

Unit 10 Quiz

Name: _____

Date: _____ Score: _____ / 50 points

A Listen to a conversation between two students. Then check (✓) the correct answers. [8 POINTS]

- | | |
|--|--|
| 1. Karl is upset because _____.
☐ a. his train was delayed
☐ b. his applications are due
☐ c. he was late getting to class | 3. Karl is having trouble with _____.
☐ a. graduate school tests
☐ b. an essay for his applications
☐ c. personal problems |
| 2. Karl missed a _____.
☐ a. graduate school interview
☐ b. meeting with his advisor
☐ c. midterm test | 4. The woman suggests that Karl _____.
☐ a. knock on his advisor's door
☐ b. delay his appointment
☐ c. switch appointments with someone |

B Complete each sentence with the correct form of *drive*, *get*, or *make*.

Sometimes more than one answer is possible. [6 POINTS]

- People who interrupt me when I'm talking really _____ me up the wall.
- It _____ me sick when stores and restaurants throw away good food.
- My brother is always teasing me. He really _____ on my nerves.
- Irresponsible people really _____ my blood boil.
- People who throw trash on the ground _____ me crazy.
- My sister always gossips! She really _____ under my skin.

C Circle the word that best completes each sentence. Where no word is needed, circle (-). [12 POINTS]

My school break is this week, so I'm on vacation in Miami. But it has been an annoying trip! The first thing (1) *that* / - bugged me was the people on the bus (2) *who* / *when* played loud music during the whole ride. Then it took forever to check in at my hotel. One thing (3) *who* / - I hate is (4) *when* / - people cut in line, which happened to me twice! And it has been raining since I got here! Something (5) *that* / *who* is really depressing is (6) - / *when* you pay a lot of money for a vacation and the weather doesn't cooperate.

D Circle the word that best completes each sentence. [8 POINTS]

- I don't know why organic produce is so expensive. I'm *demoralized* / *mystified*.
- John was *baffled* / *discouraged* when his shoes disappeared. No one else has feet that big!
- Every time I hear news about homelessness in our city, I'm *insulted* / *saddened*.
- My grandmother became a little *annoyed* / *depressed* when her cat died.
- Joy got *discouraged* / *stunned* when she couldn't find many jobs to apply for.
- Marcos was *humiliated* / *irritated* by the people talking loudly in the movie theater.
- Lauren was *enraged* / *insulted* when her car broke down just after she had it fixed.
- I'm *infuriated* / *mystified* because my brother borrowed my car without asking.

E Rewrite the questions using the words in parentheses. [8 POINTS]

1. Why don't more people care about good manners? (I'd like to know . . .)

2. How can people afford to buy homes in this city? (. . . is beyond me.)

3. Why don't more upscale restaurants serve vegetarian dishes? (What I don't get is . . .)

4. Will people ever stop fighting with each other? (I wonder . . .)

5. Who should I ask for information about this product? (I'd like to know . . .)

6. Why don't more people do something about the environment? (. . . is a mystery to me.)

7. Will my sister graduate on time? (My big concern is . . .)

8. How can some people be so cruel to animals? (. . . is something I can't understand.)

F Read the letter of complaint. Then check (✓) true or false. [8 POINTS]

Dear Madam,

Last week, I was shopping in your store with a friend, and your salesperson, Roberta, refused to help us. I don't understand why she was so rude to us. I was insulted, but I was also baffled. There were other customers in the store, and she was nice and helpful to them, but she ignored us. When she finally spoke to us, she seemed irritated. My friend had wanted to buy a dress, but after waiting for 30 minutes to be helped, we left.

Why your salesperson chose to be rude to us and not to others is a mystery to me. I have shopped at your store for years and have been a loyal customer. I love your store, but my concern is whether I'll be treated disrespectfully if I shop there again. I hope that someone speaks to your sales staff about this so that it is not a problem in the future.

Sincerely,
Jane Morris

- | | True | False |
|--|--------------------------|--------------------------|
| 1. Jane went shopping by herself last week. | ☐ | ☐ |
| 2. Roberta was impolite to everyone in the store except Jane and her friend. | ☐ | ☐ |
| 3. Jane's friend didn't buy a dress because she got tired of waiting. | ☐ | ☐ |
| 4. Jane is worried about how she'll be treated in the store in the future. | ☐ | ☐ |