

## Progress test 2 (Units 4–6)

---

### LISTENING

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

Track 4

- 0 The woman who first answers the phone is probably a receptionist .
- a) a receptionist  
b) a waiter  
c) a company CEO
- 1 The man \_\_\_\_\_ yesterday.
- a) left a message for the woman  
b) spoke to the woman  
c) placed an order
- 2 Now the man has \_\_\_\_\_ .
- a) some questions  
b) some information for Andrea  
c) a problem
- 3 The woman says the product has a \_\_\_\_\_ guarantee.
- a) six-month  
b) one-year  
c) two-year
- 4 For large orders, the deposit is \_\_\_\_\_ .
- a) 100 per cent  
b) 15 per cent  
c) 50 per cent
- 5 A large order is more than \_\_\_\_\_ units.
- a) 1,000  
b) 100  
c) 50
- 6 For small orders, customers pay \_\_\_\_\_ .
- a) 100 per cent when they place the order  
b) 100 per cent when they receive the goods  
c) 50 per cent when they place the order

- 7 The company has \_\_\_\_\_ units in stock.
- a) 110
  - b) 100
  - c) 50
- 8 The man will probably order \_\_\_\_\_ units.
- a) 110
  - b) 100
  - c) 50
- 9 The man \_\_\_\_\_ .
- a) will phone later
  - b) places the order
  - c) cancels the order
- 10 The woman offers the man \_\_\_\_\_ .
- a) her business address
  - b) her mobile phone number
  - c) an order number

## VOCABULARY

### A Complete the text with words and phrases from the box.

book	buy	check in	collect	go through	take	watch
------	-----	----------	---------	------------	------	-------

I travel abroad for work about once a month. I always (0) buy my ticket and (11) \_\_\_\_\_ my hotel room on the Internet. I carry a small suitcase and I always use an electronic ticket. So, when I arrive at the airport, I can immediately (12) \_\_\_\_\_ security. I never (13) \_\_\_\_\_ the in-flight movie. On the plane, I like to work on my computer.

When I arrive at my destination, I don't have to (14) \_\_\_\_\_ my luggage because I carry it on the plane with me. I usually (15) \_\_\_\_\_ a taxi to my hotel. After I (16) \_\_\_\_\_ at the hotel, I usually go for a walk. After a long flight, I need the exercise!

### B Choose the best word to complete the sentences.

- 0 The waiter usually brings you the (menu / bill) at the start of the meal.
- 17 Apple pie is usually served as a (starter / dessert).
- 18 (Cabbage / Salmon) is a type of vegetable.
- 19 In most countries, you leave a (soup / tip) for the waiter in a restaurant.
- 20 (Sushi / Tiramisu) is a common main course in Japan.
- 21 'Bill' in London restaurants means the same as ('check' / 'receipt') in New York restaurants.
- 22 (Ice cream / Pâté) isn't usually served as a dessert.

**C** Make phrases by matching a word or phrase from box A with one from box B. Then use them to complete the sentences.

*great deal*

Box A	Box B
three-year	<del>deal</del>
free	discount
interest-free	service
a big	guarantee
a low	delivery
after-sales	deposit
<del>great</del>	credit

- 0 Yuri got a great deal on his new laptop. The price was low and he also got a printer and a lot of software with it.
- 23 When I borrowed money for my new motorcycle, I got one year's \_\_\_\_\_ .
- 24 Benny's new smartphone has a \_\_\_\_\_ . If it stops working in the next 36 months, the maker will repair or replace it.
- 25 With expensive products like computers, good \_\_\_\_\_ is important. Customers often have small problems that they need help with.
- 26 The salesman gave me \_\_\_\_\_ off the price of my new phone – 50 per cent!
- 27 \_\_\_\_\_ is important for large products like refrigerators because you can't take them home in your car.
- 28 I ordered my new car from the manufacturer. I paid \_\_\_\_\_ . It was only five per cent of the car's price.

## LANGUAGE

**A Complete the sentences with the correct form of *do*.**

0 \_\_\_\_\_ *Do* \_\_\_\_\_ you have training every April?

29 He \_\_\_\_\_ have a laptop. He says it isn't necessary.

30 \_\_\_\_\_ she have a meeting today?

31 Where \_\_\_\_\_ you usually have lunch?

32 A Do you know Raymond Smith?

B No, I \_\_\_\_\_ .

33 They \_\_\_\_\_ come to work on Mondays. It's their day off.

34 A Do you have any questions?

B Yes, we \_\_\_\_\_ .

**B Complete the short conversations with *any, some, much* or *many*.**

0 A Are there \_\_\_\_\_ *any* \_\_\_\_\_ cars in the car park?

B Yes, there are.

35 A How \_\_\_\_\_ coffee do we have?

B We don't have any.

36 A How \_\_\_\_\_ days off do you get every year?

B 21.

37 A I've just made a pot of tea. Would you like \_\_\_\_\_ more?

B Yes, please.

38 A Are there a lot of engineers in your office?

B No, there aren't \_\_\_\_\_. We're all businesspeople.

39 A Do you have \_\_\_\_\_ soup today?

B Yes, we do. We have vegetable soup.

40 A How \_\_\_\_\_ time do you have free this afternoon?

B Sorry, I don't have any. I'm really busy.

**C Complete the text with the correct form (present simple or past simple) of the verbs in brackets.**

My company (0) provides (provide) training every year for all employees. Last month, I (41) \_\_\_\_\_ (go) on a three-day training course about project management. It (42) \_\_\_\_\_ (be) an interesting three days. We (43) \_\_\_\_\_ (read) case studies about successful and unsuccessful projects and then (44) \_\_\_\_\_ (discuss) them. The quality of the training (45) \_\_\_\_\_ (be) always very high and every course (46) \_\_\_\_\_ (give) us a lot of useful information.

