Name: _____ **Class:** _____ **Date:** _____

StartUp5 Unit 4 Test

LISTENING

Listen to the talk and answer the questions.

(**Audio Track:** StartUp5_Unit04_Test_01)

____ 1. What is the speaker's main idea?
   a. How a person's age can affect their buying decisions.
   b. How to market products to different age groups.
   c. What types of products are most popular for each age group.
   d. Where people of each age group go shopping.

____ 2. When the speaker talks about younger adults' preference for "convenient products", what does the word "convenient" mean?
   a. products that are not expensive
   b. products that are of good quality
   c. products that help things to be easier
   d. products that are different from others

____ 3. According to the speaker, what do older adults care more about than younger adults?
   a. the image of a business
   b. the customer service
   c. the number of options available
   d. the company's history

____ 4. According to the lecture, what does the speaker believe about the differences between younger buyers and older buyers?
   a. companies won't study them
   b. they may not be the same in the future
   c. they have been true for a long time
   d. brands are familiar with them

PRONUNCIATION

Listen for the prefix *ex-* in each word. Choose the pronunciation that you hear.

____ 5. (**Audio Track:** StartUp5_Unit04_Test_02)

   a. /ks/
   b. /gz/

____ 6. (**Audio Track:** StartUp5_Unit04_Test_03)

   a. /ks/
   b. /gz/

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LIVEWORKSHEETS

GRAMMAR

A. Rearrange the words to complete each sentence.

7. why | another | me | credit | card | you | for | tell | apply

   Please, _____.

8. the | what | store | Molly | department | at | bought | see

   Did you _____?

9. new | doesn't | use | phone | understand | to | how | her

   My grandmother _____.

B. Read each customer request. Then, write a more polite version using the verb in parentheses.

10. Can I order these ties online? (imagine)

    _____

11. Could you show me this scarf in other colors? (wonder)

    _____

12. Could you show me a jacket in a smaller size? (think)

    _____

C. Combine the set of sentences into one sentence using *while* or *whereas*. Use a comma as needed. Do not change the order of the clauses.

13. I have several pets. Cora only has one rabbit. (while)

    _____.

14. Pete buys his clothes online. Vern shops at department stores. (whereas)

    _____.

15. The restaurant closes early. The coffee shop is open until midnight. (while)

    _____.

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LIVEWORKSHEETS

VOCABULARY

A. Complete each sentence with the correct word or phrase.

a. returns
b. brands
c. tax
d. shipping
e. on sale

____ 16. To save money, buy items which are _____. But don't forget to check that products are not broken.

____ 17. How did I not notice the hole in the pants I bought? Good thing the store accepts _____.

____ 18. The price is always more than what's written on the item. They add _____ when you pay.

B. Complete each sentence with the correct word.

____ 19. This counting machine is not adding up the prices correctly because _____.
a. I changed my mind
b. it's defective
c. it doesn't fit

____ 20. The store has a no-returns policy, meaning all _____, with no change in the rules for any reason.
a. store credit
b. sales are final
c. receipts

____ 21. Don't expect to get a _____ when you try to cancel your reservation at a hotel the day you are scheduled to stay there.
a. refund
b. purchase
c. tag

C. Complete each sentence with the correct word.

a. market research
b. survey
c. scan
d. psychologist

____ 22. The restaurant gave a _____ to its customers on the desserts they ordered.

____ 23. The doctor couldn't explain why my stomach hurt so much so they had me get a _____.

____ 24. According to a _____, most people will buy things they don't need if they have enough money.

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LIVEWORKSHEETS

CONVERSATION

A. Choose the best phrase to complete each part of the conversation.

a. It's kind of expensive.
b. She loves painting, but I don't know anything about that.
c. I never pay full price for anything.
d. Why don't you do a search for "gifts for painters"?

25. A: What's wrong?

B: I have to get a gift for a friend's birthday, and I have no idea what to get her!

A: What kind of stuff does she like?

