

Match sentences 1–6 with the sentences in the box. Then underline the events that happened first.

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|--|--|--|
| I hadn't studied.<br>He woke up in the hospital. | He'd missed his flight.<br>The party was over. | I had lost it.<br>The movie had ended. |
|--|--|--|

- |                                  |                          |
|----------------------------------|--------------------------|
| 1 I failed the exam.             | <u>I hadn't studied.</u> |
| 2 The money wasn't in my pocket. | _____                    |
| 3 He'd had an accident.          | _____                    |
| 4 He arrived 10 minutes late.    | _____                    |
| 5 I left the theater.            | _____                    |
| 6 Everyone had left.             | _____                    |

Read the story below. Put the events in the correct order. Then decide: Is it a personal tragedy, a feel-good story, or a family saga?

- \_\_\_\_\_ His parents are very worried.
- \_\_\_\_\_ 1 A young boy goes fishing with his dog.
- \_\_\_\_\_ The boy is missing for 12 hours.
- \_\_\_\_\_ After a few hours, the boy gets lost.
- \_\_\_\_\_ The parents are very happy.
- \_\_\_\_\_ Luckily, the dog helps him find his way home again.

Complete the sentences. Use the words in parentheses ( ) and the correct form of the phrasal verbs in the box.

|          |              |          |          |
|----------|--------------|----------|----------|
| cheer up | get together | go ahead | hang-out |
| make up  | mess up      | split up |          |

- 1 Luis and his friends were going to hang out (going to) at the mall last night, but the mall closed early.
- 2 I \_\_\_\_\_ (going to) with my friends for a movie, but I was held up.
- 3 The band \_\_\_\_\_ (going to) after their June concert, but they played together for one more year.
- 4 Charlie wasn't feeling well, but his parents \_\_\_\_\_ (going to) with the party. Then they changed their minds.
- 5 The party \_\_\_\_\_ (supposed to) Elisa, but it didn't. She was still sad.
- 6 Jessica \_\_\_\_\_ (going to) an excuse for missing the test. But in the end she told the truth.
- 7 Updating the operating system \_\_\_\_\_ (not supposed to) my phone, but it sure did. It won't even turn on now!

Read the reactions to a problem. Circle the correct words. Then label each sentence *reaction*, *escalation*, or *resolution*.

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|--|-------------------|
| 1 There is / <u>is there</u> someone <u>else</u> / more I can speak to about this, please? | <u>escalation</u> |
| 2 I 'm not / don't get it.   | _____             |
| 3 I'm just glad that / that's settled.   | _____             |
| 4 You can / Can you check again, please?   | _____             |
| 5 That's / This is quite all right.  | _____             |
| 6 Will / Would you mind take / taking another look?  | _____             |
| 7 I don't get / understand.  | _____             |
| 8 There can / must be something you can / must do.   | _____             |
| 9 There might / must be a / some kind of mistake.  | _____             |
| 10 I like / 'd like to speak to manager / the manager, please.                             | _____             |

Complete the sentences with words from the box.  
There may be more than one answer.

|               |                 |                      |
|---------------|-----------------|----------------------|
| family saga   | horror story    | personal tragedy     |
| tall tale     | feel-good story | human interest story |
| mystery       | hard-luck story | love story           |
| success story | tear jerker     |                      |



- 1 This kind of story is long and is about many different family members and events. family saga
- 2 In this kind of story, the main character faces death, injury, or great difficulties. \_\_\_\_\_
- 3 In this kind of story, we feel sorry for the problems someone has. \_\_\_\_\_
- 4 This kind of story is about two people who develop strong positive feelings for each other. \_\_\_\_\_
- 5 This kind of story is about someone who has a lot of achievements. \_\_\_\_\_
- 6 This kind of story is about something strange or unusual that happened. \_\_\_\_\_
- 7 In this kind of story, someone tells us something he or she says is true, but that is hard to believe. \_\_\_\_\_
- 8 This kind of story is intended to make us feel sorry for the person who tells the story. \_\_\_\_\_
- 9 This kind of story gives people happy feelings about life. \_\_\_\_\_
- 10 This kind of story surprises people and makes them afraid. \_\_\_\_\_
- 11 In this kind of story we connect emotionally with a person's problems, concerns or achievements. \_\_\_\_\_

Complete the phrasal verbs with *ahead*, *down*, *out*, *forward*, or *together*.

