Unit 2 Comprehensive Review Test

Section 1: Listening

Listen to five advertisements. Choose the correct service business from the box to match each advertisement.

babysitting	catering	dog grooming	organizing	translating

1. **Ad 1**: _____
2. **Ad 2**: _____
3. **Ad 3**: _____
4. **Ad 4**: _____
5. **Ad 5**: _____

Listen to four conversations. Complete each statement using the passive causative with "have" and a time expression with "by".

Example: He'd like to have his shoes repaired by tomorrow morning.

6. She'd like _____ by _____.
7. He wants _____ by _____.
8. He'd like _____ by _____.
9. She'd like _____ by _____.

Part C: Picture & Scene Matching

Look at the service situation descriptions below. Select the option (A, B, C, or D) that best matches each described scene.

14.



A ☐
B ☐
C ☐
D ☐

15.



A ☐
B ☐
C ☐
D ☐

16.



A ☐
B ☐
C ☐
D ☐

17.



A ☐
B ☐
C ☐
D ☐

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Section 2: Vocabulary

Choose the correct word from the box to complete each sentence. There are two extra choices.

delivered	dry-cleaned	lengthened	made	renewed	repaired

16. I'm going to wear this suit to my interview, but it doesn't smell very good. I need to get it _____.
17. Harry's driver's license expired! He needs to get it _____.
18. My son grew a lot this summer. We need to get his pants _____.
19. I didn't have time to go to the store, so I got our groceries _____.

Circle or select the correct phrase to complete each sentence.

20. I love taking care of kids. I want to start a (**dog grooming / babysitting / translating**) service.
21. I love cooking and planning parties. I want to start a (**babysitting / organizing / catering**) service.
22. I like making rooms clean and neat. I want to start an (**organizing / catering / translating**) service.
23. I speak English and Spanish, and I love working with languages. I want to start a (**catering / translating / organizing**) service.

Select the best word (A, B, C, or D) to complete each statement.

24. Waiting hours for a service is a _____ of time.
    a. [ ] A. spend
    b. [ ] B. pay
    c. [ ] C. miss
    d. [ ] D. waste
25. If you make a mistake with a customer, apologize and offer a _____.
    a. [ ] A. product
    b. [ ] B. service
    c. [ ] C. solution
    d. [ ] D. request
26. If you are _____ and treat your customers well, they will recommend you to other people.
    a. [ ] A. reliable
    b. [ ] B. dishonest
    c. [ ] C. expensive
    d. [ ] D. crucial
27. Be sure to pay _____ to your customers' complaints. Summarize their problems in your own words.
    a. [ ] A. responsibility
    b. [ ] B. attention
    c. [ ] C. financially
    d. [ ] D. elsewhere
28. Don't let your customers _____. Keep your promises.
    a. [ ] A. be
    b. [ ] B. find out
    c. [ ] C. down
    d. [ ] D. go
29. Above all, thank customers for their business and make them feel _____.
    a. [ ] A. important
    b. [ ] B. knowledgeable
    c. [ ] C. up-to-date
    d. [ ] D. helpful

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Section 3: Grammar

Choose the correct word or phrase to complete each sentence.

30. We're going to get someone (**take / to take**) our picture.
31. He's going to have his brother (**watch / to watch**) the kids.
32. The kids' room is a mess. Please get them (**clean / to clean**) it up.
33. Can you get someone (**cook / to cook**) dinner, please?
34. I'm having some documents (**copy / copied / to copy**) at a store downtown.
35. She'll get her friend (**repair / repaired / to repair**) her motorcycle tomorrow.
36. Can I have this package (**deliver / delivered / to deliver**) this morning?
37. He needs to have his pants (**lengthen / lengthened / to lengthen**) today.
38. She wants to get the tailor (**shorten / shortened / to shorten**) the sleeves on her jacket.
39. Can we have a professional painter (**paint / painted / to paint**) the dining room?
40. I'd like to get my sweater (**dry-clean / dry-cleaned / to dry-clean**) by tomorrow.
41. She'd like to get her car (**wash / washed / to wash**) this afternoon.

Part B: Passive Causative Sentence Building

Instructions: Write statements and questions using the passive causative structure with the prompt words and specified causative verbs.

