

Test U5 - Preparation

Vocabulary

Complete these sentences with words from the list. Change the form of the word if necessary.

guarantee	require	assist	provide	
serve	monitor	care	satisfy	expect

- 1 Can you _____ that the package will arrive within 24 hours?
- 2 The _____ was rather slow at that new restaurant, but the food was good when it arrived.
- 3 As part of your fitness check, we attach this machine to your chest and it allows us to _____ your heart.
- 4 In a recent survey we found that callers' levels of _____ with the call centre were below average.
- 5 With over 300 products in stock, we're sure you'll find something to meet your _____.
- 6 We not only want to meet the _____ of our customers, we also want to exceed them.
- 7 I asked the shop _____ for help, but she was very rude to me.
- 8 Our customer _____ policy is there to ensure your complete satisfaction.
- 9 What kind of after-sales support does your company _____ for its customers?

2 Complete the sentences with the prepositions from the list.

about at back for forward in on to

- 1 Hello, I'm calling _____ to _____ arrange a meeting at your hotel.
- 2 It's _____ our appointment at four today. Something's come up.
- 3 Is Tuesday any good _____ you?
- 4 Sorry, but I'm not free _____ one. Maybe later in the day?
- 5 I'm afraid I can't come _____ Thursday.
- 6 I'm busy next week, so can we move it _____ to the week after?
- 7 Instead of the afternoon, why don't we bring it _____ to the morning?
- 8 Can we make it later _____ the week?

Grammar - Future forms

A Match each item on the left with an item on the right.

- | | |
|--|---|
| 1 As you know, we're going to increase our special offers. | a) Look at the fog! |
| 2 We're leaving at five o'clock on Friday morning. | b) They know everything about Apex tickets. |
| 3 Most probably, airport hotels will become increasingly popular. | c) They couldn't get us a later flight this time. |
| 4 Hold on. I'll call our Travel Department and find out for you. | d) We are about to start advertising. |
| 5 Flights are going to be delayed again. | e) Many of them have been designed with the business traveller in mind. |

B Study the words in bold in exercise A. Then decide which sentence, 1 – 5, illustrates each of the meanings, a) – e), below.

- a) instant decision *sentence 4*
b) pre-planned decision
c) prediction based on present evidence
d) general prediction / opinion about the future
e) future arrangement (diary future)

C Put the words and phrases in the correct order to make sentences.

- 1 as soon as / a ring / I arrive / I'll give / in Brussels. / Mr Dupuis
2 I'll / If / is delayed, / miss / my flight / the presentation.
3 a better hotel. / going to / I find / I'm / stay here / until
4 you advise / I'll / in May / not to go. / our Chinese suppliers / unless / visit / me
5 again. / and visit / you are / in Copenhagen / our headquarters / Please come / when

<https://www.ecenglish.com/learnenglish/lessons/future-time>

A  2.6, 2.7 Philippa Knight, Sales Director at The Fashion Group in New York, makes two telephone calls to Maria Bonetti, a fashion buyer in London. Listen and note: a) the purpose of each call and b) the result.

B  2.6 Listen to the first call again and complete the extract below.

Philippa I'm calling because I'll be in London next week and
¹ to see you. I want to tell you about our new collection.

Maria Great. What²? I'm fairly free next week, I think.

Philippa³? In the afternoon? Could
⁴ then?

Maria Let me look now. Let⁵. Yes, that'd be no problem at all.⁶ 2 o'clock? Is that OK?

C  2.7 Listen to the second call again and complete the extract below.

Receptionist Thank you. I'm putting you through. Hello, I'm afraid she's engaged at the moment.¹ or can I take a message?

Philippa I'll leave a message, please. The thing is, I should be meeting Ms Bonetti at 2 p.m,². My plane was delayed, and I've got to reschedule my appointments. If possible,³ tomorrow.⁴ in the morning.
⁵ here at the hotel, please?

Receptionist Certainly. What's the number, please?

Philippa It's⁶.