

## READING PRACTICE TEST

**Part 1. Read the telephone conversation between a technician (T) and a customer (C), then match A, B, C, D, and E with the questions 1-5 to complete the conversation.**

**T:** Hello, Customer Service. How can I help you?

**C:** Yes, please. I need help with the printer that I bought from your store.

**T:** **1.** .....

**C:** Yes. It's P2J84872.

**T:** Ah, Mr. Brendan. You bought the F400 printer from us. **2.** .....

**C:** When I try to print, it doesn't do anything. It just makes a loud noise and then stops.

**T:** Oh. I'm very sorry to hear that. **3.** .....

**C:** I bought it on March, 7<sup>th</sup> last year. **4.** .....

**T:** We're so sorry. According to the policy, the replacement printers or refunds are only within 90 days from the date of purchase. **5.** .....Please let me take your address again so that we can send a technician as soon as possible.

**A.** When did you buy it?

**B.** May I have the printer's order number?

**C.** So, we'll repair it for you.

**D.** It's still under guarantee. Can I get a new printer or a refund?

**E.** Can you describe the problem?

**Part 2. Read the article and then decide if the statements are True or False or Not Given.**

### NO-CAR ZONES

Many people in cities have cars. But pollution is often a problem because of the traffic. Nowadays some city centres around the world don't have cars. These no-car zones are areas for people, bicycles and public transport only.

#### LONDON

Eight million people live in the centre of London and another two million people go to work there every day. The city centre is very noisy with hundreds of cars, buses and taxis, but there are also a lot of beautiful no-car parks with free music concerts. At lunchtime and after work, many people go there for a break.

#### BOGOTA

In the past, Bogota was polluted because there was lots of traffic. Now the city centre is a no-car zone and the air is clean! Many people don't have a car and half a million people go to work by bus every morning.

## TOKYO

In the Ginza area of Tokyo, there are no cars. This modern no-car zone is very popular and people like shopping there, so it's always crowded with hundreds of people.

## MELBOURNE

In some cities, people don't like shopping in the centre. But in Melbourne, Bourke Street is popular because there are lots of great shops and no cars. It's expensive, but lots of people eat lunch in the small cafés.

6. No-car zones help reduce pollution both in the city and in the countryside.
7. About twelve million people live and work in the centre of London.
8. Ginza is a popular and crowded shopping area with hundreds of people.
9. Buses are very popular in Bogota because the bus ticket is not expensive.
10. Lots of people like shopping and having lunch in Bourke Street, Melbourne.

**Part 3. Read the passage and choose the correct answer (A, B, C, or D) for each question.**

### LAUGHING OUT LOUD

Some people say that laughter is the best medicine. Scientists are beginning to agree with this. They are studying laughter seriously and are finding that it is really good for us.

So, what happens when we laugh? We use 15 different muscles in our face, and laughing is good for every part in our body. When we laugh, we breathe quickly and exercise the face, shoulders, and chest. Our blood pressure goes down, and our circulation\* gets better. Our heartbeat is lower, and our brain makes a natural painkiller called a beta-endorphin.

Every minute we laugh is the same as 45 minutes of relaxation. Many doctors around the world believe that laughter helps us get better when we are sick. Today, there are laughter clubs around the world. They try to improve people's health with laughter. The laughter clubs started in India. Now they are in many different countries. There are more than 450 laughter clubs just in India. All kinds of people join a laughter club. They go once a day for 20 minutes and start to laugh. There are no jokes\*. People laugh as a kind of exercise, and then everyone feels better. Some people pay a lot of money to join a laughter club and just laugh. Of course, there are many kinds of laughter. We may laugh in different ways when we are in different situations. But we all have a laugh that is special to us.

\* *circulation* (n) = the movement of blood around the body

\* *joke* (n) = something that you say or do that makes people laugh

