

Progress test 1 (Units 1–3)

LISTENING

A Listen to the telephone call. Choose the best word or phrase – a, b or c – to complete the sentences.

Track 2

0 Alan works in Technical support .

- a) Marketing **b)** Technical support c) Phone sales

1 Sofia has a problem with her _____ .

- a) telephone b) computer c) mobile phone

2 Alan asks about the computer's _____ .

- a) Internet connection b) model number c) delivery date

3 Sofia spells her _____ .

- a) department name b) first name c) last name

4 Alan _____ .

- a) can send a technician
b) can come to Sofia's office
c) can't help Sofia

5 Sofia has a meeting _____ .

- a) in the morning b) in the afternoon c) tomorrow

B Listen again. Complete the form.

Track 2

Technical Support Service Request

Name of caller *Sofia* (6) _____

Department (7) _____

Phone number (8) _____

Office number (9) _____

Technician appointment time (10) _____

VOCABULARY

A Complete the conversation with words from the box.

a restaurant	August	Friday	Barcelona	Germany	golf	Poland	Polish
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- A Is Kasia from (0) Germany ?
- B No, she isn't. She's from Warsaw, in (11) _____ .
- A Really? And is her husband also (12) _____ ?
- B Yes, he is.
- A Does Kasia work at home one day every week?
- B Yes, that's right. She works at home every (13) _____ .
- A When does she usually go on holiday?
- B She goes on holiday every (14) _____ . It isn't a busy month in the office. She usually goes back to Poland but last year she went to (15) _____ , in Spain.
- A Do you and Kasia sometimes play (16) _____ at the weekend?
- B No, Kasia doesn't play but we sometimes go to (17) _____ after work.

B Match the sentence beginnings with the endings.

0 — d

- | | | | |
|----|----------------------------|----|--------------------------|
| 0 | I don't like going | a) | to music. |
| 18 | Jorge quite likes | b) | holiday in August. |
| 19 | Pete and Gregor often play | c) | watching football on TV. |
| 20 | Nick works | d) | to the gym. |
| 21 | We never listen | e) | hours. |
| 22 | Susan loves going | f) | out to restaurants. |
| 23 | I usually go on | g) | from home once a month. |
| 24 | Piet often works flexible | h) | football on Sunday. |

C Choose the best words to complete the sentences.

- 0 I can't move this chair. It's too (light / heavy).
- 25 We can't meet in my office. It isn't (big / small) enough.
- 26 Liam's presentations are too (long / short). Yesterday, he talked for four hours!
- 27 My holiday was nice but it wasn't (stressful / relaxing) enough. We were very busy every day.
- 28 I can't hear you. The restaurant is too (quiet / noisy).
- 29 I don't like this book. It isn't (interesting / boring) enough.
- 30 I didn't buy the new Mercedes because it was too (cheap / expensive). I don't have €100,000!

LANGUAGE

A Complete the conversation with words from the box.

are	does	don't	how	is	am	what	what's	where	works
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A I (0) _____ 'm _____ Ursula Becker.

B Nice to meet you, Ursula. My name's David Lopez.

A (31) _____ you a sales manager?

B No, I'm not. I work in television.

A (32) _____ your job?

B I'm Director of Advertising.

A (33) _____ do you work?

B At Channel 10.

A (34) _____ your wife in television, too?

B No, she isn't. She works for a magazine.

A (35) _____ does she do?

B She's a graphic designer.

A (36) _____ she travel in her job?

B No, but she sometimes (37) _____ at the weekend.

A (38) _____ often does she do that?

B Two or three times a month.

A What about you? Do you work at the weekend?

B No, I (39) _____ .

B Put the words in the correct order to make sentences.

0 time / What / you / do / work / start / ?

What time do you start work?

40 afternoon / They 're / the / usually / in / busy / .

41 the / you / Why / money / need / do / ?

42 nine / o'clock / He's / before / never / work / at / .

43 this / much / How / cost / does / ?

44 sometimes / work / to / walks / Dean / .

45 on / work / you / often / How / do / Sunday / ?

SKILLS

A Match the questions with the replies

0 — i

- 0 Where are you from?
46 What's the reason for your visit?
47 Where are you staying?
48 What's your hotel like?
49 How's your business doing?
50 What do you do in your free time?
51 Do you meet your colleagues after work?
52 How many hours a week do you work?
53 What do you like best about your job?

- a) I'm staying at the Hilton in the town centre.
b) I'm here to visit my company's head office.
c) I play golf.
d) I work flexible hours, which is great.
e) Between 40 and 50 hours.
f) We're doing quite well.
g) The room is very comfortable.
h) From time to time.
i) I'm from Italy.

B Match the sentence beginnings with the endings.

