Speaking (20 pts)

A. **Work with a partner. You are going to role-play a phone conversation using the phrases in the Language for speaking box.**

Student A

1 It's 8 p.m. You are a salesperson (decide what you are selling, e.g. a mobile phone). Call Student B and try to sell your product. Try to keep them on the phone for at least two minutes by explaining the benefits of the product. Remember your boss said you need to increase your sales and you're feeling under pressure.

Student B

1 It's 8 p.m. and you are at home watching a film. The phone rings. You are expecting a call from your aunt in Canada. You need to speak to her to give her some important family news. Answer the phone.

LANGUAGE FOR SPEAKING dealing with problems on the phone

Getting rid of unwanted callers
1 I don't ᵃ __take__ sales calls.
2 Would you remove my ᵇ __name__ from your database?

Ending a conversation politely
3 It's been great ᶜ __talking__ to you.
4 I'd ᵈ __better__ get off the phone.
5 I'll let you get on.
6 I've got a ᵉ __ton__ of work to do.
7 I won't take up any more of your time.

Dealing with distractions
8 Just ᶠ __bear__ with me a moment.
9 I'm afraid you've ᵍ __caught__ me at a bad time.
10 Could you just hold the line?

Dealing with a bad phone line
11 The ʰ__coverage__ isn't too good here.
12 You're breaking up …
13 I'm ⁱ __losing__ you again.
14 Could you call me back on my ʲ__landline__?

Note: We often use the word *Anyway, …* to signal that we want to end a conversation.

Example:

A: Good evening! Am I speaking with _____?

B: Yes, this is _____ speaking.

A: Great! I'm calling from **(company name)**, and I wanted to tell you about **(product/service)**. With this, you can **(benefit 1)** and **(benefit 2)**. Would you be interested in hearing more?

B: Actually, **(polite excuse to end the call, e.g., "I'm a bit busy right now."**

A: I understand! But before you go, let me just mention that **(another benefit of the product/service)**. It's a great opportunity!

B: I appreciate it, but **(polite refusal, e.g., "I'm not interested, thank you.")**

A: Alright! Would you like me to **(option: "remove your name from our database")** so you won't receive more calls like this?

B: Yes, please.

A: No problem! **(polite way to end the call, e.g., "I won't take up any more of your time.")** Have a great evening!

B: You too! **(farewell phrase, e.g., "Goodbye!")**

Listening (20 pts)

B. ▷ **Listen to eight questions. For each question, write *Yes* or *No*.**

1. _____
2. _____
3. _____
4. _____

5. _____
6. _____
7. _____
8. _____

Writing/Grammar (25 pts)

C. **Put the words into the correct order to make questions.**

1. New York / you / how / for / have / lived / long / in ?
   _____

2. is / where / Lola / you / do / to / know / going ?
   _____

3. yesterday / talking / what / about / Ollie / was ?
   _____

4. know / you / the / did / Middle East / which / are / gestures / rude / in ?
   _____

5. that / who / in / London / said / was / and / John / brought up / born ?
   _____

D. **Choose the correct answer from the words in italics.**

1. I'm sorry I'm late. *Have you waited / Have you been waiting* long?
2. Phone apps *have become / have been becoming* a popular way of organizing information.
3. *I've always been knowing / I've always known* that I'd never move away from my hometown.
4. Kazumi *has done / has been doing* research for her project for many months now.
5. We *have had / have been having* some concerns about our uncle's health for some time.
6. Spellcheckers *have made / have been making* life easier, especially for people with poor spelling.
7. Maria *has been eating / has eaten* healthily recently in an attempt to lose some weight.
8. Scientists *have been discovering / have discovered* a cure for one of the world's most serious diseases.
9. *Hasn't Stefan been realizing / Hasn't Stefan realized* that it's too late to apply for the job now?
10. *I've been meaning / I've meant* to call you for ages, but I never seem to find time.

E. **Choose the correct option a–d to complete the text.**

The use of computers has meant students can study language courses at their own speed, when and for as long as they want. What's more, in the virtual classrooms of the future, students will [1] _____ on their headset and be transported into an imaginary school, choose their class, take the books they need off the shelf and [2] _____ conversations with other students in the virtual world.

Not prepared to stay in the classroom, they might choose to pay a visit to [3] _____ realistic settings as a bank or a restaurant [4] _____, for example. At the [5] _____ of a button, they would be transported directly to the setting where they can practise their language skills, perhaps getting a [6] _____ from a virtual English companion. And all of this from the comfort of their own home – no [7] _____ to catch the bus to college or a plane to England!

Exciting? It certainly is, and an interesting alternative to [8] _____ classroom lessons. But would it ever [9] _____ the classroom? Well, hopefully not. Surely the pleasure of relating to real people talking about real issues and generally learning a little more about others will always lead language learners to [10] _____ at least a little of their time with real people.

