

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

GRAMMAR

1 Circle the correct words.

0 They put up a net **in order** / **so as to** play volleyball.

1 He went to the petrol station **so that** / **in order** to get some petrol for the car.

2 So **as to** / **that** we can arrive on time, we need to catch the 7.15 train.

3 We wrapped the glasses carefully in order **to not** / **not to** break them.

4 I've been working late this week so **as not to** / **not as to** fall behind schedule.

5 I gave the plants plenty of water so that **not to** / **they don't** die when we're on holiday.

___ / 5

2 Complete the second version of the sentences. Use the word in brackets.

0 Bread costs a lot more than it did a few months ago.

⇒ Bread is much more expensive than it was a few months ago.
[MUCH / EXPENSIVE]

1 Your desk is tidier than mine.

⇒ My desk _____ as yours. [ISN'T]

2 She used to be less confident speaking English.

⇒ She speaks English _____ she used to. [MORE]

3 I know few people more reliable than Neil.

⇒ Neil is _____ people I know. [AMONG]

4 His behaviour is becoming worse every day.

⇒ His behaviour is _____ every day. [AND]

5 If you practise the trumpet more, you will become better.

⇒ The more you practise the trumpet, _____ become.
[THE]

___ / 5

3 Put the words in the correct order to make sentences and questions.

0 a farmer / delivered / has / by / vegetables / She

She has vegetables delivered by a farmer.

1 Saturdays / gets / usually / car / He / on / his / washed

_____.

2 by / I'm / dress / made / a professional / having / my

_____.

3 tomorrow / more / some / getting / cut / They're / keys

_____.

4 somebody / get / look / the problem / to / at / Let's

_____.

5 herself / design / the posters / she / Did

_____?

___ / 5

VOCABULARY

4 Complete the sentences with personality adjectives.

0 I spoke to a **p _ l _ e _ a _ s _ a _ n _ t** young man who was polite and smiled a lot.

1 She's **s _ n _ _ _ b _ e** so she makes good decisions.

2 I know you've been waiting a long time, but you need to be **p _ t _ _ _ t**.

3 When he argues, he often becomes **a _ g _ r _ _ _ _ _ e**. He looks angry and talks in loud voice.

4 She's quite **d _ r _ _ t** so she's happy to give her opinion.

___ / 4

5 Complete the sentences with the words and phrases (A–F).

0 There's no doubt that social media can E users and change how they behave.

1 I bought this dishwasher because it was _____. It was much cheaper than usual.

2 My cousin is a real _____. He's always looking for the best products at the cheapest prices.

3 You can get a _____ if you go on holiday in winter. It's usually much cheaper.

4 I don't think _____ is important to me. I don't buy things because of the name.

5 I used to be a big _____, but don't buy so many things anymore.

A bargain hunter

B brand loyalty

C consumer

D good deal

~~**E**~~ influence

F on offer

____ / 5

6 Circle the correct words.

0 We made a **bargain** / **donation** to an organisation which protects animals.

1 The company made a **loss** / **profit** last year so it had to close some shops.

2 The shop assistant gave me a **discount** / **fee** because the box was damaged.

3 This phone was supposed to be 350 euros, but it only cost me 210 euros.

It was a **bargain** / **receipt**!

4 If you're unhappy with the service, you should ask for a **profit** / **refund**.

___ / 4

HOW TO ...

7 Complete the conversations with the words and phrases (A–G).

Conversation 1:

A: Are you still thinking about buying that new smartphone?

B: I'm not sure. It's ⁰ D, but quite expensive.

A: I know, but ¹ ____ everyone says, it's the best phone you can buy.

B: Well, I think sometimes you're just paying for the name.

A: Mmm ... I suppose it all ² ____ to how much you trust what other people say.

Conversation 2:

A: Did you like the restaurant last night? I was a bit disappointed.

B: Really? In what way?

A: Well, ³ ____ the reviews, the food is amazing, which it was. The ⁴ ____ is that the waiters were really slow.

A: Oh, I thought the service was ⁵ ____.

B: I guess you had a different waiter. Personally, I got fed up with waiting. In fact, ⁶ ____, I didn't even have a dessert.

A according to

B comes down

C from what

D impressive

E in the end

F only thing

G superb

____ / 12

TOTAL: ____ / 40

x 1.25 = ____ / 50

Part B • Listening, Reading and Writing

LISTENING

1 [Audio UT5.01] Listen to five people talking about complaints they have made. Match the speakers (1–4) with the statements (A–E).

0 Sandra C

1 Patrick

2 Amanda

3 George

4 Isabel

A I probably sounded a bit aggressive.

B I made a complaint online.

