

Speaking (20 pts)

- A. Choose one of the situations and have a conversation with your partner making a complaint. Explain the problem and try to agree on a solution. Use the phrases in the Language for speaking box to help you.

work A colleague arrives late for meetings all the time; he/she is usually very disorganized; your boss is getting angry when things don't happen as they should. study You are giving a presentation to your class; your partner didn't do much work for the project, but then says you did it together. social You are getting a bit fed up because when you and your friends go out, one of the group never pays for anything.	LANGUAGE FOR SPEAKING complaining effectively Introducing the complaint <i>Sorry to bother you, but ...</i> <i>I'm afraid there's a problem with ...</i> <i>There's something I'm not happy about ...</i> <i>Can I have a word?</i> <i>It's a bit awkward, but ...</i> Explaining the problem <i>To be honest, ...</i> <i>The problem's been going on for ...</i> <i>They keep ... -ing ...</i> <i>I think it's unfair that ...</i> <i>We're getting a bit fed up with it.</i> Proposing a solution <i>Do you think you could ...?</i> Apologizing <i>I'm sorry about that. I didn't mean to ...</i> <i>I'll make sure ...</i> We often get more formal when we are making a complaint, especially if we feel uncomfortable about it.
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Listening (20 pts)

- B. ▶ Listen to each sentence and write a conclusion, using *might*, *must* or *can't* and the word in the brackets.

She's wearing a uniform. -> (police officer) She might be a police officer

- (curly) _____
- (very old) _____
- (in good shape) _____
- (clean-shaven) _____
- (going bald) _____

Writing/Grammar (25 pts)

- C. Complete the sentences so that the second sentence has the same meaning as the first. Use the words in brackets.

- Abdul isn't as tall as Farid.
Farid _____ Abdul. (taller)
- In my opinion, Sydney is more exciting than Melbourne.
In my opinion, Melbourne is _____ Sydney. (less)
- Beauty and intelligence are both important to me.
Beauty _____ as intelligence to me. (just)
- Some people are less confident about their looks than others.
Some people _____ about their looks as others. (as)
- My new brand of lipstick is far better than my old brand.
My old brand of lipstick _____ than my new brand. (lot)

D. Complete the sentences with words from the box. There are three words that you don't need.

bald	blonde	curly	dyed	elderly	eyelashes	fringe	moustache	overweight
shape	shoulder	slim	well-built					

1. If you want to keep in good _____, it's advisable to do some exercise every day.
2. My father started losing his hair in his thirties and now he's completely _____.
3. Do you think Anya's hair is _____? I'm sure it used to be much lighter than it is now.
4. Not playing any sport and eating too much are two main causes of becoming _____.
5. This dress is a bit too tight and I'm not _____ enough to wear it.
6. Jessica always had really long hair but she decided she wanted a change and now has it _____ - length.
7. When Ahmet was a little boy, he always wanted to grow a _____ just like his dad!
8. The hairdresser in my village offers a 20% discount for _____ people over seventy years old.
9. That girl's _____ is so long that I'm surprised she can see anything through it!
10. Chiara had beautiful eyes; they were green, with long, dark _____.

E. Complete the sentences with the correct form of a verb from A and a particle from B. Each particle from B can be used more than once.

A

come	get	look	put	take
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B

across	off	on	up
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1. In the exam, I'm afraid you won't be able to _____ any unknown words in a dictionary.
2. Bruno has only recently _____ tennis, although his brother has been playing it for years.
3. It's quite natural for people to _____ unpleasant jobs until another day.
4. Which member of your family do you _____ with best?
5. I've looked everywhere for that old photograph but I still haven't _____ it yet.

