

Part A

Instructions: Read the following paragraph and then answer the following questions by choosing True or False.

"I'm really worried about my car. It won't start, and there's a strange noise coming from the engine. I also noticed the brakes feel soft, which is really scary. I need to get an oil change soon, too. Can you take a look at it and tell me how long it will take to fix and how much it will cost?"



The car has multiple issues, including a starting problem and a strange engine noise.

True False

The car's brakes feel firm and responsive.

True False

The car needs an oil change.

True False

The owner of the car knows exactly what is wrong with it.

True False

The owner of the car is concerned about the car's condition.

True False

Part B

Instructions: Read the following conversation and completing it by choose the correct words.

Customer: Hi there, I need _____. My car _____.

Mechanic: Alright, let's take a look. Can you tell me a bit more about what happened? Did it just suddenly stop working?

Customer: Yeah, it just died on me while I was driving. No warning or anything.

Mechanic: Okay, I'll _____. It might take a while to diagnose the problem. _____ as soon as I know what's wrong.

Customer: Great, thanks. _____ to fix?

Mechanic: It's hard to say until I know the exact problem. But I'll give you an estimate as soon as possible.