



II WRITTEN TEST II TERM

LEVEL: Eleventh

TOTAL POINTS: 30 PTS % ASSIGNED: 22.5%

OBT.POINTS:

SCORE:

% GOTTEN

NAME	1 st LASTNAME	2 nd LASTNAME	PERSONAL ID #
GROUP		DATE	
		November 4 th , 2026	
TEACHER		PARENT'S SIGNATURE	
Kenia Ramírez Blanco			

GENERAL INSTRUCTIONS

1. Write down your personal information.
2. Read all the instructions carefully.
3. Check your exam consists of 4 numbered pages.
4. You have **eighty minutes** to answer the test.
5. Additional papers are not allowed. You must answer all questions on this same exam.
6. Write clearly and orderly. Use **blue or black ink only**.
7. If the test is written with pencil, no complaints will be accepted. If you rewrite, do it with ink. Make sure to erase pencil traces.
8. No complaints will be admitted when answers show crossing -outs or unclear writing. Neither crossed words (with pen, pencil, or liquid paper), nor unclear writing, or drawings are accepted.
9. The use of electronic devices is forbidden during the application of the exam.

I PART MULTIPLE CHOICE

10 POINTS

Instruction: Listen to the phone conversation and based on it, choose the option that best answers the questions:

1. How is Sarah's week going?

- a) Very bad
- b) Pretty busy
- c) Very boring

2. Why is Mark calling Sarah?

- a) To ask for money
- b) To invite her out for the weekend
- c) To ask for help with his computer

3. What do they want to do first on Saturday?

- a) See a movie
- b) Play sports
- c) Study together

4. Why can't Sarah go downtown?

- a) She has to work.
- b) Her car is at the mechanic.
- c) She is feeling sick.

5. Where do they decide to go instead?

- a) A shopping mall near Sarah's house
- b) A park in the city
- c) Mark's house

6. How does Sarah get to the new meeting place?

- a) She takes a bus.
- b) She drives her car.
- c) She walks.

7. What time do they agree to meet?

- a) 2:00 PM
- b) 3:00 PM
- c) 4:30 PM

8. What time does the movie start?

- a) 3:00 PM
- b) 3:30 PM
- c) 4:00 PM

9. Who does Sarah want to invite with them?

- a) Her brother
- b) Her boss
- c) Lisa

10. What kind of food do they want to eat for dinner?

- a) Italian
- b) Chinese
- c) Burgers

II PART. Identification

5 POINTS

Instructions: Listen to Leo and Mia talking about a broken cellphone. Based on the conversation, use the word bank to label parts **A** through **E** on the cellphone diagram. Write each part name in the table below. (1 point each)

Word Bank: camera • charging port • microphone • screen • speaker



III Part. Short Answer.

5 Points

Listen to the audio. Read each question and write a short answer based on the conversation between Leo and Mia.

1. What part on the front of Leo's phone is completely cracked?

2. According to Mia, what lens looks okay and is not scratched?

3. Why do people say Leo's voice sounds muffled when he calls them?

4. What problem does Leo have when he tries to plug in his power cable?

5. Why does music sound terrible when played out loud from the phone?

IV PART. SHORT ANSWER**10 POINTS**

Instructions: Listen to the phone conversation between the client and the customer service agent. Fill in the missing words or numbers in the blanks below. Use the words from the vocabulary box.

**collect - scratch - kitchen - refund - weekend - express - inconvenience
damaged - 4892 - Friday**

1. The client's order number is _____.
2. The item the client actually ordered is a _____ table.
3. The box arrived completely _____ on the side.
4. When opened, the top of the table had a huge _____ across the middle.
5. The agent asks if the client wants a replacement or a _____.
6. The client needs the item quickly because they are hosting a dinner party next _____.
7. The company will use _____ shipping to send the new table quickly.
8. The new table should arrive by _____.
9. The delivery driver will _____ the damaged table when they drop off the new one.
10. The agent ends the call by apologizing for the _____.