

A  [Track 14] Listen to four news stories. Write the number of each story next to the correct news section.

- Business Entertainment Health Sports
 Technology Travel Weather World

A _____ / 8 points (2 points each)

B  [Track 15] Listen to the conversation between Adam and Ellen. Check (✓) the two correct words to complete each sentence.

1. According to Adam, to do his job well, he needs to be ____ and ____.
- a. studious c. independent e. idealistic
 b. loyal d. energetic f. imaginative
2. According to Ellen, she doesn't enjoy working in an office because she's ____ and ____.
- a. logical c. competitive e. studious
 b. rebellious d. independent f. idealistic

B _____ / 8 points (2 points each)

C Complete the paragraph with the correct words from the box.

answer check ignore leave let turn

How good are you at managing your phone calls and messages? Do you always _____₁ your phone, or do you sometimes _____₂ your calls go to voice mail because you are busy or tired? How often do you _____₃ your voice mail? If your friends or co-workers _____₄ you a voice message, do you always reply? If someone sends you a text message, do you sometimes _____₅ it, or do you text back right away? Do you sometimes wish you could just _____₆ off your phone?

C _____ / 6 points (1 point each)

D Circle the correct answer to complete each sentence.

- Bananas are usually **salty / spicy / sweet**.
- Yogurt is usually **chewy / creamy / crunchy**.
- It is usually considered polite to **keep someone waiting / offer someone your seat / cut in line**.
- It is usually considered impolite to **drop litter / admit a mistake / give a compliment**.
- In a **high-tech / slow-paced / well-planned** place, people are usually not in a hurry.
- Fun-loving / Highly educated / Open-minded** people usually like to go out and have a good time.

D _____ / 6 points (1 point each)

E Complete the paragraph with the correct words from the box.

cards clips notebook speaker subtitles

I'm looking for ways to improve my listening and vocabulary skills in English. Recently, I've been watching online video _____¹ and movies with _____². I've also been keeping a vocabulary _____³ with lists of new words organized by topic, and I've been using flash _____⁴ to review the words when I'm on the train. And when I talk with a native _____⁵, I try to use these new words in our conversation.

E _____ / 5 points (1 point each)

F Complete the paragraph with the correct words from the box.

delayed discounted overbooked overpriced upgraded

On our last trip to Brazil, we had to take two planes: one from New York to Washington and another from Washington to Rio. Because of a storm, the first flight was _____¹, so we missed the second one. The people from the airline were very nice. They _____² us to first class, put us on a flight that was leaving the next day, and helped us book a hotel room. The room was very _____³, but we didn't care how much we had to pay. Unfortunately, when we got there, the manager told us that the hotel was _____⁴ and there were no rooms left! She apologized and offered us a _____⁵ meal in the hotel restaurant. After dinner, we went back to the airport and spent the night there. It wasn't fun. Luckily, the rest of the trip was fine.

F _____ / 5 points (1 point each)

G Complete the paragraph with the present passive form of the verbs in parentheses.

Pancakes are my favorite breakfast food – and they're easy to make! They _____¹ (make) with milk, flour, eggs, sugar, and salt. First, the ingredients _____² (mix) together in a bowl. Next, butter _____³ (melt) in a pan. Then the pancake mixture _____⁴ (cook) in the butter. And that's it! Pancakes taste great when they _____⁵ (serve) with honey. That's how I love to eat them!

G _____ / 5 points (1 point each)

H Look at the underlined defining relative clause in each sentence. Is it grammatically correct? Write C (correct) or NC (not correct).

1. I can make decisions who are difficult. _____
2. A good friend is someone you can have fun with. _____
3. I'd like a job gives me lots of free time. _____
4. Paula is the woman that rescued the boy. _____

H _____ / 4 points (1 point each)

I Read the answers. Write *Wh-* questions about the underlined words.

1. _____ ?
The storm will get to the islands in the afternoon.
2. _____ ?
The surfers felt very scared.
3. _____ ?
She was surfing when she saw the boat.
4. _____ ?
They have been looking for the missing man downtown.
5. _____ ?
They have been there for two hours.

I _____ / 5 points (1 point each)

J Circle the correct answer to complete each sentence.

1. Could you remind her **call / to call** her mother?
2. Can you ask him **stop / to stop** texting me?
3. Did they make you **pay / to pay** in cash?
4. Did she advise you **keep / to keep** your passport in the safe?
5. Did the guide warn you **not walk / not to walk** alone at night?

J _____ / 5 points (1 point each)

K Circle the correct answer to give the second line the same meaning as the first line.

1. First, melt the chocolate. Then add the butter.
Before / After you add the butter, melt the chocolate.
2. Add the pasta when the water starts to boil.
Don't add the pasta **after / until** the water starts to boil.
3. First, cook the onions. Then add the mushrooms.
Before / After you cook the onions, add the mushrooms.
4. First, pour some olive oil on the fish. Then put it in the oven.
As soon as / Before you put the fish in the oven, pour some olive oil on it.
5. Take the cakes out as soon as they are brown on the top.
Once / Until the cakes are brown on the top, take them out.

K _____ / 5 points (1 point each)

L Circle the correct word to complete each sentence.