- Jess** Hi, Leo. What happened last night? We all got <sup>1</sup> together at the new pizza place in town. We thought you were coming but then we gave <sup>2</sup> \_\_\_\_\_ on you.
- Leo** Yeah, I know. Sorry I let you <sup>3</sup> \_\_\_\_\_. I don't mean to make <sup>4</sup> \_\_\_\_\_ excuses, but yesterday was just the worst day. First, my car was stolen. I ended <sup>5</sup> \_\_\_\_\_ taking three buses to Gina's place. Then she split <sup>6</sup> \_\_\_\_\_ with me.
- Jess** Really? I'm so sorry. That's terrible. A day like that could mess <sup>7</sup> \_\_\_\_\_ your whole month.
- Leo** Thanks Jess. Right now I'm just trying to stay positive. Anyway, I'm headed to lunch now. Should I wait for you or go <sup>8</sup> \_\_\_\_\_ without you?
- Jess** Don't wait. I'm going to be held <sup>9</sup> \_\_\_\_\_ here a little longer. Do you want to do something later today, maybe to cheer you <sup>10</sup> \_\_\_\_\_?
- Leo** Thanks, but tonight I'm going to hang <sup>11</sup> \_\_\_\_\_ with my family. And I also feel like I'm getting a cold.
- Jess** Well, I'm sure you're looking <sup>12</sup> \_\_\_\_\_ to your vacation at least. Vacations always make me feel better.
- Leo** Definitely. After all this it will be nice to get away for a couple of days. But let's get <sup>13</sup> \_\_\_\_\_ when I'm back.

You are the owner of a clothing store. Last week, a sales clerk in your store was rude to a customer. Write an apology to the customer. Use the email in exercise 3A as an example.

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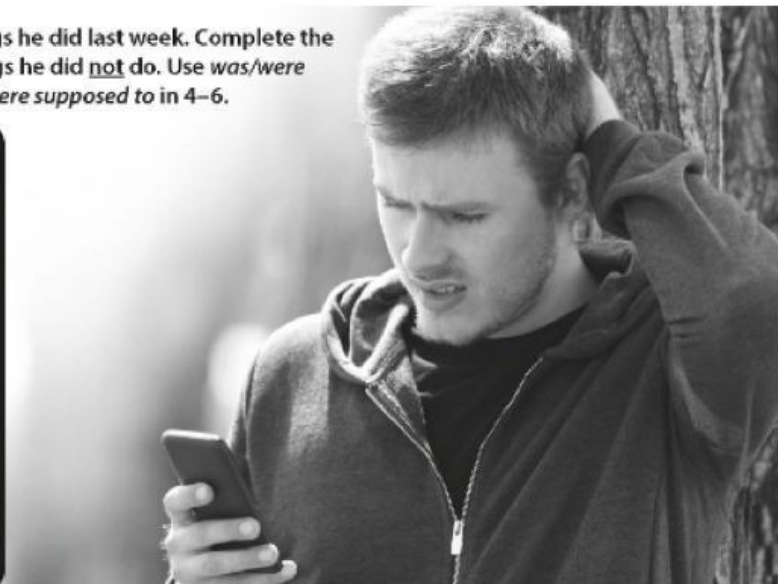


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Manuel checked the things he did last week. Complete the sentences about the things he did not do. Use *was/were going to* in 1–3 and *was/were supposed to* in 4–6.



- 1 He was going to buy a new jacket \_\_\_\_\_, but he didn't.
- 2 \_\_\_\_\_, but he didn't.
- 3 \_\_\_\_\_, but he didn't.
- 4 \_\_\_\_\_, but he didn't.
- 5 \_\_\_\_\_, but he didn't.
- 6 \_\_\_\_\_, but he didn't.

Jason is in a store and is speaking to Alma at the cash register. Put the sentences in the correct order.

- Alma The shirt is \$50. It's \$35 if you pay in cash. \_\_\_\_\_
- Alma The sign says \$35. Then in small letters it says "Cash." \_\_\_\_\_
- Jason Here's my credit card for the shirt. It's \$35, right? \_\_\_\_\_ 1
- Jason There must be some kind of mistake. The sign says \$35. \_\_\_\_\_
- Alma The manager is busy. How about I give you this \$15 tie for only \$5? \_\_\_\_\_
- Jason That's not right. Is there someone else I can speak to about this, please? \_\_\_\_\_
- Jason Well, OK. I've never heard of a credit card difference in price, but I'm glad it's settled. Thanks. \_\_\_\_\_

Complete the paragraph below. Use the past perfect form of the words in the box.

be break open put take throw

Julio and Marcella came home late from a party one evening. They were shocked to see that one of the living room windows was broken. Someone <sup>1</sup> \_\_\_\_\_ had broken \_\_\_\_\_ the glass. The back door was unlocked. Someone <sup>2</sup> \_\_\_\_\_ the door. The dog was in the basement. Someone <sup>3</sup> \_\_\_\_\_ the dog there. They found their books and important papers on the floor. Someone <sup>4</sup> \_\_\_\_\_ them off the desk. Their laptops were gone. Someone <sup>5</sup> \_\_\_\_\_ them. Julio and Marcella called the police because they <sup>6</sup> \_\_\_\_\_ robbed.