

1-Complete with ONE - ONES - X(in the case that neither is correct)

A- Hello, Is this laptop available?

B- Which        ?

A- The Samsung       .

B- Oh, no. It's not on sale but we have other options.

A- Sure, Where can I find the Apple        ?

B- Those        at the back are Apple.

## 2-Complete using VERB+OBJECT+INFINITIVE And your personal information

My best friend expects \_\_\_\_\_.

My mother wants \_\_\_\_\_.

The teacher would like \_\_\_\_\_.

My brother needs \_\_\_\_\_.

### 3-Report the ideas below.

1-Peter to everybody: finish the reports soon.

-

2-Sarah to her brother: Can you please finish the report for me?

-

3-The teacher to Peter: You should improve your grades.

-

4-The Boss to Peter: Do not use your phone. Be careful.

-

#### 4-Match the sentence with the correct job duty. Write the letters

A- Be part of a team	C- Deal with complaints	E- Be responsible for something
B- Train other employees	D- Follow instructions	F- Attend to a training session

When you work with your partners in a collective way:

It is important to pay attention and perform your job as told:

When you can listen to angry customers and find solutions:

You are in charge of specific information/material:

You go to a workshop/meeting to learn new skills:

Senior employees have a lot of experience which benefits new workers:

## 5-Complete with the correct word

People need to be **r**\_\_\_\_\_ at work.

You should **d**\_\_\_\_\_ with angry customers everyday.

If you didn't understand or you couldn't catch the idea, you need to ask for  
**c**\_\_\_\_\_

It is important to be aware to the **h**\_\_\_\_\_ in order to prevent accidents.

Peter sleeps all day because he works the **L**\_\_\_\_\_ shift.

There are many **a**\_\_\_\_\_ of being independent. You have many good things.

## 6-Find the mistake and correct the sentence.

Peter's mom needs him to not get more problems at school.

-

I expect to my friend come to my house today.

-