

Date _____ Final grade _____

Name _____

Total Points Written Test (80/100) _____ Total Points Speaking Test (20/100) _____

Listening Comprehension

A. You will hear three conversations. There is one question for each conversation. Choose the right answer (A, B, or C). (3 points)

1. What was inside Kelly's handbag?



A



B



C

2. Where is Brad looking for a tablet?



A



B



C

3. Which dress is the most expensive?



A



B



C

B. Listen to the conversation. Circle the pictures that best express the main topic of the conversation. (3 points)



C. Listen to the conversation again. Answer the questions. (10 points)

1. Where is Sasha calling?

2. What is her last name?

3. Who is taking her call?

4. Why is she calling?

5. Where does Sasha live?

6. What kind of information Daryl asks Sasha for?

7. What is the company's name?

8. What is the company's address?

9. Does Sasha know who the company's representative is?

10. How long does it take for Sasha to get a response for her complaint?

D. Fill in the complaint form with Sasha's personal information. (4 points)

FEDERAL TRADE COMMISSION COMPLAINT FORM

Full name: _____

Address: _____

Phone number: _____

E-mail: _____

Reading

E. Which sign (A, B, or C) has a similar meaning to the sentence (1 – 3)? Draw a line. (3 points)

1. This means buying something to feel better.

A I've gone window-shopping. I'll be back later!

2. This means looking at displays of different stores before buying.

B THANK YOU FOR INVITING mE. YOU mADE mY DAY!

3. This means something that satisfies or makes you happy.

C You need a little shopping therapy. Go out.

F. Read the article.

Shopping Then and Now: Three Ways Shopping Has Changed

People nowadays don't see a distinction between online and offline shopping. Whether it's searching on a laptop or smartphone, browsing street shops, or hanging out at the mall, it's all shopping. To adapt to the competitive new reality, store owners are relying more and more on digital technology.

1. Shoppers know as much as salespeople.

Then: People came into stores with little to no knowledge and depended on a salesperson to give them advice on what to buy.

Now: Shoppers today are used to doing their own research online to get the maximum value out of every dollar they spend. This way they feel secure about what they are buying.

2. Mobile devices and apps make shopping easier.

Then: Finding the right store and the products a shopper needed depended on expertise and luck.

Now: Retailers are using apps nowadays to let the customers know they exist. The app can be a map, a shopping list, a salesperson, and a product finder all in one.

3. Opinions are more important than ever.

Then: Back in the day, word of mouth was a way of transforming new products into must-haves and small shops into big department stores.

Now: With social networks like Facebook, Twitter, and Google Plus, people are now sharing their opinions on products not just with a group of friends, but with millions of people.

These are just three of the many ways shopping has changed today. When these things are used well, customers can rely on them to get just what they are looking for.



G. What is the main topic of the article? (3 points)

H. Read the sentences. Circle True, False, or DS for Doesn't Say. (10 points)

1. People didn't use to know much about the products they were buying.	True	False	DS
2. Shoppers research their items to know where they can buy them wholesale.	True	False	DS
3. People feel more secure about what they're buying after research.	True	False	DS
4. Shopping apps have always existed.	True	False	DS
5. An app can serve as a map, a salesperson, or a shopping list.	True	False	DS
6. Window-shopping is a habit that hasn't changed over the years.	True	False	DS
7. Word of mouth used to be a good way to advertise products.	True	False	DS
8. People can now share their opinions about retailers through social media.	True	False	DS
9. Technology hasn't changed the way people shop.	True	False	DS
10. The article was written by an expert in online shopping.	True	False	DS

I. Write a brief summary of what the article is about. (4 points)



Vocabulary

J. Write sentences with the following words. (6 points)

1. charge _____
2. online _____
3. electronic transfer _____
4. send back _____
5. pay _____
6. download _____

K. Write the correct word under the picture. (4 points)



1. _____
2. _____
3. _____
4. _____

Grammar

L. Complete the following instructions for purchasing something online with the missing adverbs of sequence. Use the sentences provided in the box below. (3 points)

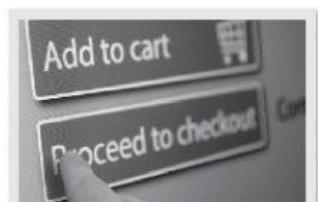
1. First, go to the website where you want to purchase the items of your choice.

2. _____

3. Then click on the "Add to cart" button to add the item to your cart.

4. _____

5. _____



Finally, click on the "Proceed to check out" button to complete your purchase.

Next, browse through the page to look for your items.

After that, check your shopping cart to see what items you have picked.

M. Look at the pictures and write two sentences describing the situations with the present continuous tense. (2 points)



1. _____



2. _____

N. Write two sentences using the given indefinite pronouns. (2 points)

1. someone _____

2. everything _____

O. Look at the pictures and compare the socks. Use the adjectives provided. (3 points)



striped socks \$5



Christmas socks \$10



polka dot socks \$8

1. _____

2. _____

3. _____

cheap - expensive - pretty - ridiculous

Writing 1

P. Complete the following dialogue blocks. (4 points)

A: Which scarf do you prefer?

B: _____

A: What are you doing?

B: _____

Writing 2

Q. Choose one of the three objects. Write a user manual. Write the steps on how to use the object. (16 points)



Speaking Test

The Speaking portion of the test is divided in two parts. In the first part, you have 3 minutes to talk by yourself. In the second part, you have 5 minutes to interact with a partner.

1. Independent Speaking, 3 minutes: Share your personal habits with the class. Answer the following questions:

How do you think the Internet has changed the way people shop?

Why do you think people buy things online?

What differences and similarities can you find between shopping at a mall and shopping online?

2. Speaking with a Partner, 5 minutes: Work with a partner. Ask your partner a series of questions about personal shopping habits with the following questions:

Do you prefer to buy your clothes at a store or online? Why?

What kind of products have you bought online?

What are some of the disadvantages of buying something online?

How do you pay when you buy online?

Do you think shopping online is risky? Why?