42. We need to / our house / paint / this year (use **get**)

    _____

43. Can you / your car / wash (use **have**)

    _____

44. I need to / this package / send / right away (use **get**)

    _____

45. Ryan / will / dinner / deliver / tonight (use **have**)

    _____

Section 4: Reading & Functional Language

Instructions: Read the training manual below. Notice the purpose of each paragraph, then select the best choice (A, B, or C) for each question.

YOUR CLEANER — EMPLOYEE TRAINING MANUAL

Customer Service: The Your Cleaner Way

At *Your Cleaner*, we treat our customers well. Very well. We all know we are the best dry cleaners in town, and our service is first rate. But customer service also depends on the relationships we build. A loyal *Your Cleaner* customer, who truly makes us their only cleaner, is one who will recommend us to their family, friends, colleagues, and neighbors. They are the ones who will give us their business month after month. Excellent customer service is crucial to our success.

Be Attentive

Be an active listener at every step. When a customer comes into our store, they need your help getting something done. Listen to find out exactly what they want. When they tell

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you what they need, summarize what they've said in your own words to make sure you understand their instructions. This shows customers that you're paying attention. Then enter their instructions into the computer immediately, so we don't make any mistakes.

Be Knowledgeable

If our customers could clean their clothes themselves, they would. They come to us because we have methods and techniques for achieving the best cleaning and the best-looking clothes; we can do something people can't do in their laundry rooms. Every employee must know how to clean any kind of fabric. Customers are going to be counting on you for the knowledge that their clothes will be perfect when we're done with them. Sometimes you won't know the answer to a question. When that happens, say "I'll find out." Then call a manager and have them help you so you can get the customer the answer they need right away.

Be Reliable

Our customers remember everything we say, so don't let them down. If you promise to have someone's clothes ready on Friday, but they aren't, that makes a lasting bad impression. The customer will remember that more than they'll remember how happy they were with our cleaning. Most importantly, always tell the truth! If we make a mistake, we apologize and offer a solution ASAP.

46. The purpose of paragraph 1 is to explain _____.
    a. [ ] A. what customer service is
    b. [ ] B. the company to customers
    c. [ ] C. how important customer service is
47. The purpose of paragraph 2 is to explain _____.
    a. [ ] A. why it's important to listen to customers
    b. [ ] B. what to say when you make a mistake
    c. [ ] C. how to respond to customer instructions
48. Paragraph 3 talks about the importance of _____.
    a. [ ] A. getting clothes clean
    b. [ ] B. showing customers that you know what you're doing
    c. [ ] C. asking managers questions
49. Paragraph 4 highlights the importance of _____.
    a. [ ] A. doing what you say you'll do
    b. [ ] B. saying you're sorry
    c. [ ] C. being on time

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Read the conversation below between Ashley and Bam. Choose the option (A, B, or C) that best fits each numbered gap.

Ashley: Hey, Bam.
Bam: Hi, Ashley. Is it too late to ask you a **(50)** _____?
Ashley: Not at all. What do you **(51)** _____?
Bam: **(52)** _____. My assistant printed materials for tomorrow's meeting. But there's a mistake and some missing information. I need to **(53)** _____ to fix them and then to print new ones for everyone.
Ashley: I can fix them for you if you give me the information. And then I can **(54)** _____ print them.
Bam: Could you? You're a **(55)** _____! I'd do it myself, but I have an appointment.
Ashley: No problem, but you **(56)** _____!
Bam: Thanks again!

50. **Option:**
    a. [ ] A. problem
    b. [ ] B. favor
    c. [ ] C. harm
51. **Option:**
    a. [ ] A. bother
    b. [ ] B. have
    c. [ ] C. need
52. **Option:**
    a. [ ] A. Thank goodness
    b. [ ] B. Sure
    c. [ ] C. ASAP
53. **Option:**
    a. [ ] A. take someone
    b. [ ] B. have someone
    c. [ ] C. get someone
54. **Option:**
    a. [ ] A. take someone
    b. [ ] B. have someone
    c. [ ] C. get someone
55. **Option:**
    a. [ ] A. dry-cleaner
    b. [ ] B. repair person
    c. [ ] C. lifesaver
56. **Option:**
    a. [ ] A. owe me one
    b. [ ] B. might be difficult
    c. [ ] C. can't slip my mind

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