~~**C** I handled the situation in a relaxed way.~~

D I didn't speak my mind at the beginning.

E I was sure I would be successful.

 / 4

2 [Audio UT5.01] Listen again. Circle the correct answer, A or B.

0 Sandra managed to

^A get a refund on her purchase.	^B get the damaged jacket replaced.
--	---

1 Patrick

^A was able to change the brakes himself.	^B felt that he had been treated unfairly.
---	--

2 Amanda had planned to

^A save some money on her flights.	^B pay the full fare for her flights.
--	---

3 George was pleased because

^A he didn't have to pay for a genuine book.	^B he was contacted by the bookseller.
--	--

4 Isabel was able to get

^A a bigger car for her journey.	^B a reduction in the price of the car.
--	---

___ / 8

READING

3 Read the text about how the ways we consume are changing. Match the phrases (A–G) with the trends (1–3) they are connected to.

1 Online shopping:

 A

2 Customer attraction:

3 Eating out:

~~A some businesses have been losing money~~

B customers are comparing products before making purchases

C some businesses are trying to provide a faster service

D customers are finding it easier to choose places to go out

E customers are less interested in always buying the same products

F some businesses have found new ways of making money

G customers are showing less satisfaction with their purchases

____ / 6

Consumer trends

ONLINE SHOPPING

For many consumers, online shopping is by far the most convenient way to **shop. It gives you access to a wide range of products and it's easy to find a bargain.** It's not surprising that online purchases have grown in recent **years. However, while most of us expect free delivery, the high costs** are causing some companies to make a loss. This might be acceptable in **the short-term, but will companies keep offering it in the longer-term?** What's more, people are becoming increasingly disappointed with the quality **of the products they receive. While online shopping is here to stay, it's** unlikely to continue growing as quickly.

CUSTOMER ATTRACTION

For years, companies have focused on achieving brand loyalty. The idea is **that even if their products cost more than the competition's, consumers** will still buy them. However, recent studies have shown that the younger **generation of consumers would rather get the best deal than continue to** buy the same things. They're far more likely to use online reviews to **compare prices, quality, and other people's opinions before** making a decision. At the same time, they're more worried about personal **identity and less interested in owning the same things as everyone** else. As a result, companies need to come up with new ways to sell their **products and attract younger consumers. This means that new** businesses with original products now find it easier to compete with better-**known brands.**

EATING OUT

The internet also offers a more convenient way to choose restaurants, book **tables and leave reviews. Apps also allow customers to access digital** menus and pay without the need for cash or credit cards. Many restaurants **have also been looking for quicker ways to serve their customers.**

In the past, good quality restaurants were unlikely to be self-service. However, **some now ask customers to serve themselves and even tidy up** afterwards. Interestingly, a lot of customers are happy to do this if it means **saving time. Restaurants have also been looking for new ways to** increase their profits. The latest trend is to offer ingredients for customers to **buy and take home with them. At the end of their meal, customers are** able to buy the same products as the ones used in the restaurant, like olive oil **and pasta, which provides extra income for restaurants.**

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

- 0 There are more convenient ways to shop than online. F
- 1 The quality of products bought online is not always better.
- 2 Consumers will only buy products if they're cheaper than the competition.
- 3 Brand loyalty is more important to older generations than younger ones.
- 4 Younger people want the same things as the people around them.
- 5 Most restaurants will only accept payment by cash or credit card.
- 6 Many customers don't mind changes to how they are served in restaurants.

 / 6

WRITING

5 Match (1–4) with (A–E) to make sentences.

0 I am writing to complain C

1 I was shocked to _____

2 Unfortunately, the problems _____

3 A passenger should never be _____

4 My experience was _____

A didn't end there.

B put in this situation.

~~**C** about a flight I took with your airline.~~

D completely unacceptable.

E discover that my seat was taken.

____ / 4

6 You have recently had a bad experience in a shop.

Write a complaint email to the manager of the shop.

Write 100–140 words.

____ / 12

TOTAL: ____ / 40

x 1.25 = ____ / 50

Part C • Speaking

SPEAKING

1 Put the words in the correct order to make questions.

Ask your partner your questions.

0 the best / to / What / deal with / aggressive / is / way / people?

What is the best way to deal with aggressive people?

1 complain / you / normally / things / do / What / about?

2 loyalty / important / How / brand / is / to you?

3 asked / Have / a refund / you / for / ever / in a shop?

4 eyes / had / the last time / was / you / When / your / tested?

____ / 4

2 Answer your partner's questions.

____ / 4

3 Describe the picture to your partner.

Why is the man complaining?



___ / 12

TOTAL: ___ / 20