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Listening**Multiple choice: short extracts**▶ **CB page 7**

1 ▶ **01** You will hear people talking in four different situations. For questions 1–4, choose the best answer, A, B or C.

- 1 You hear a man talking about a friend who lost her job. Why did his friend lose her job?
 - A She spent too much time online.
 - B She was not honest.
 - C She was unwell.
- 2 You hear a girl talking about a time she used her mobile phone on public transport. Why was she upset?
 - A She had lost her mobile phone.
 - B Her mother phoned her unexpectedly.
 - C Strangers listened to a private call.
- 3 You hear a boy talking about a postcard he sent to a friend. How did the boy feel about sending this postcard?
 - A annoyed about the time it took to arrive
 - B amused by his friend's reaction
 - C embarrassed because it never reached his friend
- 4 You hear a woman talking about sending an email. What mistake did she make?
 - A She accidentally deleted the email.
 - B She sent the email to some people unintentionally.
 - C She wrote some untrue things in the email.

About the exam:

In the exam, you listen to eight unconnected short recordings and answer a question about each one.

Strategy:

- Read the context sentence carefully to get an idea of the topic.
- Read the question and all the options. Remember that you may not hear the exact words that are in the question. For example, *it's difficult for me* means the same as *I don't find it easy*.
- You will hear each recording twice, so don't worry if you're not sure of the answer at first.

Vocabulary**collocations: communication, family relationships**▶ **CB page 7**

1 Choose the correct option in *italics* to complete the sentences.

- 1 Let's *meet/get* together when you come to my city.
- 2 I've communicated with her by email a lot but we've never met face *by/to* face.
- 3 My friend and I often go online to *chat/discuss* about nothing in particular.
- 4 Only *near/close* relatives and very good friends were invited to the wedding.
- 5 I've *made/done* some good friends at uni – I hope we don't *miss/lose* touch.
- 6 My friend has just got *engaged/divorced* to her boyfriend.
- 7 I like to keep *in/on* touch with old school friends – especially those who have moved abroad.
- 8 I love having a big *extended/open* family – we're all very close and meet up quite often.

present simple and present continuous

► CB page 8

1 Choose the correct option in italics to complete the sentences.

- I *don't go* / *m not going* to the school reunion next month.
- Shh! I *try* / *m trying* to work!
- Tara *has* / *is having* a hard time trying to get the phone company to replace her mobile.
- I *often misunderstand* / *m often misunderstanding* what people mean in text messages.
- Miguel *is* / *is being* a real whizz on the computer – he can do anything!
- Jenny's flight *leaves* / *is leaving* at three o'clock. She's going to visit her cousin in Australia.
- It *becomes* / *'s becoming* harder and harder to keep in touch with old friends.
- I *visit* / *m visiting* my cousin in hospital tonight.

2 Complete the email with the present simple or present continuous form of the verbs in brackets.

Hi Suzana,

I (1) (really/look forward to) the school reunion next week! (2) (you/come)? I hope so! I'm so happy that our old school (3) (organise) such an exciting event. I (4) (remember) so much about our school days. I can't wait to talk to everyone about what they (5) (do) these days. I (6) (want) to tell them about what I (7) (study) at college, too – it's so interesting!

The party (8) (start) at seven o'clock. Hope to see you there!

Love,
Zena

3 Look at the verbs in brackets in Activity 2. Do they describe states (S) or actions (A)?

4 Circle the state verbs in the box.

chat communicate depend do hear
like lose own phone smell

Use of English

Multiple-choice cloze

► CB page 9

About the exam:

In the exam, you read a text with eight gaps and choose from four possible answers for each gap.

Strategy:

- Read the whole text quickly so that you understand what it's about.
- Read each sentence containing a gap and think about what kind of word might fit in each gap (e.g. a noun, a verb, an adjective, a conjunction).
- Look at the words immediately before and after each gap to help you.
- Think about words that often go together (collocations), e.g. *catch a bus*, *keep in touch*.

1 Read the blog post and decide which answer (A, B, C or D) best fits each gap.

I love my new mobile phone

I just love my new mobile phone and I (0) A spend hours every day texting and chatting to friends online. I'm sure some people think I waste too much time playing around on it when I should be doing more useful things – (1) college work! Obviously, it's really helpful to talk to my friends about what we're doing on the course, but it's also so easy to go online to (2) things up.

My favourite app is a music one called My Tune. I've got all my music (3) on my phone, which means I can listen to my favourite (4) in bed – that often helps me to (5) asleep if I have things on my mind. I also love taking photos on my phone, which I then (6) with my friends on social media. I've become (7) as 'the Expert Photographer' in my group, though I don't really think I'm that good!