1. What **did / would** you do if someone asked you for \$100?
2. I **couldn't / shouldn't** have lent him that book because he never gave it back.
3. I wish I **didn't / don't** have to work this weekend.
4. I can't find my homework. I wish I **am / were** more organized.

L _____ / 4 points (1 point each)

M Complete the paragraph with the correct comparative or superlative form of the adjectives in parentheses.

I've just moved to a new city. It's _____₁ (busy) than my hometown, and it has _____₂ (bad) traffic I've ever seen. There are so many people here. I think it could be _____₃ (densely populated) city in the country. But it is also _____₄ (culturally diverse) than my hometown, so I'm sure I'm going to enjoy living here.

M _____ / 4 points (1 point each)

N Complete the conversation. Choose the correct answers from the box.

Before you go on, I'm not sure about that. Oh, really? I didn't know that.	OK. I think I'll do that. You might want to consider
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A: I don't rent movies anymore. Now I download movies directly to my TV.
It's much better, don't you think?

B: _____₁ Isn't it complicated and expensive?

A: Not at all! It's cheaper than renting a DVD, and it's really simple.

B: _____₂ How do you download the movies?

A: Well, first you have to register with the company that provides the movies,
and then –

B: _____₃ could I ask something? What companies do that?

A: Oh, there are several. _____₄ researching them and getting one that has a lot of movies you like and the best prices.

B: _____₅ Thanks. But tell me now, how do you download the movies?

N _____ / 10 points (2 points each)

- Mr. Randall Watson wrote an email to a travel agency complaining about his trip with them. Read his email and the agency managers' emails. Then circle the correct answer to complete each sentence.

Mail

From: Mark Thompson
To: Gary Edwards
Subject: Fw: Complaint

Hi, Gary,

We received the email below from a dissatisfied customer. Could you let us know what happened and how we could respond to his complaint?

Mark Thompson
Customer Service Manager

From: Randall Watson
To: Luxury Breaks Customer Service
Subject: Complaint

Dear Sir,

I went on vacation with your travel company, and I was unhappy with the trip for a number of reasons.

First, my hotel room was very small. Second, the restaurants you took us to were definitely not the best in town. The local food includes many seafood dishes, for example, but those dishes were not served at our restaurants. Third, the city bus tour took us to several famous sights, but all of them were packed, and it was impossible to get in. Your guide should have warned us that it was necessary to buy tickets the day before! I think this was the worst vacation I have ever had.

Yours truly,
Randall Watson

Mail

From: Gary Edwards
To: Mark Thompson
Subject: Re: Fw: Complaint

Hi, Mark,

There were definitely problems with Mr. Watson's trip. First, he got a small room because he asked for a room with a view when he arrived at the hotel. The hotel was packed, and this was the only room with a view left. Second, all the restaurants they went to offered local food, but he is right that none of them had seafood. I just found out the tour guide avoided seafood restaurants because she is allergic to this kind of food! Finally, tickets for the sights were available at the hotel front desk, and he could have purchased them the day before. The information was in the hotel brochure, but the tour guide should have reminded the customers about that.

I'd suggest apologizing for the problems and offering Mr. Watson a 20 percent discount on his next vacation with us. What do you think?

Gary Edwards
Tour Manager

1. Mr. Watson **suggested / didn't suggest** a compromise in his email.
2. According to Gary, Mr. Watson made **a request / an excuse** when he got to the hotel.
3. Gary offered an **apology / explanation** to Mark.
4. Gary **admitted / didn't admit** that Mr. Watson was right about some things.
5. Gary suggested **offering an apology / giving a compliment** to Mr. Watson.

○ _____ / 10 points (2 points each)

P Read the article. Write T (true) or F (false).

Using visualization to *manage stress*

Visualization is a technique that can help you relax. The word comes from the verb *visualize*, which means “create a picture of something in your head.” You can use visualization at any time during your day, at work or at home, whenever you feel stressed. It’s easy to learn, and you don’t need any special books or lessons. This technique is especially useful for people who are impatient or anxious. It can also help to reduce anger.

Here’s how visualization works. First, think of a place that makes you feel happy. It can be a real place or a place that you’ve imagined. It can be a place that you’ve visited or a place you’d like to visit someday. Whatever place you choose, it should be somewhere that makes you feel comfortable and safe. Then close your eyes and imagine that you are there.

I usually imagine that I’m sitting on a white sandy beach near the ocean. I’ve never really been to this place, but I can see every detail. The ocean is bright blue in the sunshine. I’m touching the warm sand with my hands. I’m listening to the sounds of the ocean waves and the seabirds. When I visualize this place, I feel happy and calm.

Next, tell yourself that you are going to stay in this place for ten minutes without any breaks. After ten minutes, open your eyes, and you’ll feel refreshed and calm. It really works!



1. When you use visualization, you have to draw a picture of a place. ____
2. The writer recommends taking classes to learn visualization. ____
3. You should close your eyes after choosing a place. ____
4. When the writer visualizes, she usually thinks of a place she went on vacation. ____
5. According to the writer, it doesn’t take long to relax when you use visualization. ____

P _____ / 10 points (2 points each)