

1 ▷ A woman called Kali has left a voicemail message for her friend. Listen to the message and complete the sentences.

Hi, Benedetta. It's Kali. I'm afraid I can't come to our dance class tonight because Mark's late and I can't leave the children alone at home. ¹ _____ wait for me, OK? This is the ² _____ time he's done this, so I'm really annoyed with him! Anyway, I hope you'll have fun with your ³ _____, and say hello to everyone from me. I hope the class ⁴ _____ too full, like it was last week. I'm going to ⁵ _____ back and watch a film on TV now. The ⁶ _____ Cup's on, but I hate football so I'm ⁷ _____ watching that! Call me tomorrow after work. Bye.

2 Read the following sentences and choose the correct answer from the words in *italics*.

- 1 Natalia *was finishing / finished* her project when her boyfriend arrived.
- 2 While Mustafa was cycling to work, he *was falling off / fell off* his bike.
- 3 I *was asking / asked* her several times to be quiet.
- 4 We saw an amazing sunset as we *were driving / drove* around Croatia.
- 5 Milan *was ringing / rang* the doorbell and waited for someone to come.
- 6 We were scared when we *were seeing / saw* the large dog in our garden.
- 7 I *was having / had* lunch with my friends when I heard about the storm.
- 8 Axel's car suddenly *was breaking down / broke down* when he was near Zurich.
- 9 Nobody came into the kitchen while I *was preparing / prepared* dinner.
- 10 They stopped writing, picked up their bags and *were leaving / left* the room.

3 Complete the sentences with a, b or c.

- 1 Arek hurt his leg while he was climbing _____ a wall.
a into b over c through
- 2 The children dived _____ the pool and started to swim.
a out of b towards c into
- 3 Chen dropped his mobile phone _____ the car window by accident.
a through b along c out of
- 4 'Come _____ and stand quietly in a queue,' said the teacher.
a forwards b towards c round and round
- 5 At the end of the film, the actress screamed as she fell _____ the broken stairs in the old house.
a along b through c backwards

4 Read the text. Complete the sentences with the past simple form of verbs in the box. Use each verb ONCE only.

travel	join	get	take	work	love	land	begin	decide
	say							

Neil Armstrong

Neil Armstrong was an American astronaut and the first person to walk on the moon. He was born in 1930, and he ¹ _____ flying from an early age. As a teenager, he ² _____ flying lessons, and he ³ _____ studying engineering at Purdue University in the USA when he was just seventeen years old. He ⁴ _____ quite good marks while he was a student there.

Later, Armstrong ⁵ _____ to become a research test pilot. In 1958, he ⁶ _____ the US Air Force's 'Man In Space Soonest' programme. The group of astronauts on the programme ⁷ _____ together on planning a trip into space, and just over ten years later, Apollo 11 ⁸ _____ to the moon.

Neil Armstrong ⁹ _____ on the moon at 20.17 on 20 July 1969. He got out of the spaceship and stepped onto the surface of the moon at 02.56 on 21 July. Then, he ¹⁰ _____ his famous words: 'That's one small step for man, one giant leap for mankind.'

5 Complete the sentences with a suitable adverb. The first letter has been given.

- 1 I go to a lot of business meetings, so I always dress s _____ for work.
- 2 My neighbours are always playing music l _____ and it really annoys me.
- 3 I don't like wasting time, so I usually make decisions q _____.
- 4 Please don't speak too f _____ because it's hard for me to understand you.
- 5 I've been in Japan since 2005, and I speak Japanese f _____ now.

6 Choose the correct answer from the words in *italics*.

- 1 Elisabeta didn't know anyone when she moved to London, so she felt *lonely* / *embarrassed*.
- 2 I never feel *confused* / *calm* before I take an exam – I'm always very worried.
- 3 Svetlana is *pleased* / *stressed* because she's going on holiday tomorrow and she hasn't made any preparations yet.
- 4 Wait a minute – did you say left or right? I'm *confused* / *disappointed*.
- 5 Mary felt really *exhausted* / *guilty* when she broke her boyfriend's new watch.
- 6 Most people feel *anxious* / *angry* before a job interview – it's perfectly natural.

- 7 Our English teacher was *in a good mood* / *stressed* when everyone passed the test!
- 8 The first time Max went on a plane he was quite *lonely* / *nervous*, but now he loves flying.
- 9 You must be *exhausted* / *excited* after working so hard all day.
- 10 There's no need to be *calm* / *scared* – that spider won't hurt you!

7 Read the article about how to deal with emails at work and then complete the notes.
Use one word from the text for each answer.

The Rules of Email

Nowadays, employees have to read lots of emails, and it's important to know how to reply to them properly.

Don't make an email longer than it needs to be. The people receiving your email are busy, too, so don't waste their time. Remember to answer any questions that the sender has asked you because if you don't, you will receive more emails about these questions.

Check your spelling, grammar and punctuation. If this is not correct, people may have a bad opinion of you and your company. Avoid using capital letters because this looks like you're shouting at the person you're writing to. Email is supposed to be a quick type of communication and is therefore different to writing a letter, so avoid using long sentences to say what you want to say. Many people don't read their emails before they send them, and this is a mistake. Always check what you've written.

Finally, most customers send an email because they want a response in writing rather than on the phone. If they wanted a quick reply, they would just make a phone call. Therefore, employees should try to reply within 24 hours. If you need more time, send a short, polite email saying you will get back to the customer with a more detailed reply as soon as possible.

Dealing with emails

- Keep emails short.
- Deal with all ¹ _____ in the email you received.
- Check spelling, punctuation and grammar – don't use capital ² _____.
- Don't make your sentences too ³ _____.
- ⁴ _____ your email again before you send it.
- ⁵ _____ to send a reply on the same day.