All in all, I really don't think that I could (8) without my phone!

- | | | | | |
|---|-------------|------------|------------|----------|
| 0 | A spend | B pass | C give | D have |
| 1 | A as though | B such as | C just as | D as if |
| 2 | A look | B read | C find | D check |
| 3 | A collected | B carried | C supplied | D stored |
| 4 | A streams | B chapters | C tracks | D units |
| 5 | A go | B get | C drop | D fall |
| 6 | A share | B divide | C split | D part |
| 7 | A known | B referred | C named | D called |
| 8 | A face | B manage | C remain | D stay |

Multiple choice

► CB pages 10–11

About the exam:

In the exam, you read a text and answer six multiple-choice questions. Each question has four options to choose from. Only one option is correct.

Strategy:

- Read the whole text quickly so that you understand what it's about.
- Read each question and the four options very carefully.
- Scan the text quickly to find the information you need, and underline the part of the text where you think the answer is.
- Read the section more carefully in order to find which option is correct.
- Remember that the words in the question and the words in the text may be different. Make sure you identify words in the text which have a similar meaning to those in the question.
- Make sure you know why the other options are not correct (e.g. it may be true but the text doesn't say it; the text says the opposite; the text says it but it does not answer the question).

1 Look at the photo in the article. What is a holiday rep?

2 Read the title of the article. What kind of information do you think it will include?

3 Read the article quickly and answer the questions.

- 1 What sort of people is the job of holiday rep not suitable for?
.....
- 2 How old do you need to be to have a job like this?
.....
- 3 Which languages can be particularly useful for a holiday rep?
.....
- 4 Where can you find advertisements for jobs as a holiday rep?
.....
- 5 What do holiday companies give their reps free?
.....
- 6 What hotel facilities are mentioned in the article?
.....

4 Read the article again. For questions 1–4, choose the answer (A, B, C or D) which you think fits best according to the text.

- 1 According to Angela, which of the following qualities is the most important for a holiday rep?
 - A the ability to be flexible
 - B a confident personality
 - C a sense of responsibility
 - D the willingness to work long hours
- 2 In the second paragraph, Angela says that before she got the job, she
 - A had travelled a lot in her free time.
 - B knew quite a lot about geography.
 - C spoke more than one language.
 - D had taken an advanced qualification.
- 3 Angela says that in an interview you should
 - A make yourself sound better than you are.
 - B find out about the travel company online.
 - C talk about the attraction of free travel.
 - D be honest about what you know.
- 4 What does Angela like most about being a holiday rep?
 - A earning a lot of money
 - B going out with her colleagues
 - C the smart clothes she gets to wear
 - D getting free access to facilities

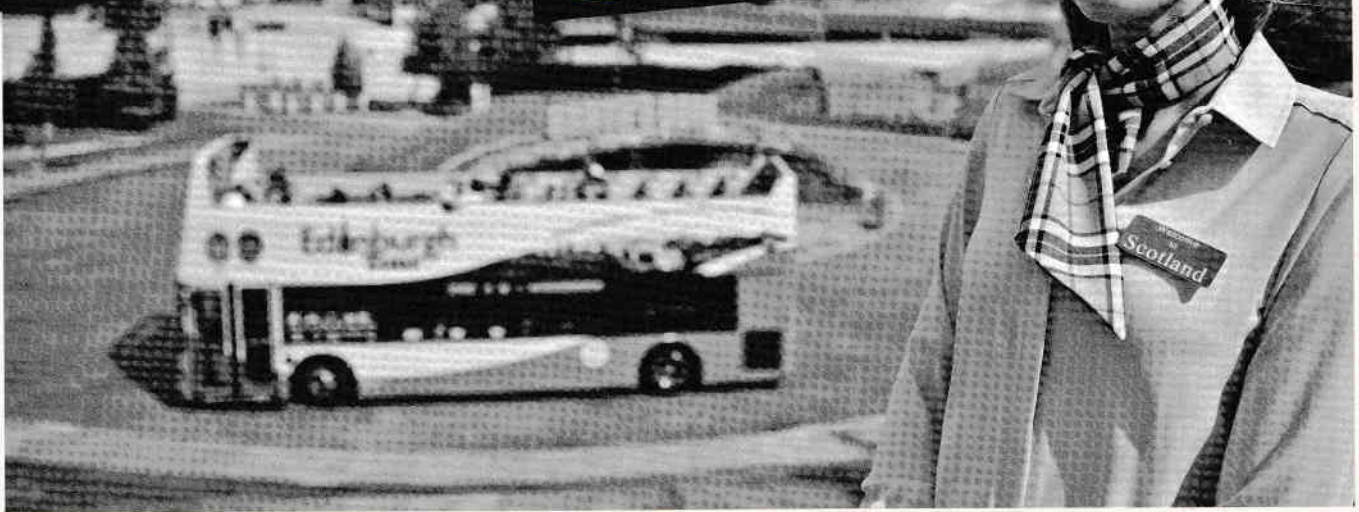
5 Choose the correct meaning (A or B) for the underlined phrasal verbs in the article.

