

A  Listen to the conversation between three friends. Then read the questions and choose the correct answer.

- 1 What specific piece of information does Jo give about the car she wants to buy?
 - A She gives its precise age.
 - B She gives the make and model.
 - C She gives the exact price.
- 2 At the start of the conversation, why is Carla in favour of Jo buying the car?
 - A She thinks it's really cheap.
 - B She thinks it fits with Jo's life and the things she does.
 - C She has great financial sense.
- 3 What point does Steve make?
 - A He says Carla has nowhere to keep a car.
 - B He says the car is much too expensive.
 - C He says the car is probably illegal.
- 4 Why is Sarah suspicious of the price of the car?
 - A She's worried there could be something wrong with the car.
 - B She's anxious because Jo can't afford it.
 - C She thinks it's too much to pay for a second-hand car.
- 5 Who is concerned about the effect of cars on the planet?
 - A Jo
 - B Carla
 - C Steve

_____ /10 (2 points each)

B  Listen to the conversation between Marta and Paula. Then read the statements and decide if they are True or False.

- 1 Both of the women have done volunteer work. T / F
- 2 Paula doesn't think smartphones have an impact on who you are as a person. T / F
- 3 Marta is experiencing "buyer's regret". T / F
- 4 Marta gives an example of an experience that changed a person's career path. T / F
- 5 The two women have different opinions on the importance of experiences. T / F

_____ /10 (2 points each)

C Complete the table with the words in the box.

authentic be a downer be an honor be worthwhile be your own fault brighten up counterfeit
kick yourself ~~learn something the hard way~~ make a contribution to ruin somebody's day second-rate

Commenting on Mistakes	Positive Experiences	Describing Consumer Goods	Describing Emotional Impact
learn something the hard way			

_____ /11 (1 point each)

D Choose the correct answer.

- I made the *jumbled* / *deliberate* / *individual* decision to change my attitude.
- I think my friends Jack and Cristina are the perfect *match* / *hoax* / *influence* for each other. They'd be a great couple.
- Li-Su tends to avoid discussing *creepy* / *clumsy* / *controversial* topics like politics because she dislikes arguments.
- You seem very *technical* / *determined* / *exaggerated* to go ahead with your plan.
- Natasha likes to arrange her books *neatly* / *smoothly* / *steadily* in alphabetical order.
- Could you please *capture* / *put* / *fold* your toys away – they're all over the place!
- I didn't want to hurt anyone's feelings, so I told a *white lie* / *downer* / *rumor*.
- Are you sure the couch is *accurate* / *biased* / *fireproof*? It doesn't have a safety label.
- My husband can't *calculate* / *believe* / *identify* his luck. He's been offered the job!

_____ /9 (1 point each)

E Complete the conversation with the words in the box.

capture convince demonstration disorganized gifted logical move path rumor value

- Chris:** How can I ¹ _____ you to apply for the job, Marco? You'd be so good at it!
- Marco:** I don't agree – I'm ² _____ and it's a job that would suit someone who has really good organizational skills, so it's not right for me. Applying for it would be a bad ³ _____.
- Chris:** Well, that's a real downer. I was hoping the ad would ⁴ _____ your imagination, you'd apply and get it, and that we'd work together.
- Marco:** Yeah, I know. Maybe there will be another opportunity. I heard a ⁵ _____ that TechNos Inc. was looking for staff. That's the sort of company I should work for because I have a ⁶ _____ mind. I like to figure things out and make sense of them. I'm pretty good at technical stuff.
- Chris:** That's true. Speaking of technical things, the community college is running a web design course next semester. It sounds really interesting, but I'm not sure if it's the right ⁷ _____ for me. One day I really want to build my own website, but I'm not very ⁸ _____ when it comes to being creative.
- Marco:** Oh, sure! I know the guy who teaches that course – Brandon. He came to my company to do a speech-to-text ⁹ _____ the other day. It was fascinating to see the computer typing what he was saying! He's extremely well informed and patient. I think you would really ¹⁰ _____ the experience, so go for it!
- Chris:** Thanks. That sounds great.

_____ /10 (1 point each)

F Choose the correct answer.