F. Complete the dialogue using modal verbs of deduction.

- Diego** I do love looking around art galleries. Look at that photograph over there – it's amazing!
- Inghar** It's beautiful, but it ¹ _____ be a photograph – it looks too old. I don't think they had cameras then.
- Diego** Well, I think it's much more recent – but maybe you're right. It ² _____ be a photograph or a painting, I guess.
- Inghar** Why don't we ask the lady by the wall? She's wearing a uniform so she ³ _____ work here.
- Diego** Excuse me ... we were wondering if this is a photograph or a painting?
- Assistant** You're not the first person to ask that question! If you look in the corner you'll notice the artist's signature. That's always a good clue that it ⁴ _____ be a photograph! It's actually a painting, but an incredibly realistic one.
- Diego** Thanks – it ⁵ _____ have been done by a really talented artist!

G. Read the online conversation and complete it with the phrases and sentences in the box.

As you say Thanks for commenting on my post Thanks for posting it That's a great question You make some good points	Monica Rome In <i>You Are What You Wear</i>, psychologist Dr Jennifer Baumgartner argues that our choice of clothing is a reflection of what we are thinking and feeling. What do you think? Do our clothes tell others who we really are? Jurgen Salzburg ¹ <i>That's a great question</i>. ² _____ Personally, I agree with Dr Baumgartner. Without even knowing it, we choose clothes that say everything about us – our age, our taste, our culture, our interests, and our lifestyle. Monica Rome ³ _____, ⁴ _____, our clothes must say something about ourselves. But I don't think it's subconscious – not always, anyway. I think we carefully select our clothes to present our best side to the world. We only show what we want people to see. Sandy Cape Town ⁵ _____, Jurgen and Monica. In my opinion, we should be braver when choosing clothes, and shouldn't think about what others say. Often we choose clothes to look like everybody else. We should choose clothes that make us different.
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Reading (20 pts)

H. Read the text about different ideas of beauty. Decide if the sentences are true (T) or false (F). If there is no information about this, choose 'not given' (NG).

Ideas of beauty

Although beauty is something that is desired throughout the world, its definition can be different from one culture to the next. In some cultures, for example, beauty indicates good health or a high social position while in others it suggests someone's suitability as a marriage partner. It's a topic which attracts a great deal of attention, from scientists who study the factors involved in physical attraction, to fashion and cosmetics companies who are keen to make money by selling products that will apparently make us more beautiful and therefore attractive to others.

But beauty can sometimes come at a price. Cosmetic surgery is very common nowadays, with people keen to change the way they look by having surgery to make their noses smaller or their lips larger, but not all of these operations result in an improved appearance. For many, a suntanned body represents a wealthy lifestyle of relaxing days at the beach, but nowadays we should all be aware of the possible consequences of spending too much time in the sun.

In many cultures, symmetry is a key part of beauty, so people prefer balanced features on the face. In some Asian cultures, large eyes are considered more beautiful than narrower ones. A slimmer body may suggest a healthy and active person, so in the West in particular, people diet in order to look like models. In other cultures, however, a larger build suggests that someone is wealthier because they can afford to eat more and are therefore of a better social class. In Nigeria, women with a fuller figure are considered to be more fertile and more able to have babies.

The Maasai people of East Africa regard beauty as something that can be controlled, and believe that anyone can be beautiful just by looking after their appearance. For them, beauty exists in clean white teeth, short hair and simple jewellery. This idea of beauty is perhaps something everyone can achieve.

1. Many different professions are interested in understanding beauty.
T / F / NG
2. Cosmetic surgery can be very expensive.
T / F / NG
3. Almost every culture agrees that a slim body is a sign of beauty.
T / F / NG
4. More attractive people are usually more successful in life.
T / F / NG
5. The Maasai tribe believe that beauty is about caring for how you look.
T / F / NG

I. Read the text again. Then complete the sentences. Use one word from the text for each answer.

1. Cosmetic and _____ businesses want us to buy things that we think will improve our appearance.
2. Today it is quite _____ for people to have surgery to improve their looks.
3. If your skin is _____, it may suggest that you have a lot of money.
4. Some Western women deliberately try to resemble _____.
5. The Maasai people think it's important to take care of your _____.