- 1 believe in
 - A be certain that something exists
 - B be certain about an ability
- 2 deal with
 - A take appropriate action in a situation
 - B be concerned about a situation
- 3 send out
 - A put in the post
 - B advertise
- 4 stand out
 - A be easy to see
 - B be better than others
- 5 find out
 - A discover
 - B recover
- 6 get on (with)
 - A continue doing
 - B have a good relationship with

So you want to be a

Holiday rep?

Read on!



My name's Angela and I'm a holiday rep. I love my job and it's the best way to make friends with people from all over the world. Holiday reps are responsible for making sure that the customer has a fantastic holiday. As a rep, you represent the holiday company you're working for, so above everything else, you have to be friendly, sociable and believe in yourself. You also have to be able to deal with all kinds of situations and if you're impatient or like regular working hours, then this isn't the job for you. In addition, you have to be ready to go anywhere in the world – you don't get to choose where you work. For example, one month you might be in the south of France and the next in South America!

You need to be at least eighteen to become a rep and although formal qualifications aren't necessary, getting a basic certificate in travel and tourism, like I did, will always be useful because there's a lot of competition for jobs. It's not as easy as you might think to get a job in the travel industry. It's helpful if you can speak other languages, especially French or Spanish. I only speak English, so I didn't really expect to get a job – but I did! It helps if you travel a lot yourself too. I didn't have much chance to do that before I became a rep, though I did have a good knowledge of where places are in the world.

There are a few ways you can find work as a holiday rep. Newspapers and travel magazines often advertise

positions. And don't forget the internet, which is probably the most useful source of information! Travel companies send out application forms to people who are interested in working for them – read the form carefully and make sure your application stands out. If you do get an interview, remember you must answer questions truthfully – you'll quickly get found out if you pretend you can speak Greek or are familiar with a country you've never even heard of! One thing you should avoid is saying you want the job to get free holidays! It sounds silly, but you'd be surprised by how many people actually say that.

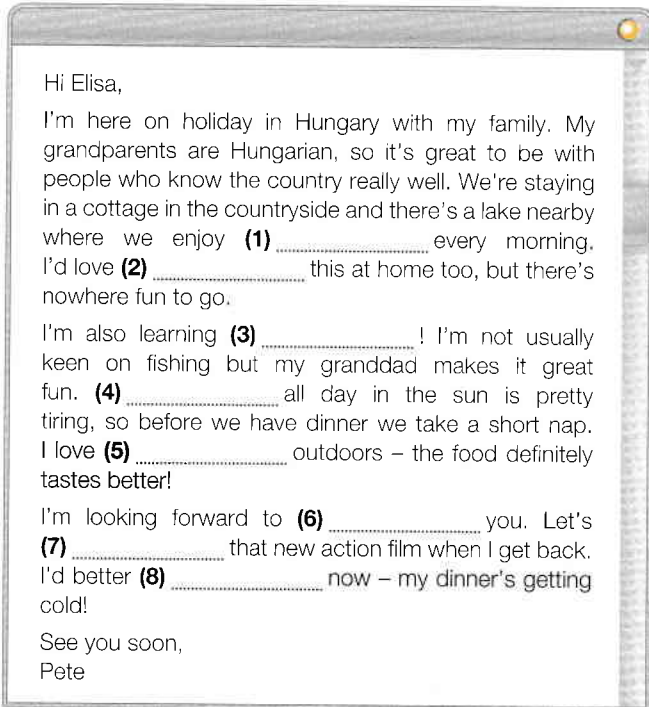
There are lots of cool things about being a holiday rep. The pay isn't the best in the world but in my opinion, the benefits of the job are worth far more than the pay packet. You get to see some amazing places and the people are fantastic – I keep in touch with a lot of the customers I look after. The nightlife with the other reps and customers can be fun too, if you get on with them! You get free accommodation as a rep. Don't be too excited about this – I'm staying in a tent in my current job, which isn't the most comfortable place to stay! You also get a uniform but the greatest thing of all for me is that you get to use everything at the resort you're working at – brilliant if there's a swimming pool or tennis courts because you don't have to pay to use them.