- 1 My friends encouraged me *getting* / *to get* a dog.
- 2 If I couldn't remember the website address, I *will* / *would* look it up.
- 3 This spray prevents mosquitoes from *biting* / *to bite* people.
- 4 It's very likely that new jobs *will create* / *will be created*.
- 5 Can I offer you *an* / *a piece of* advice?
- 6 Fake news *shouldn't post* / *shouldn't be posted* on social media.
- 7 Joe's upset because his new bike *has been stolen* / *is stolen*.
- 8 Who is responsible for *checking* / *to check* the supplies?
- 9 It's too late now, but I wish I *didn't go* / *hadn't gone* out last night.
- 10 This time next week, we *will be flying* / *will fly* to Mexico City.

_____ /10 (1 point each)

G Read the sentences. Choose the correct answer.

EXAMPLE The movie, what was incredibly boring, really wasn't worth the money.

The movie, which was incredibly boring, really wasn't worth the money.

- 1 We were supposed to meet our friends on Saturday night but they cancelled.
We are supposed to meet our friends on Saturday night but they cancelled.
- 2 The doctor spent a lot of time to reassure her patients.
The doctor spent a lot of time reassuring her patients.
- 3 I urged my friend don't buy the expensive camera.
I urged my friend not to buy the expensive camera.
- 4 If only I had more time!
If only I have more time!

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_____ /4 (1 point each)

H Complete the conversation with the words in the box.

designed doing only particularly prevents want working

- Toros:** I need your help, Sam. I just bought a new laptop and it's not ¹ _____ easy to set up.
- Sam:** OK, no problem. Laptops should be ² _____ to be user-friendly, but I know that's not always the case.
- Toros:** I know. My main problem is that it has some software on it that ³ _____ people from hacking into your system, but I can't seem to get it working.
- Sam:** Just give me an hour. I can guarantee it will be ⁴ _____ soon and you can start having some fun with it.
- Toros:** If ⁵ _____ there were more people like you around, Sam! Thanks so much.
- Sam:** You're welcome! I'm good at ⁶ _____ that kind of stuff and I enjoy it, so it's really nothing.
- Toros:** Well, yes, but I ⁷ _____ you to know that I appreciate it.

_____ /7 (1 point each)

I Complete the sentences with an appropriate form of the verbs in parentheses ().

- 1 Have you ever thought of _____ (post) your resume online?
- 2 I really wish I wasn't _____ (work) this weekend.
- 3 We were bound _____ (have) traffic problems on a Friday afternoon.
- 4 If you hadn't gone to college, you might not _____ (have) the awesome job you have now.
- 5 There's a possibility of _____ (buy) some tickets for next week's concert.

_____ /5 (1 point each)

J Choose the correct answer.

- 1 Aren't we supposed to *meet* / *meeting* Sarah at ten?
- 2 Eventually, he *is buying* / *is going to buy* a new car.
- 3 Tickets for the game *are being sold* / *to sell* for \$500 each!
- 4 If I had more time, I *may* / *might* write a novel.

_____ /4 (1 point each)

K Read the article. Then read the statements and choose the correct answers.

Buyer's Regret, by Tom Atkins

We've all done it – bought something and later regretted it. From childhood, we are raised to make good decisions, or at least to be competent decision-makers, and yet we all make mistakes and bad decisions. So what is it that pushes us to be so foolish occasionally? Most of the time, a case of buyer's regret isn't too big a deal. Maybe you bought some jeans that didn't really fit you that well, or perhaps you spent a dollar or two on a candy bar that you knew you really shouldn't eat. However, for some people, buyer's regret has much bigger consequences. Take the example of Katie and Dan from Boise, Idaho. This young couple decided to buy a house. "We thought renting was just throwing money away," says Katie. "What we hadn't truly realized was that home-ownership comes with all kinds of extra expenses, like property taxes, maintenance, home insurance, even utilities," says Dan. "When we were renting, even our hot water and heating bills were included in the monthly rent, but now it's all on our shoulders, and we're only managing with difficulty." The moral of the story is: be sure to calculate, do a thorough analysis of your finances, and think twice before you jump into a large purchase such as a house. Do you really need to buy a house, or do you think you need to buy a house? There might be better ways of spending your money.

Here are three purchases known to cause buyer's regret.

