

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

I hadn't studied.
He woke up in the hospital.

He'd missed his flight.
The party was over.

I had lost it.
The movie had ended.

- 1 I failed the exam.
I hadn't studied.
- 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*.

- 1 There is / Is there someone else / more I can speak to about this, please? escalation

- 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 got¹ together at the new pizza place in town. We thought you were coming but then we gave² on you.

Leo Yeah, I know. Sorry I let you³ . I don't mean to make⁴ excuses, but yesterday was just the worst day. First, my car was stolen. I ended⁵ taking three buses to Gina's place. Then she split⁶ with me.

Jess Really? I'm so sorry. That's terrible. A day like that could mess⁷ 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 go⁸ without you?

Jess Don't wait. I'm going to be held⁹ here a little longer. Do you want to do something later today, maybe to cheer you¹⁰ ?

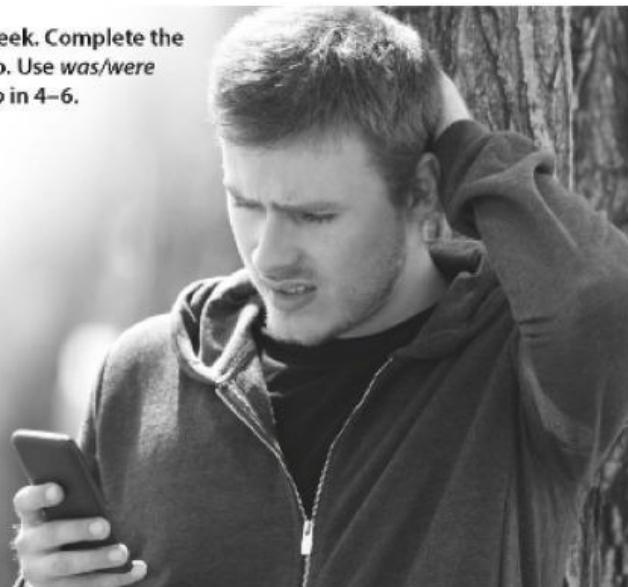
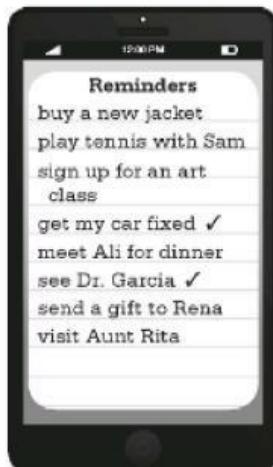
Leo Thanks, but tonight I'm going to hang¹¹ with my family. And I also feel like I'm getting a cold.

Jess Well, I'm sure you're looking¹² 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 get¹³ 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.

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?
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 ¹ had broken the glass. The back door was unlocked. Someone ² had opened the door. The dog was in the basement. Someone ³ had taken the dog there. They found their books and important papers on the floor. Someone ⁴ had thrown them off the desk. Their laptops were gone. Someone ⁵ had taken them. Julio and Marcella called the police because they ⁶ had been robbed.