verb patterns: -ing and infinitive

► CB page 12

1 Complete the email with the correct form of the verbs in the box.

do eat fish go see (x2)
spend swim



2 Find and correct the mistakes with infinitives in the sentences.

- 1 We'd better not to be late home – I have a lot of homework to do tonight.
- 2 I'd love go to Kenya on holiday. I've never been to Africa.
- 3 I can't wait get my new phone – it's got some fantastic apps!
- 4 Let's to buy a present for Mike's birthday. What do you think he would like?
- 5 Stephanie's hoping pass her travel and tourism exam. She worked really hard.
- 6 Joe's learning be a tour guide. He wants to work in Spain.
- 7 I've arranged have a new website built for my work.
- 8 You should to check your passport is valid before you travel.

Speaking

Interview: giving personal information

► CB page 13

About the exam:

In the exam, the examiner asks you some general questions about yourself, such as where you live, your hobbies, plans or experiences.

Strategy:

- Try to give an answer that is not too short but is also not long and complicated.
- Do not memorise answers because you will sound unnatural. Learn key words and give natural answers.
- Try to make a good impression by smiling and appearing confident.

1 Match the questions (1–10) to the answers (A–H). There are two extra questions.

- 1 Where are you from?
 - 2 What do you like about living there?
 - 3 Do you watch much television? Why/Why not?
 - 4 How do you like to keep fit?
 - 5 What did you do on your last birthday?
 - 6 What is your main ambition? Why?
 - 7 Are you very interested in fashion?
 - 8 Tell us something about your best friend.
 - 9 Where do you like to spend your holidays? Why?
 - 10 Do you have a favourite hobby? What is it?
- A It's very peaceful and the people are very friendly. Everyone knows each other. It's really pretty too.
 - B France. My home is in Beaulieu, a small village just outside Bordeaux. It's close to a lovely forest.
 - C I think I'd like to be a teacher of primary school children. I'd like to teach them English.
 - D Not a lot. I prefer to spend my time with my friends, playing games and chatting.
 - E I prefer to go somewhere nice and hot where I can relax – like Spain or Italy.
 - F I do a lot of painting and drawing – especially cartoons. I draw cartoons of famous people and give them to my friends. It's fun!
 - G I'm not very worried about what I wear. I like trendy things but I don't spend a lot of time thinking about clothes.
 - H I went to a big hotel with my family and we had a lovely meal there. It was good.

About the exam:

In Part 1, you have to write an essay. There will be a question for you to answer and two notes giving ideas that you must include in your essay. You will also need to add one more idea of your own.

Strategy:

Make sure you write about both of the points in the notes and think of a third one of your own. You must give reasons and/or examples to support your opinions.

1 Read the exam task and complete the essay below with the words in the box.

because for however matter mean
reason so think

In your English class you have been talking about what makes a good friend. Now your teacher has asked you to write an essay.

Are old friends always the best friends?

Notes

Write about

- 1 shared experiences
- 2 different personalities
- 3 (your own idea)

Write an essay using **all** the notes and giving reasons for your point of view. Write **140–190** words.

As we get older, our lives change. We meet different people and make new friends all the time. (1) our social network includes people who have been important at different times in our lives. But are the oldest friends really the best?

I (2) this is true for some people. The (3) I say this is because these friends know you better than anyone else. They have shared important experiences with you and sometimes they know you better than you know yourself. (4) of that, they can give you really good advice even if you and your friends are very different kinds of people, with different personalities.

(5), this is not always the case. Someone may have known you very well in the past but that does not (6) they still know you well now. Perhaps you have both changed. This is especially true if you have been out of touch for a while.

(7) me, the best friends are the ones you can rely on to give you support and to tell you the truth. It doesn't (8) whether you've known them for ten months or ten years.

2 Underline the parts of the essay where the writer covers the two points given in the notes. What is the third point – the writer's own idea?

3 Match the phrases (1–6) to their functions (A–F).

- 1 Many people feel that ...
- 2 That is why ...
- 3 I strongly believe that ...
- 4 Alternatively, ...
- 5 In addition to this, ...
- 6 For instance, ...

- A introducing a different point
- B giving an example
- C adding to something you've said
- D giving a general point of view
- E giving a reason
- F giving your opinion

4 Read the exam task and think of a point of your own to include. Make notes to plan your answer. Then write your answer.

In your English class you have been talking about the best people to ask for advice. Now your teacher has asked you to write an essay.

Is it better to ask family or friends for advice?

Notes

Write about

- 1 type of problem
- 2 relationships
- 3 (your own idea)

Write an essay using **all** the notes and giving reasons for your point of view. Write **140–190** words.