- 1 State-of-the-art desktop computers. Unless you're an architect or need a big computer to do large-scale technical drawings, think small not big. Tablets and laptops are more than adequate for most tasks, and very importantly, they can be moved with ease from one place to another.
- 2 Home printers. Many of us have purchased a home printer over the years, but have you ever stopped to think how many times a year you actually use yours? Printers tend to take up a lot of space, and that matters if you have limited living space. Inkjet printers need extremely expensive ink cartridges, and the cost of these adds up quickly. Consider going to your local library and using their printer for a fraction of the cost of owning one.
- 3 Fitness trackers. Did you know that if you own a smartphone, it's probably tracking your fitness all day every day (unless you switch off the app)? Fitness trackers seem to be cool little gadgets that will monitor every step you take and every calorie you eat, but do you really need one? Take a look at your smartphone instead and save yourself some dollars.

- 1 Buyer's regret ...
A always has important consequences. B often doesn't matter much.
- 2 The young couple from Idaho ...
A threw money away in rent. B didn't calculate their costs.
- 3 The article suggests that buying a house ...
A isn't necessarily the best way to spend money. B is always foolish.
- 4 The article mentions three objects that people ...
A buy because it's cool to own them. B often think they need, but don't need.
- 5 The article says that the desktop computer, the printer, and the fitness tracker are all...
A totally useless. B things people tend to regret having bought.

_____ /10 (2 points each)

L Read the letter. Then read the questions and choose the correct answers.

Re: Faulty 4-slice *Mr. Toasty* toaster, Model Number A010

Dear Mr. Mongini,

I am writing to complain about the 4-slice toaster I bought from your website during your “Kitchen Essentials” promotion. I purchased this item on March 4 for \$29.99, plus \$5.00 for shipping, and I am including a print-out of the receipt as proof of purchase.

I received my new *Mr. Toasty* toaster on March 6 and immediately plugged it in as I was looking forward to testing it out. At first, everything seemed to be fine. The slice of bread I toasted came out a lovely golden brown color. Unfortunately, the bagel-toasting function simply didn’t work. I placed half a bagel in the toaster, pressed the bagel button, and waited patiently. After five whole minutes, nothing appeared to have happened at all. Then, all of a sudden, the bagel popped out. Sadly, it was completely burnt and therefore totally inedible. There was also an intense smell of burning in my kitchen and I saw sparks coming from the toaster. Obviously, I felt a little alarmed, so I unplugged the toaster and have not used it since.

In order to resolve this issue as quickly as possible, I called your 24-hour customer support helpline, as advised on your website. After listening to classical music for 37 minutes, my call was eventually taken, just as I was about to hang up. I spoke to a customer representative named KellyAnne. I am sorry to say that she was most unhelpful and unsympathetic. KellyAnne first suggested that I had dropped the toaster before using it. When I insisted that I had not damaged it in any way, she said that the toaster might have been left unattended, causing the bagel to burn. This is simply not true. Our conversation was highly unsatisfactory and this is why I am writing to you directly.

I will not be purchasing a replacement toaster from your company, or indeed any other product, since I have no reason to believe that you supply reliable kitchen equipment and since your customer service is not as expected. I believe the toaster is faulty, and possibly dangerous. I would be grateful if you would refund my credit card \$34.99. I look forward to hearing from you within 14 days.

Sincerely,

Jack Robinson

- 1 What is the main purpose of this letter?
A to describe a purchase
B to give tips on good customer service
C to complain about a purchase
- 2 What is the problem with the toaster?
A The alarm function is inferior. B The bagel function is faulty. C It has a bad smell.
- 3 Which of these statements is correct?
A Mr. Robinson’s phone call to customer service was quickly answered.
B Mr. Robinson stopped using his toaster due to the problem.
C Mr. Robinson damaged the toaster, causing it to send out sparks.
- 4 Mr. Robinson states that the customer service he received was ...
A unhelpful and unsatisfactory. B rude but satisfactory. C quick but alarming.
- 5 What does Mr. Robinson hope to achieve?
A He would like a replacement *Mr. Toasty* toaster that works.
B He would like a different kitchen appliance from this company.
C He would like a refund, including shipping costs, by a certain deadline.

_____ /10 (2 points each)