

SPEAKING (20)

- A. You are going to tell a story about a time when you felt angry, embarrassed, excited or scared. First, make notes to answer the following questions, then use the Language for Speaking box to tell your story.

• When did it happen? • Where were you? • What happened? • What were you doing when it happened? • How did you feel? • What happened in the end?	LANGUAGE FOR SPEAKING telling and responding to a story Starting a story <i>A funny thing happened this morning ...</i> <i>I had a bad experience last year, when I was ...</i> Returning to the subject of a story <i>So, anyway, ...</i> Ending a story <i>I was so embarrassed!</i> <i>I was really scared!</i> <i>It was all OK in the end.</i> Responding to a story <i>Oh no!</i> <i>You're joking!</i> <i>So then what happened?</i>
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LISTENING (20)

- B. Answer the questions about the letters *-t* and *-d* before a consonant.

1. When a word ends in *-t* or *-d* and the next word begins with a consonant, we don't say the *-t* or *-d*. True or false? _____

Listen to the following sentences and write the missing word.

- Please _____ talking now and stop when you hear the 'beep' sound.
- This is the _____ train I've ever been on.
- And in _____ place we have the blue team.
- _____ ready and I'll pick you up at half past six.
- My _____ car is not in great condition.

- C. 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.

WRITING/GRAMMAR (25)

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

- Natalia *was finishing* / *finished* her project when her boyfriend arrived.
- While Mustafa was cycling to work, he *was falling off* / *fell off* his bike.
- I *was asking* / *asked* her several times to be quiet.
- 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.

E. 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!

F. Write an email telling a friend about a recent event that went wrong. Choose on of the situations below. Remember to use the past simple and past continuous, time sequencers and adverbs of manner.

• At a party or special event • On holiday • At work or college	LANGUAGE FOR WRITING time sequencers When we tell a story, we often use time sequencers to show when things happened. Showing how a situation changes <i>At first ... but after ...</i> <i>To begin with ... but then ...</i> Talking about an unexpected event <i>suddenly</i> Showing the order of events <i>half an hour later a short time later after a few minutes</i> <i>then next</i> Ending a story or saying that a lot of time has passed <i>in the end finally at last</i> Referring to an action which interrupts another action <i>when while</i>
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READING (20)

- G. 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.