0 — g

- | | | | |
|----|-----------------|----|-----------------------------|
| 0 | Call me back | a) | incorrect. |
| 54 | Can I speak to | b) | a refund. |
| 55 | I have a | c) | Georg Sipos, please? |
| 56 | The invoice is | d) | to hear that. |
| 57 | There's | e) | Pat Carter speaking. |
| 58 | We can give you | f) | a piece missing. |
| 59 | Hello, this is | g) | later, please. |
| 60 | I'm very sorry | h) | problem with my new laptop. |

READING

A Read the article and decide if the statements are true or false.

- 0 Clara Shih is a student. *False*
- 61 Clara Shih studied a book called *The Facebook Era*.
- 62 She worked at Google.
- 63 Her company is called Hearsay Social.
- 64 She started her company in Hong Kong.
- 65 She says starting an Internet business isn't too expensive.

Young CEO

Clara Shih has computer science degrees from Stanford and Oxford, worked at Microsoft, Google and Salesforce and wrote *The Facebook Era*, the first book about Facebook marketing. And all before she turned 29.

In February 2011, she launched her own company. Hearsay Social helps

large companies manage their activity on Facebook, Twitter and LinkedIn.

Shih moved from Hong Kong to the US with her parents when she was four. Her parents worked hard and they taught Shih to work hard.

Shih believes that technology allows young businesspeople to make a start because it doesn't cost a lot of

money to create a business on the Internet. Now, young people with good ideas have great business opportunities.



B Read the article again. Choose the best option – a, b or c – to complete the sentences.

- 0 At university, Clara studied computer science.
- a) computer science b) Chinese c) business
- 66 Clara Shih wrote about _____.
- a) accounting b) design c) marketing
- 67 Hearsay Social _____ social networking sites.
- a) sells products through
b) helps businesses use
c) introduces people on
- 68 Shih's parents are from _____.
- a) the US b) Hong Kong c) the UK
- 69 The article says Shih learned _____ from her parents.
- a) about hard work
b) Chinese
c) to use computers
- 70 Shih says _____ helps young businesspeople.
- a) travel b) education c) technology

WRITING

Write about your usual weekend. Say what you like to do and what you don't like to do. Write 50–60 words.

At the weekend, I usually get up at ...

Audio script

PROGRESS TEST 1A

Track 2

- Alan Technical Support, Alan speaking. How can I help?
- Sofia Hello. This is Sofia Sanchez from Marketing. I have a problem with my computer.
- Alan What's the problem?
- Sofia It's my e-mail. It doesn't work. I can't read or send e-mails.
- Alan Hmm. Are you connected to the Internet?
- Sofia Er ... I don't know.
- Alan Can you use the web?
- Sofia Uh ... no, I can't. I can't see any web pages.
- Alan OK, so you have a problem with the Internet connection. We'll send a technician to look at it. Let me take your details. It's Sofia ...
- Sofia Sofia Sanchez. S-A-N-C-H-E-Z.
- Alan And your department?
- Sofia Marketing.
- Alan Right. And what's your phone number?
- Sofia It's 4922.
- Alan 4922? OK. And the problem is with your computer's e-mail and Internet connection.
- Sofia That's right.
- Alan And what's your office number?
- Sofia I'm in office number 568.
- Alan 568. OK, I'll send a technician.
- Sofia Can he come this morning? I have a meeting this afternoon and I have a lot of work!
- Alan What time is your meeting?
- Sofia It's at two o'clock.
- Alan Two o'clock? OK ... let me see. How about eleven o'clock?
- Sofia OK. Yes, eleven o'clock is good.

PROGRESS TEST 1B

Track 2

- Alan Technical Support, Alan speaking. How can I help?
- Sofia Hello. This is Sofia Sanchez from Marketing. I have a problem with my computer.
- Alan What's the problem?
- Sofia It's my e-mail. It doesn't work. I can't read or send e-mails.
- Alan Hmm. Are you connected to the Internet?
- Sofia Er ... I don't know.
- Alan Can you use the web?
- Sofia Uh ... no, I can't. I can't see any web pages.
- Alan OK, so you have a problem with the Internet connection. We'll send a technician to look at it. Let me take your details. It's Sofia ...
- Sofia Sofia Sanchez. S-A-N-C-H-E-Z.
- Alan And your department?
- Sofia Marketing.
- Alan Right. And what's your phone number?
- Sofia It's 4922.
- Alan 4922? OK. And the problem is with your computer's e-mail and Internet connection.
- Sofia That's right.
- Alan And what's your office number?
- Sofia I'm in office number 568.
- Alan 568. OK, I'll send a technician.
- Sofia Can he come this morning? I have a meeting this afternoon and I have a lot of work!
- Alan What time is your meeting?
- Sofia It's at two o'clock.
- Alan Two o'clock? OK ... let me see. How about eleven o'clock?
- Sofia OK. Yes, eleven o'clock is good.