1	a	get	4	a	instead	7	a	role	10	a	make
	b	put		b	contrary		b	duty		b	have
	c	place		c	although		c	obligation		c	spend
	d	set		d	furthermore		d	need		d	do
2	a	speak	5	a	force	8	a	old			
	b	catch		b	touch		b	traditional			
	c	hold		c	hit		c	fixed			
	d	say		d	pull		d	mature			
3	a	like	6	a	hand	9	a	recover			
	b	alike		b	help		b	restore			
	c	such		c	recommendation		c	redesign			
	d	so		d	lift		d	replace			

F. **Choose the correct answer from the words in italics.**

1. **A** I'm not exactly comfortable at the thought of having another job interview next week.
   B I'm sure you'll be fine. Just make sure you ask them some *appropriate / entertaining / awkward* questions.
2. **A** We've got a meeting with Magda later this morning, and I haven't prepared anything.
   B Well, I wouldn't worry! I'm sure she'll *establish / offend / dominate* the conversation as usual!
3. **A** I really *made a good impression / put my foot in it / hit it off* with my mother-in-law yesterday.
   B Again? You're always saying something stupid when she's around!
4. **A** How did you get on with your date last night?
   B Not great! There were lots of *appropriate / entertaining / awkward* silences.

5. **A** I'm so disappointed in you! How could you take my car without checking with me first?

    B I'm really sorry. But let's not *make small talk / have a row / have a misunderstanding* about it.

G. Complete the sentences with the correct form of a verb from A and a preposition from B.

A

contribute	disapprove	hear
	prevent	rely

B

from	of (x2)	on	to

1. Many people _____ Cathy's decision to marry her boyfriend, as they'd only just met.
2. No matter what I need, I know I can always _____ my sister for help.
3. We were _____ travelling last weekend due to the severe weather conditions.
4. I haven't _____ Ian Lewis. Is he the actor in that new drama on Channel 2?
5. Factors such as staff shortages _____ the failure of the project last year.

H. Write an email to a friend or family member that you haven't seen for a year. Use the Language for writing box to help you.

LANGUAGE FOR WRITING ellipsis (leaving out words) for informal writing

In informal writing (and speaking) we often leave out words at the beginning of a sentence. This is known as ellipsis.

Common types of ellipsis include:

1 leaving out the pronoun:
It sounds amazing. → *Sounds amazing.*

2 leaving out the pronoun and auxiliary verb:
It's great to hear from you. → *Great to hear from you.*

Include information about the following:

- Things you have done during the year.
- Things you have been doing recently.
- Things you are planning to do.
- News about other members of the family.

Reading (20 pts)

I. Read the article about sign language. Match the underlined words with a definition from the box. There are three definitions that you don't need.

accurate information		at the same time		done using the hands	given	important or noticeable
	incorrect belief		involving the mind rather than the body			one after another

Sign Language

A sign language is a language which uses <u>manual</u> communication to express meaning, as opposed to sound patterns that can be heard. This can involve <u>simultaneously</u> combining hand shapes, movement of the hands, arms or body, and various expressions on the face to communicate a speaker's thoughts. Although there are some <u>noteworthy</u> differences, sign languages share many similarities with spoken languages – sometimes called 'oral' languages' – which is why language experts consider both to be natural languages.

Sign language is used both by the deaf and people who can hear but cannot physically speak. Hundreds of sign languages are in use around the world and are at the cores of local deaf cultures. Some sign languages have been <u>accorded</u> a form of legal recognition, while others are unfortunately not recognised by governments.

A common <u>misconception</u> is that sign languages are the same worldwide or are international, but this is not the case. Each country generally has its own native sign language, and some have more than one, though sign languages from different countries may share similarities.

1. manual: _____
2. simultaneously: _____
3. noteworthy: _____
4. accorded: _____
5. misconception: _____

J. **Read the article from a travel magazine in which five people talk about barriers to intercultural communication. Which person …?.**
1. says that in some cultures direct agreement or disagreement may be seen as rude _____
2. thinks that the impressions some people form about other cultures can be damaging _____
3. highlights how different behaviours can lead to a breakdown in communication _____
4. mentions problems to do with personal space _____
5. explains why people from some cultures may run behind schedule _____

A   Katerina

People may be offended if they're not familiar with the differences in body language across cultures. I don't like to speak in such general terms, but people from some parts of the world do tend to stand closer to others than some people may feel at ease with. The same thing applies to making eye contact, and even smiling. Body language can be a major source of misunderstanding.

B   Sanjeev

I think feelings and emotions play a big part in misunderstandings between cultures. For example, individuals from some countries, like the United Kingdom, typically like to keep their emotions under control. People in Mediterranean countries, however, are more enthusiastic about showing their feelings. Although seemingly unimportant, this difference can lead to anxiety and even fear among some people and, in some cases, people may completely stop attempting to communicate.

C   Aoife

I'd say the level of context is pretty important. Most English-speaking cultures are low-context, which means that they express a message in a clear and open way. In these cultures, saying 'no' when that's what you really mean is considered appropriate. But some high-context Asian cultures expect the listener to understand the meaning from the situation. So, an Asian person might say 'yes' or 'maybe' when they actually mean 'no'. One reason for this is that it's considered bad manners to refuse outright.

D   Dimitris

Well, time's a bit of a problem area, isn't it? I mean not all cultures think about it in the same way. In North America, for instance, being on time is considered to be very important indeed, whereas other cultures place more importance on people and relationships. What this translates to in real life is that a North American would cut a conversation short if they had to be somewhere else for an appointment, while a person from Latin America would finish their chat even if it meant they'd be running slightly late for their next meeting.

E   Maya

As far as I'm concerned the biggest barrier to intercultural communication is the stereotypes we believe – the ideas people already have about other cultures. These can really cause communication problems, not to mention offence. The belief that your own culture is somehow better can lead you to look down on others and not treat them with respect. And you can just imagine the problems that could cause in all walks of life.