**SKILLS**

**A Match the questions with the responses.**

0—g

0 Hello, Hotel Carmen. How can I help you?

47 How much is the room per night?

48 Can I have your credit card details?

49 Is there a restaurant in the hotel?

50 What time do you expect to arrive?

51 Is there a car park?

52 So that's a single room for two nights?

53 Can I pay with American Express?

a) Sure. It's a Visa. The number is ...

b) I'm sorry, there isn't but you can leave your car on the street in front of the hotel.

c) It's €100.

d) Yes, you can. We take all major credit cards.

e) Yes, that's right.

f) After 10 p.m.

g) I'd like to book a room, please.

h) Yes, there is. And it's open 24 hours a day.

**B Complete the conversation at a trade fair with the correct form of the verbs from the box.**

be	close	come	cost	deliver	<del>have</del>	include	weigh
----	-------	------	------	---------	-----------------	---------	-------

A Tell me about your new MP3 player.

B What would you like to know?

A Tell me about the design.

B Well, it (0) has a unique design. It's the only player on the market now with this type of lid.

A What's special about it?

B You can (54) \_\_\_\_\_ it easily. It protects the player. It makes it very tough. The target market for this model is teenagers who want to look cool.

A What about colours?

B Well, it (55) \_\_\_\_\_ in three colours: red, black or green.

A It's very lightweight and compact.

B Yes, it (56) \_\_\_\_\_ about 150 grams and it (57) \_\_\_\_\_ just 10 centimetres long.

A What about the price?

B If you order from our website, it (58) \_\_\_\_\_ eighty dollars. The price (59) \_\_\_\_\_ postage and packaging and we can (60) \_\_\_\_\_ in three days.

## READING

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

- 0 Fiftyone is a hotel. *True*
- 61 Tino Morosani works for a budget airline.
- 62 Fiftyone doesn't have a reception desk.
- 63 A concierge helps you with your luggage at Fiftyone.
- 64 The hotel doesn't offer any kind of food.
- 65 There are staff at Fiftyone but you don't usually see them.

## The hotel with no staff

Fiftyone is a luxury hotel in Davos, Switzerland, but owner Tino Morosani says the idea came from budget airlines.

Morosani wanted to change some old apartments into hotel rooms but there was no space for a reception area or a dining room. Then he thought: Budget airlines have automated check-in so a hotel can have automated check-in, too.

Fiftyone is Davos's first 'automatic' hotel. The entrance looks a bit like a multi-storey car park. There are no staff to greet you. You can't book a room using the phone or e-mail. You must book online. Guests check in with a computer outside the front door. When you arrive, you put a confirmation number into the computer and receive an electronic key, which opens the front door.

The hotel has 24 comfortable rooms and each room has a large bathroom, a balcony and free wi-fi. You can buy breakfast from machines: coffee, apples, bread, orange juice, cereal bars and so on.

You can't see the staff at Fiftyone but they are there. They clean the rooms every day and you can phone them if you have a problem.



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

- 0 According to the article, Tino Morosani owns Fiftyone.
- a) often stays at
- b) is worried about the success of
- c) owns
- 66 Tino Morosani took the idea for \_\_\_\_\_ from budget airlines.
- a) reservations    b) check-in    c) advertising
- 67 In the past, the Fiftyone building had \_\_\_\_\_ in it.
- a) a car park    b) a reception desk    c) apartments
- 68 You can book a room at Fiftyone \_\_\_\_\_ .
- a) on the Internet
- b) by writing a letter
- c) by visiting the hotel
- 69 You get your key \_\_\_\_\_ .
- a) by mail
- b) when you arrive
- c) from the cleaning staff
- 70 Bathrooms are \_\_\_\_\_ .



- a) included in every room
- b) shared with other guests
- c) small but beautiful

**WRITING**

**Write an e-mail to the Royal Hotel asking to book a room. Use the information in the hotel booking form below. Ask the hotel to confirm the price of the room. Write 50–60 words.**

<b>Booking information:</b>		
Number of rooms:	1	<i>What is the price for bed and breakfast?</i>
Type of room:	single, non-smoking	
Number of nights:	2	<i>Do they have a car park?</i>
From:	4 April	
To:	6 April	

## Audio script

---

### PROGRESS TEST 2

Track 4

Receptionist Hello, Mayfield Electrical Products. How can I help you?

Pablo Hello. Can I speak to Andrea Thomas, please?

Receptionist Just a moment. I'll put you through.

Andrea Andrea Thomas speaking.

Pablo Hi, Andrea. This is Pablo Martinez.

Andrea Hello, Mr Martinez. What can I do for you?

Pablo I'm calling about the BZ-149s we spoke about yesterday.

Andrea OK.

Pablo Before I place an order, I have some questions.

Andrea Sure. Go ahead.

Pablo Well, firstly, do you give a guarantee?

Andrea Yes. It's two years on all our models.

Pablo Two years?

Andrea That's right. But customers very rarely have problems.

Pablo OK. And what about a deposit?

Andrea Well, we ask for a 15-per-cent-deposit on large orders – that's more than 100 units.

Pablo And what's the deposit on an order below 100 units?

Andrea For small orders, we ask for full payment – 100 per cent – in advance.

Pablo Oh, OK. And do you have the goods in stock?

Andrea That depends on the size of your order. Right now, we have about 110 BZ-149s in stock. How many do you need?

Pablo We only need 50.

Andrea So you're fine.

Pablo OK, I think that's everything. I need to check a couple of other details here in my office but I'll contact you again this afternoon.

Andrea Great. You can call me on my mobile. Do you have that number?

Pablo Is it 08891-988-033?

Andrea That's right.

Pablo OK. I'll talk to you later.

Andrea OK. Goodbye.