B: _____

A: Hmm. I know! _____

B: Great idea! I'll take a look.

B. Choose the best phrase to complete each part of the conversation.

a. That's the store policy.
b. I'm going to use it right now
c. Thanks for shopping at RJs
d. Is it broken?

26. A: Hi, I'd like to return this watch.

B: That shouldn't be a problem. _____

A: No, I just changed my mind about it.

B: Ok, when did you buy it?

A: Two days ago during your big sale.

B: Unfortunately, since you bought them during our Red Tag sale, all sales are final.

A: Hmm. Could I exchange it?

B: I don't think so. _____ But I can ask my manager.

A: Thank you!

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LIVEWORKSHEETS

READING

Read the article. Answer the questions.

The things we own

People's homes are often a way for them to share their identity. They spend years collecting possessions—photos, furniture, heirlooms, trinkets—and finding the perfect places to put them. What are they most excited to share with visitors to their homes? I'll tell you this much: it isn't always family photographs.

Handmade

The things we make often mean more than those we buy. While they may not be perfect, the time and effort we put into making them add value. These handmade items can also remind us of our skills, even if we're still developing them.

Leigh "I own a furniture store, and I make most of the furniture I sell. So, as you can imagine, I have some beautiful pieces in my own home. But in the middle of the family room, right where every visitor will see it, is this imperfect little table. The legs are slightly different lengths, and the tabletop isn't smooth, so I always tell people not to put their drinks on it! But I keep it because it's the first piece of furniture I made. My grandfather helped me with it. I was only nine, and it was so difficult. I didn't think I could do it. But my grandfather believed I could, and look at how far I've come!"

It came a long way

Nowadays, much of what we have in our homes probably just arrived at our front door. We add something to our online shopping cart, and then it's ours within a couple of days. So, it may be difficult to imagine traveling thousands of miles to buy something, but some people do, and the journey becomes part of that possession.

Ken "Four years ago, after discovering him at an art show, I started following this great artist online, on his social media account. His paintings were so full of color and life, I wanted one in every room of my apartment! Of course it was possible to buy them online, but I was also curious about the beautiful location he was painting. So I bought a ticket, and I went there. It was amazing! All of the homes were surrounded by flowers and trees, and the people were so friendly! I was invited to dinner several times, and when I went to the artist's gallery, he offered to show me his favorite places to paint. The two paintings I now have in my living room help me tell that story."

For some of us, the items in our homes aren't bought without care; they're collected with thought. And they're a part of who we are, a part of our story.

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LIVEWORKSHEETS

____ 27. What is the article mainly about?
   a. why some people prefer making items for their homes
   b. how to choose great items to put in your home
   c. why it's difficult to find the perfect items for our homes
   d. how items in people's homes tell stories about their lives

____ 28. Why does Leigh enjoy showing people his table?
   a. He made it for his child.
   b. It's from his furniture store.
   c. It shows how his skills have improved.
   d. His grandfather gave it to him.

____ 29. How did Ken get his paintings?
   a. He received them as a gift from the artist.
   b. He travelled to the artist's gallery.
   c. He bought them online.
   d. He found them at a local art show.

WRITING

Choose the sentence that uses polite language to complete the complaint.

____ 30. As an airline, it is your duty to make sure that all check-in luggage arrives at the correct destination and in one piece. There is simply no excuse for losing a passenger's luggage. _____

   a. You owe me a full refund for my trouble, plus you owe me an apology.
   b. I would like a full refund for the flight, plus the cost of replacing my suitcase and all of its contents.
   c. I will give you 24 hours to deposit a refund, in full, for everything of mine that you have wasted, including my time.

____ 31. I am returning the item because it is not the color I ordered. A clerk told me you no longer have it in black. _____ Hope to hear back from you soon.

   a. Of course, this means you guys need to find it for me somewhere else.
   b. Tell me how something so simple can get mixed up like this.
   c. In that case, unfortunately I have to cancel my order.

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LIVEWORKSHEETS