

Part A • Grammar, Vocabulary and How to ...

GRAMMAR

1 Choose the correct words to complete the sentences.

- They **came** / **'ve been coming** to England many years ago so it feels like home for them.
- He's **sung** / **'s been singing** the same song all morning. I hope he stops soon!
- I've **been listening** / **listened** to a podcast about a mystery. I can't wait to find out what happens next.
- How long **have you stood** / **have you been standing** there? I didn't hear you come in.
- My boss **called** / **has been calling** me at 11 p.m. last night.
- He's **hated** / **'s been hating** going to school this year.
- The cat's **looked** / **'s been looking** out of the window for the last hour.
- They **haven't slept** / **haven't been sleeping** very well recently.
- She **lent** / **'s been lending** me this coat last week so I need to give it back to her.
- He's **known** / **'s been knowing** that his office is going to close for a long time.

/10

2 Choose the correct option (a, b or c) to complete the sentences.

- I'd like a house ____ a bigger garden.
a where has b which has c what has
- Jemima is a woman ____ on holiday last summer.
a who I met b that met c who met
- We went to a lovely park ____ never been to before.
a who I'd b I'd c that
- I'd forgotten the day ____ lost in the forest.
a when got b which we got c when we got
- A flight attendant is a person ____ after the passengers on aeroplanes.
a who looks b what looks c looks
- She's bought a new TV ____ she's going to put in the kitchen.
a where b when c that
- Dante's is the restaurant ____ on my birthday.
a we went b where we went c that we went
- She introduced me to someone ____ name was Windy.
a whose b who's c who
- What's the best way ____ the opening times for the cinema?
a find out b finding out c to find out
- Our tour guide is the person ____ an umbrella in the air.
a hold b holding c is holding

/10

VOCABULARY

3 Complete the sentences with the words and phrases in the box.

achieve can't resist give up keep on
make an effort manage put off set stick to
take up

- You shouldn't ____ difficult jobs because you'll still have to do them.
- He started a diet, but he didn't ____ it. He was eating sweets again after two days.
- I need to ____ goals for you so you know what you have to do.
- They ____ sending me emails, although I've asked them not to. I get two or three a week.
- I ____ putting sugar in tea. I know it's bad for me, but I like it.
- I didn't ____ to finish the film last night so I'll watch the rest tonight.
- He's going to ____ running because he's too old.
- You won't ____ your goals if you don't work hard.
- We should ____ to introduce them to the other guests because they don't know anyone here.
- I'm going to ____ cycling. I want to try a new sport and it's supposed to be good for you.

/10

4 Match the sentence beginnings (1–10) with the endings (a–j).

- Susana doesn't feel like ____
 - Yannis asked me to do him ____
 - I agreed with Claire in order to avoid ____
 - Don't get angry with me. It wasn't my ____
 - The children always get ____
 - I like Mrs Smith, so I'd be ____
 - Hannah's in a bad ____
 - It was an accident, so don't feel ____
 - I'm sure that woman made ____
 - I've prepared well, so I feel ____
- a a favour, but I haven't got time.
b upset when it's time for bed.
c comfortable about the job interview.
d helping me do the washing-up.
e guilty about breaking the mirror.
f mood because she failed her driving test.
g fault that your car was stolen.
h a comment about your hair.
i an argument with her.
j happy to take her to the shops.

/10

HOW TO ...

5 Choose the correct words to complete the sentences.

- 1 There's no good reason to **drop** / **lift** litter on the floor.
- 2 It **drives** / **makes** me crazy when people don't control their dogs.
- 3 I can't **bear** / **bug** it when people don't respect my personal space.
- 4 She's forever **complain** / **complaining** about the food at school.
- 5 Did you see how they **reacted** / **replied** to the situation?
- 6 Don't get me **annoyed** / **started** on the price of football tickets!
- 7 If the waiters are polite, I don't **bother** / **mind** if they're a bit slow.
- 8 I hate people **put** / **putting** their feet on the seats on the train.
- 9 It **drives** / **gets** on my nerves when cyclists ride in groups on the road.
- 10 Could you **get out of** / **give** the way! I'm in a hurry!

/10

Total: /50

Part B • Listening, Reading and Writing

LISTENING

1 [Audio UT2.01] Listen to five speakers talking about arguments they have had recently. Match the speakers (1–5) with the statements (A–E).

- 1 Josh ____
- 2 Nadine ____
- 3 Will ____
- 4 Molly ____
- 5 Clive ____

- A I made a comment to a family member which started an argument.
- B I almost got into an argument while I was enjoying time outdoors.
- C I argued with someone who was waiting to buy something.
- D I argued with someone because of an accident that happened.
- E I got into an argument after trying to help someone at home.

/5

2 [Audio UT2.01] Listen again. Choose the correct answer (A, B or C).

- 1 What does Josh say about the other driver?
 - A He had driven into Josh's car.
 - B He had stopped Josh going past him.
 - C He blamed Josh for the crash.
- 2 What was Nadine doing when the argument happened?
 - A watching TV
 - B sleeping
 - C arriving home
- 3 Why was Will's flatmate annoyed with him?
 - A because Will was stopping her cooking
 - B because Will doesn't do enough to help her
 - C because Will is always breaking plates
- 4 What does Molly say about the man in the café?
 - A He didn't like the comment she made.
 - B He tried to push her out of the way.
 - C He didn't pay any attention to her.
- 5 Why was the Clive upset about the woman's behaviour?
 - A People often drop litter in the park.
 - B She didn't show enough care for the place.
 - C She refused to pick the rubbish up.

