

Level 9a_Qskills 4_Unit 2 QUIZ

I. Listening

A. In this section, you will hear a speech from a speaker talking about how to make a good impression with body language when trying to sell something to somebody. Choose the correct answer.

1. The speaker thinks that most parts of making a good impression are _____.
 - A. pretty well-known
 - B. not necessary to know
 - C. difficult to learn
 - D. not actually real
2. The speaker says good body language is difficult because _____.
 - A. some people don't appreciate gestures
 - B. you don't want to look like you are fake or dramatic
 - C. a lot of sales happen over the phone so they can't see the body language
 - D. clothing is more important to consider
3. The speaker says that customers might think you're uninterested in selling something to them if you _____.
 - A. don't offer them a lower price
 - B. don't have answers to all of their questions
 - C. dress like you are going to a party
 - D. look around for other customers
4. One way the speaker suggests copying a customer's behavior is by _____.
 - A. being really shy
 - B. following them as they move around the store
 - C. showing the same amount of enthusiasm as they do
 - D. saying something funny

B. Read the sentences in A–F. Write the correct letter below each attitude in the table. Two letters will not be used.

- A. act comfortable with customers
- B. dress in a casual way
- C. focus on multiple customers at once
- D. reflect customers' behaviors
- E. do your research beforehand

- F. laugh at everything customers say
- G. show confidence
- H. call customers afterwards to check the sale

Recommended	Not Recommended
5.	8.
6.	9.
7.	10.

1 point for each correct answer	10
---------------------------------	----

II. Vocabulary

A. Complete the paragraph with the correct words from the word bank. Two words will not be used.

grant obtain stifle stumble upon trademark turn out

I had to (11) _____ my excitement when I was wandering around the antique shop, and I found the antique couch of my dreams. I couldn't believe it. I had been searching for something like it all over the area for almost two years, and then I just happened to (12) _____ it in my hometown. I knew that the only way I could (13) _____ it for a price I could afford was to act like I didn't want it that much and negotiate a lower price. However, I've never been good at acting natural in negotiations. I had a bad feeling about how this was going to (14) _____ when I approached the salesperson...

B. Match each word with its synonym. Three letters will not be used.

- _____ 15. bias
- _____ 16. inflexible
- _____ 17. chaos
- _____ 18. open-minded
- _____ 19. stimulating
- _____ 20. theme

- A. boring
- B. not changing
- C. smart
- D. exciting
- E. topic
- F. judgment
- G. not judgmental
- H. leader
- I. state of confusion

1 point for each correct answer		10
---------------------------------	--	----

III. Note-taking Skill

A. Listen to a business owner talk about employees wearing uniforms. Then organize the arguments for and against uniforms in the T-chart below. Two letters will not be used.

- A. Uniforms can be hard for new employees to afford.
- B. Employees are easy for customers to identify.
- C. Not everybody looks good in the same style of uniform.
- D. Wearing the uniform outside of work and doing something bad is not good for the company's reputation.
- E. It is cheaper to buy a large number of uniforms at the same time.
- F. Employees will be dressed professionally.

ARGUMENTS FOR WEARING UNIFORMS	ARGUMENTS AGAINST WEARING UNIFORMS
21.	23.
22.	24.

1 point for each correct answer		4
---------------------------------	--	---

IV. Listening Skill

A. Listen to the talk about being a comic book collector and read the statements below. Write T (true) or F (false). Then correct each false statement to make it true.

_____ 25. Comic books are his passion, so being surrounded by them makes him happy.

_____ 26. He can possibly sell his comic books in the future and make a huge profit.

_____ 27. He doesn't have any friends who also enjoy comic books.

_____ 28. He does not like to talk about comics with new friends that he makes.

1 point for each correct answer		4
---------------------------------	--	---

V. Pronunciation

A. Listen to the words and cross out (draw a line through) the unstressed syllable(s).

29. inflexible

30. obtain

31. manufacture

32. trademark

1 point for each correct answer		4
---------------------------------	--	---

VI. Vocabulary Skill

A. Read the definitions of the following words. Then match the underlined words in the sentences below with the correct word form. Two forms will not be used.

Articulate /ɑːrˈtɪk.jə.lət/ *adjective*; /ɑːrˈtɪk.jə.leɪt/ *verb*

- **adjective** very clear in expressing thoughts
- **verb 1** to express something clearly
- **verb 2** to be connected to something else in a way that allows movement

Seal /si:l/ *verb*; *noun*

- **verb** close completely
- **noun 1** a type of sea animal
- **noun 2** a design or stamp for official documents

- A. articulate (adjective)
- B. articulate (verb 1)
- C. articulate (verb 2)
- D. seal (verb)
- E. seal (noun 1)
- F. seal (noun 2)

_____ 33. She is not a very articulate speaker. I can never understand her lectures.

_____ 34. If you cannot articulate your ideas well, people won't want to support you.

- _____ 35. Be sure to seal the envelope before putting it in the mail.
_____ 36. Be sure to put a seal on the envelope before sending it, so they know it is official.

1 point for each correct answer		4
---------------------------------	--	---

VII. Speaking Skill

A. Listen to a conversation between two roommates. Write the phrases used to confirm understanding.

Mike: Hey, so my parents are coming to visit this weekend.

Doug: Awesome! Are they going to come by the house?

Mike: Yeah. Actually, that's what I wanted to talk to you about. We really need to clean the place, or it's going to be embarrassing to have them here.

Doug: (37) _____ you won't invite your parents here if it looks like this.

Mike: Yeah, I'm worried they'll think they didn't raise me well.

Doug: (38) _____

Mike: So, if you don't mind, could you clean the living room and kitchen, please?

Doug: (39) _____, you're saying that you expect *me* to clean the house for *your* parents?

Mike: No, no. That's not it. I will do some cleaning too.

Doug: (40) _____ you'll take care of the bathrooms?

Mike: Yeah, I guess that seems fair.

Doug: Good, because that's the part I definitely don't want to do.

1 point for each correct answer			4
---------------------------------	--	--	---

VIII. Grammar

A. Read the following situations and suggestions. Correct the error in subjunctives. If there is no error, write *NE*.

Situation 1: Somebody is opening a new museum and wants it to look attractive to potential customers.

41. I advise that you created a sunny space with lots of windows.

42. I suggest that you bought pictures of the local community to hang on the walls.

43. It's best that you advertise in the local paper.

Situation 2: Somebody is creating a tourism advertisement for your country and wants to show the best parts of the country to attract tourists.

44. It's a good idea that he only show pictures of famous places.

45. I recommend that he is showing the capital city.

46. I insist that he made it clear that the country is beautiful all year round.

Situation 3: Somebody is going to give a conference presentation and wants to impress their audience.

47. Most speakers suggest that people are dressing formally for their presentations.

48. It's recommended that people come prepared to ask questions.

49. I advise that people arrive early for the presentation.

50. It's essential that people talked about their expertise on the topic.

1 point for each correct answer		10
---------------------------------	--	----

Total points Sections I – VIII		50
--------------------------------	--	----