

LESSON 9,3- B2

Name: _____

Course: _____

Date: _____

LISTENING – PAGE 90

1. What is the main reason Sandy is worried?

- a) She wrote an email with bad language
- b) She sent a private email to the wrong person at work
- c) Her manager asked her to explain herself
- d) Her friend shared her email with others

2. Why did Sandy make the mistake?

- a) She was angry and didn't think clearly
- b) She didn't know how to use email well
- c) Two people had the same first name
- d) Her computer changed the email address

3. Why does Marta think her own solution will not help Sandy?

- a) Sandy doesn't have a brother
- b) The email was sent to a manager, not a friend
- c) The manager already read the email carefully
- d) Sandy's email was not meant as a joke

4. What is Jon's main idea about digital communication?

- a) It should be avoided at work
- b) It makes people more careful
- c) Mistakes are normal and cannot always be fixed
- d) Managers usually forgive email mistakes

5. How does Ramon see Sandy's situation compared to other possible mistakes?

- a) It is one of the worst mistakes at work
- b) It will probably cause serious problems
- c) It is uncomfortable but could have been much worse
- d) It should be reported to the company

6. What general advice does Amanda give for the future?

- a) Never send emails at work
- b) Always explain mistakes immediately
- c) Use work email only for important messages
- d) Be more careful before writing and sending messages

VOCABULARY

1. What does “embarrassed” mean in the text?

- A) Feeling proud of something

- B) Feeling uncomfortable or ashamed
- C) Feeling angry with someone

2. What is a “senior manager”?

- A) A worker with little experience
- B) A person who is older than others
- C) A person with a high position at work

3. What does “by accident” mean?

- A) On purpose
- B) Without planning
- C) Very carefully

4. In the text, what does “coworker” refer to?

- A) A close family member
- B) A person you work with
- C) A client from another company

5. What does the expression “get on with your job” mean?

- A) Change your job
- B) Continue working normally
- C) Talk to your boss

READING – PAGE 92

1. What is the main purpose of the writer’s 21-day experiment?

- a) To learn how to give better advice to strangers
- b) To see if talking to strangers affects how happy he feels
- c) To become more confident speaking in public
- d) To make new close friends

2. Why did the writer feel positive after talking to the man in the hotel café?

- a) He received useful advice about moving
- b) He felt he helped someone by sharing information
- c) He enjoyed talking about his old school
- d) He was invited to visit the man’s family

3. What does the writer regret about the lunch stop on May 12?

- a) He talked too much about vacations
- b) He chose the wrong place to eat
- c) He did not start a conversation he was interested in
- d) He didn’t have enough time to speak

4. What lesson did the writer learn from the ferry experience on May 29?

- a) Short conversations are better than long ones
- b) Talking to strangers works best at work
- c) People dislike being interrupted
- d) It is easier to talk before people focus on devices

5. Why was it easier for the writer to talk to people at the neighborhood party?

- a) Everyone already knew him well
- b) The baby naturally started conversations
- c) People were less busy than usual
- d) He had prepared topics to discuss

6. What overall conclusion does the writer reach at the end of the article?

- a) Talking to strangers is often uncomfortable and unhelpful
- b) Most strangers do not want to talk
- c) Making the effort to talk can improve the day for both people
- d) It is better to talk only in social events

1. What does “experiment” mean in the text?

- A) A long vacation
- B) A test to see what happens
- C) A serious problem

2. What is a “chance encounter”?

- A) A planned meeting with friends
- B) A short and boring conversation
- C) A meeting that happens unexpectedly

3. What does “commuters” refer to?

- A) People who travel regularly to work
- B) People who work from home
- C) People who stay in one place

4. What does the writer mean by “meaningful conversation”?

- A) A long and loud discussion
- B) A talk that feels important or interesting
- C) A conversation about work rules

5. What does “regret” show in the writer’s feelings?

- A) He is proud of his choice
- B) He wishes he had acted differently
- C) He doesn’t remember what happened

Reading 2 PAGE 93

1. What is the main goal of the advice in the text?

- a) To help people speak more confidently
- b) To improve how people listen in conversations
- c) To teach formal conversation rules
- d) To help people give better opinions

2. Why is it usually better not to interrupt someone?

- a) It makes conversations shorter
- b) It shows you already know what they mean
- c) It allows the speaker to finish their idea
- d) It avoids asking questions

3. What does “show interest” mainly involve, according to the text?

- a) Talking about similar personal experiences
- b) Preparing what to say next
- c) Asking questions about the other person’s topic
- d) Changing the subject to keep it fun

4. How can watching body language help a listener?

- a) It makes the conversation more formal
- b) It helps understand how the speaker feels
- c) It shows who is winning the conversation
- d) It helps decide when to change the topic

5. Why does the text suggest thinking before responding?

- a) Because silence is always better than speaking
- b) Because advice is never useful
- c) Because sometimes understanding is more helpful than opinions
- d) Because people dislike long answers

6. Which behavior best matches the advice in the text?

- a) Finishing someone’s sentence to save time
- b) Waiting, listening carefully, and then responding calmly
- c) Giving advice as soon as possible
- d) Talking about yourself to connect