/10

READING

3 Read an article about becoming a better manager. What is the writer's purpose for using the quotes (1–5)? Choose the correct option (a or b).

- 1 'No one prepared me for the responsibility of being a leader.' (paragraph 1)
 - a to create a connection with the reader
 - b to make suggestions for the reader
- 2 'I'm going to keep smiling while I help my team solve this problem.' (paragraph 2)
 - a to explain the reasons for a leader's problems
 - b to show how the reader can change their behaviour
- 3 'My boss is great because she always makes the time to listen to me.' (paragraph 3)
 - a to show how a suggestion might help the reader
 - b to give an example of the suggestion that was just made
- 4 'My cat is a better communicator than my boss.' (paragraph 4)
 - a to make the article more interesting
 - b to explain a common problem for leaders
- 5 'I'm prepared to do anything that I ask my team to do.'
 - a to show how a leader should not behave with their team
 - b to show how a tip might work in practice

/5

How to become a better manager

¹I've been working as a manager for the last three years and I've learnt a lot about leadership in that time. I hadn't had any training before becoming a manager, which is a common experience. Time and time again, people have told me, 'No one prepared me for the responsibility of being a leader.' I've even known new managers who have given up their jobs because they couldn't bear the stress. If you want to become better in your job, whether you're new or not, you might find the following ideas helpful.

²One of the best pieces of advice is to be positive. As a leader, you have to motivate your team and find solutions to problems. This isn't always easy and you might not know how to respond to difficult situations. However, if you don't manage it in a positive way, how can you expect your team to? If there are problems, try not to get upset. Take a deep breath and tell yourself, 'I'm going to keep smiling while I help my team solve this problem.'

³Another way to keep your team motivated is by being a good listener. If they think you're not interested in them, they won't feel like doing their best at work. So, if someone is struggling at work, help them find solutions to the problems. Even if they have problems at home, listen and suggest ways to make their life easier. Someone told me recently, 'My boss is great because she always makes the time to listen to me.' Listening to your team will mean that they respect you more.

⁴As well as being a good listener, you also need to be a good communicator. Someone recently told me, 'My cat is a better communicator than my boss.' Of course, your communication skills are probably better than a cat's, but you should still set clear goals and make sure your team understands them! Tell them what they have to achieve, how to do it and why it's important. If you don't do that and mistakes are made, you can hardly blame your team.

⁵My last piece of advice is to lead by example. Tell yourself, 'I'm prepared to do anything that I ask my team to do.' Although some people think a leader just sits around giving orders, this probably won't get good results. However, if you show your team what's expected, they're more likely to be successful. Not only that, but they'll see that you're a team player and they'll feel more comfortable working with you.

4 Read the article again. Are the statements True (T) or False (F)?

- 1 The writer became a manager three years ago. **T / F**
- 2 Some managers have left their jobs because it was too stressful. **T / F**
- 3 Leaders usually find it easy to motivate their teams. **T / F**
- 4 Leaders should feel comfortable getting upset in difficult situations. **T / F**
- 5 Team members will only work well if their leaders pay attention to them. **T / F**
- 6 It's better if managers avoid talking about their team's home life. **T / F**
- 7 Most new leaders are likely to have poor communication skills. **T / F**
- 8 The team is responsible for mistakes if they don't understand their goals. **T / F**
- 9 Leaders should avoid just giving orders to their teams. **T / F**
- 10 A team will usually be happier if the leader does the same jobs as them. **T / F**

/10

WRITING

5 Put the words in the correct order to make sentences that decline invitations.

1 in / all / evening / I'm / classes

2 on / I / else / something / have

3 meeting / I'm / my / father / then / Sorry,

4 I'm / can't / Wednesday / make / next / I / sorry,

5 get / I / another / back / Afraid / to / with / time / you / can't. / Will

/5

6 Read the invitations. Write an email to decline each one.

To: Peter Brown

cc:

Subject: Invitation to dinner

Dear Peter,

We would like to invite you to dinner with Ms Tranter after the conference on Thursday. It would be an opportunity for you and Ms Tranter to discuss our business proposal in more detail. If you're unable to attend, please let me know. We may be able to find another time which is more convenient to both of you.

Regards,

Keith Jones, PA

To: Pete

cc:

Subject: Walk in the countryside

Hi,

Are you free on Saturday? I'd like to go for a long walk in the countryside with a group of friends. I'm sorry it's such short notice, but I only decided last night. Can you get back to me as soon as possible?

BW

Rashid

Write 100–140 words in total.

/15

Total: /50

Part C • Speaking

SPEAKING

1 Make questions and ask your partner.

- 1 How long / learning / English?
- 2 Have / ever / given up / bad habit?
- 3 Do / think / important / set goals / for yourself?
- 4 What / usually / feel like / doing / in the evenings?
- 5 When / last time / argued with / someone?

/5

2 Answer your partner's questions.

/5

3 Describe the picture to your partner. How are the people feeling?



/10

Total: /20