conversation?
   A. computer sales negotiations
   B. a Webinar
   C. a preliminary interview

2. What did Mr. Taylor probably do in his previous job?
   A. He worked as a custodian.
   B. He managed the sales department.
   C. He created YouTube videos.

3. Mr. Taylor thinks that Java is _____.
   A. a kind of beverage
   B. a computer game software
   C. a Web page authoring program

4. The company manager _____.
   A. is going to call Mr. Taylor in a few days
   B. isn't going to consider Mr. Taylor for the job
   C. has to talk to his colleagues

5. What is the best word to describe Mr. Taylor?
   A. uninformed
   B. on the ball
   C. high achiever

LIVEWORKSHEETS

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS.

6. What is the man's main problem with his computer?
   A. It has a lot of junk software.
   B. It crashes a lot.
   C. His computer has a virus.

7. The computer warranty _____.
   A. doesn't cover software issues and problems
   B. has expired
   C. isn't valid because the man didn't register the computer

8. The conversation suggests that _____.
   A. it doesn't provide long warranties
   B. they sent the man the wrong computer
   C. they are understaffed to handle customer complaints

9. The main selling point of the second company is that _____.
   A. their products are the newest on the market
   B. the computers are cheaper than their competitors
   C. the company manufactures secure and trustworthy machines

10. What is the name of the second company?
   A. Turbo Command
   B. Turban Commando
   C. Turner Computers

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS.

11. The young man needs a new phone because _____.
   A. someone stole his last one
   B. his phone is an older model
   C. his parents took his last one

12. How many phones does the young man already have?
   A. two
   B. three
   C. four

LIVEWORKSHEETS

13. According to the conversation, what are the young man's parents like?
   A. friendly
   B. kind
   C. generous

14. What do his parents want their son to do to get a phone
   A. ask his brother if he can use an old phone
   B. take out money from his bank account
   C. find a job and work to earn money

15. What is the BEST word to describe the young man's personality?
   A. self-centered
   B. mean
   C. talkative

GRAMMAR SECTION

Put the verb into the gerund or the infinitive with 'to'.

1. I couldn't sleep so I tried _____ (drink) some hot milk.
2. She tried _____ (reach) the book on the high shelf, but she was too small.
3. They tried _____ (get) to the party on time but the bus was delayed.
4. We tried _____ (open) the window, but it was so hot outside it didn't help.
5. He tried _____ (get) a job in a newspaper firm but they wouldn't hire him.
6. He tried _____ (get) a job in a newspaper firm but he still wasn't satisfied.
7. You should stop _____ (smoke). It's not good for your health.
8. We stopped _____ (study) because we were tired.
9. They will stop _____ (have) lunch at twelve.
10. We stopped _____ (have) a rest, because we were really sleepy.
11. Oh no! I forgot _____ (buy) milk.
12. Please don't forget _____ (pick) up some juice on your way home.
13. I forget _____ (lock) the door, but I'm sure I must have locked it.
14. Have we studied this before? I've forgotten _____ (learn) it.
15. Please remember _____ (bring) your homework.
16. I remember _____ (go) to the beach as a child.
17. Finally, I remembered _____ (bring) your book! Here it is.
18. Do you remember _____ (eat) steak in that little restaurant in Rome?
19. I regret _____ (tell) you that the train has been delayed.
20. I regret _____ (tell) Julie my secret; now she has told everyone.

LIVEWORKSHEETS

Fill in the blanks with the correct form of the verb. Use active or passive voice.

1. A lot of old songs _____ on the radio last week. (PLAY)
2. The President _____ about the coup in Central America. (JUST INFORM)
3. If I _____ you I wouldn't go to the meeting. (BE)
4. The bank manager told me that the house _____ for. (NOT PAY)
5. I _____ the guitar since I was in nursery school. (PLAY)
6. Margie is very happy because she _____ an engagement ring from her boyfriend. (JUST RECEIVE)
7. I _____ after the children while the garage _____ . (LOOK , REPAIR)
8. When Jane came to the office, she found out that her boss _____ . (ALREADY LEAVE)
9. Please don't interrupt us. We _____ an important conversation. (HAVE)
10. I reported to the police that my stamp collection _____ the week before. (STEAL)
11. A short time after the pedestrian _____ by the car the ambulance _____ . (HIT, ARRIVE)
12. When Mr Kennel entered the room, emails _____ by his assistants. (TYPE)
13. Dad _____ for over three weeks. (NOT SMOKE) 14. He normally _____ up on his own but yesterday he _____ by his mom. (WAKE, WAKE)
15. They usually _____ visitors at the hospital. (NOT ALLOW)
16. All the houses in our street _____ every year during the Christmas season. (DECORATE)
17. India _____ independence in 1947. (GRANT)
18. They _____ in southern Italy since the end of the war. (LIVE)
19. I _____ a car by the garage so that I could drive home. (GIVE)
20. Tom's father is an excellent athlete. He _____ some sort of sport every day. (DO)

LIVEWORKSHEETS