

A  Listen to the conversation between Eric and Stephanie. Then read the questions and choose the correct answer.

- 1 What does Eric say about the customers?
 A They are always very friendly.
 B They like to ask difficult questions.
 C Some of them ask for information by phone.
- 2 How does Stephanie feel about dealing with customers?
 A comfortable that she can answer all the customers' questions
 B confident because she has had some similar experience
 C nervous that she will not know how to reply
- 3 Eric explains that when customers book a place to play basketball,
 A it's important to send them all the information afterwards.
 B the customers have to use a special computer program.
 C there are sometimes problems with the computer program.
- 4 How does Stephanie feel about showing customers around the gym?
 A concerned because she doesn't know anything about sports
 B confident because she has seen the gym before
 C a little worried because the place is not familiar
- 5 Eric explains that he chose Stephanie for this job because
 A she is cheerful and comfortable talking to people.
 B she can help people to become top athletes.
 C she likes keeping fit and having fun.

_____ / 10 (2 points each)

B Complete the sentences with the words in the box.

biology business computer science economics engineering law medicine physics

- 1 My sister studied _____, and now she works in a hospital as a doctor.
- 2 Megan studied _____ because she wanted to start her own company someday.
- 3 Jessica did a _____ degree to understand the rules of our society better.
- 4 In _____ we learned about the way trade, industry, and money are organized.
- 5 Studying _____ at college is useful if you want to build bridges, roads, and public buildings.
- 6 Michael loves animals and nature, and that is why he studied _____.
- 7 I did a degree in _____ because I am interested in information technology.
- 8 In _____, we did interesting experiments with energy and light.

_____ / 8 (1 point each)

C Circle the correct answers.

- 1 My parents were surprised by my choice of *retirement / profession*. They wanted me to be a doctor.
- 2 Ashley is looking for a local *employer / career* that offers good benefits, including four weeks of vacation.
- 3 It's important to read any *contract / salary* before you sign it.
- 4 Jack wanted to *hire / apply* to be a police officer but he was not tall enough.
- 5 Natalie will *manage / fire* a team of five people in her new job. She will have a meeting on Monday to get to know them all.
- 6 Lauren left her job at a bank and started a new *career / retirement* in photography.
- 7 When the company increased Sam's *wages / working hours*, he was not happy.

_____ / 7 (1 point each)

D Circle the correct answers.

- 1 You *must / don't need* to bring your résumé to the interview because I already have a copy.
- 2 Yesterday I *had to / didn't have* to finish the report by the end of the day because my boss needed it last night for an important meeting.
- 3 Employees *don't need to / need* to wear formal clothes on Friday. They can choose to wear what they like.
- 4 Students *must / must not* bring their laptop to every class except for music classes.
- 5 According to the police, you *need to / don't have* to finish the accident report by Tuesday. If you don't, you'll have problems.
- 6 Sophia *needed to / must* prepare well for her interview last Monday.
- 7 The teacher *needed not to / didn't need* to make photocopies for me because I had bought the textbook.

_____ / 7 (1 point each)

E Complete the conversation with the words in the box. Some words can be used more than once.

can can't could may must not

Mom ¹ _____ you help me with the dinner, Vicki?

Vicki Of course. ² _____ I eat one of those fries? They look delicious!

Mom No, you ³ _____. You ⁴ _____ touch them! They're for the table.
⁵ _____ you put the knives and forks on the table, please?

Vicki OK but ⁶ _____ I have a fry, please? Just one.

Mom No you ⁷ _____. Now call your brother and father. When we're all at the table, you ⁸ _____ start.

_____ / 8 (1 point each)

F Read the descriptions of five jobs (1-5) and the descriptions of five people. Which person is most suitable for each job? Write their names next to each job description.

- 1 We're looking for someone reliable and intelligent to offer advice about the law. We work for artists, musicians, and athletes. Experience is essential. _____
- 2 We are looking for a cheerful, sociable person to join our international team. Work in different countries, and write short reports on local companies for our international magazines. No experience is necessary but the right person must be able to travel. _____
- 3 The City Research Institute is looking for a research assistant to work with local governments to make cities better. If you have a degree, excellent organizational skills, and strong writing skills, apply now. _____
- 4 Are you ready for a new challenge? Join our telephone support team. You will be responsible for helping customers with their problems. You need to be able to work on your own and use a computer. No experience is necessary. Some experience with the public is preferred. _____
- 5 Smiths' Translators is looking for a translator to join our team. Working at our downtown office, you will be responsible for translating books, short stories, and news articles. Training is given. _____

Mickey is 21. He studied business studies, and he enjoys writing and traveling. He hasn't worked before, but he likes meeting people.

Laura is 25. She has a degree in political science and worked for three years in her local library. She enjoys reading and writing.

Leroy is 32. He would prefer to work in a city. He has been studying law for eight years and has worked in this area for three years. In his free time, he enjoys music.

Jane is 41. She has been working for 10 years as an English teacher but is looking for a change. She is cheerful, can speak five languages, and enjoys writing. She doesn't want to travel.

Bryce is 31. He has worked as a receptionist, greeting people, answering the phone, and taking reservations. He has good computer skills and can work alone or on a team.

_____ / 10 (2 points each)