

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_ GROUP: \_\_\_\_\_

**UNIT 1**

**1** (02) Listen to the conversations and check (✓) the right answer. \_\_\_\_\_ / 12

1 What is the problem with the video game?

- a He already has a similar game.
- b The screen just stays black.
- c The game is not what he expected.

2 Why can't Billy get his money back?

- a Refunds can only happen within 30 days of purchase.
- b The store does not offer refunds.
- c The store says it's not a problem caused by the game.

3 Does Billy want a refund?

- a Yes, he wants his money back.
- b No, he wants them to fix the game.
- c No, he just wants another game.

4 Why is Carlos complaining at the restaurant?

- a The food was late and cold.
- b The food was late and it was the wrong order.
- c The food was cold and it was the wrong order.

5 What does Carlos want?

- a He wants to be served again.
- b He doesn't want to pay for the food.
- c He wants a free dessert as compensation.

6 Did the restaurant accept Carlos's request?

- a Yes, he is also getting free dessert.
- b No, because it's not true that the food was late.
- c No, but he was offered a free dessert as compensation.

**2 Complete the conversation with sentences from the box.** \_\_\_\_\_ / 12

There is no button to turn it on. I bought this computer last week and it's not working.  
 Good morning. How can I help you? Let's see ... Wow, it's on! You were right.  
 I see. Try touching the screen with two fingers. What seems to be the problem with it?

Clerk: 1) \_\_\_\_\_

John: No. I planned to do it while learning to use it, but I couldn't even turn it on.

John: 2) \_\_\_\_\_

Clerk: 5) \_\_\_\_\_

Clerk: 3) \_\_\_\_\_

John: 6) \_\_\_\_\_  
 Oh, no! Now I feel very silly.

John: 4) \_\_\_\_\_

Clerk: I see. Excuse me, did you read the manual?

Clerk: Don't worry, that is a common situation with this model.

## 3 Read the conversation and write the sentences that express the following ideas.

\_\_\_\_\_ / 12

**Clerk:** Good morning. Can I help you?

**Pepe:** Hi, I would like to return this CD.  
Can you take it back?

**Clerk:** I'm sorry to hear that. What is the problem with it? Is it damaged?

**Pepe:** Oh, nothing is wrong with it. It was a gift but I don't really like this band.

**Clerk:** I'm afraid it is against the store's policy to give a refund if the item is not faulty.

**Pepe:** That's disappointing. You are of no help!

**Clerk:** Let me see what I can do about it ...  
We could give you a gift card for the value of

the CD. Then, you can choose anything from the store with a similar price and pay with the card.

**Pepe:** Well, that's a better solution!

**Clerk:** Could you fill in this form, please? It won't take long.

**Pepe:** Can I use the card right now?

**Clerk:** Of course! You can use the card any time you want.

**Pepe:** That's perfect! Thank you!

**Clerk:** You're very welcome.

- 1 An explanation of a problem: \_\_\_\_\_
- 2 A rude response to a situation: \_\_\_\_\_
- 3 An expression of the will to make a complaint: \_\_\_\_\_
- 4 Agreement and acceptance: \_\_\_\_\_
- 5 A polite explanation: \_\_\_\_\_
- 6 An expression of empathy: \_\_\_\_\_

**Outcomes**

I can express complaints about a product.

I can listen to and review complaints about products.

I can interpret the general sense, main ideas, and details.

I can make oral complaints.

**UNIT 2**
**1 Read the text and circle the right answer.**

\_\_\_\_\_ / 10

## Chapter 1

# Greetings Around the World

by Alex Wilson

A custom that exists in every culture is that of people always greeting each other, but the ways and gestures they use differ from country to country. This can be very important when we meet people from other places because something that is very common for us in another country it could be unusual and even rude. This essay will present some of those differences.

You might be surprised, but there are places where handshakes, especially when meeting for the first time, are very rare and considered a bit rude. For example, both in Japan and Thailand, a bow is the proper greeting, but the gesture is a little different. While Japanese bow and avoid direct eye contact, in Thailand, people look at each other when they bow and press their hands together to their chest.

Unlike countries like Japan and Thailand, shaking hands is a common practice in many countries such as the United Kingdom and Russia. Nevertheless, there are some differences in this gesture. Like many Mexicans, Russians greet with a very firm handshake; in contrast, people in the United Kingdom prefer a quick and softer handshake.

Finally, another common way to greet people is kissing. This is especially common in Europe. For example, the French commonly greet with a double cheek-to-cheek kiss (sometimes more). Like the French, Italians usually greet with a quick kiss on each cheek. However, not all Europeans like these greetings. Unlike the French or Italians, Germans don't like kissing and prefer a simple handshake.

In conclusion, greetings can vary around the world, but it is important to know the differences in gestures in order to avoid offending someone. Unlike most Mexicans, not everybody feels comfortable with very enthusiastic greetings.

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- 1 What is the main idea of the text?
  - a The importance of greetings around the world.
  - b Greeting is universal.
  - c We all greet but we all do it differently.
- 2 What idea best represents the idea of the third paragraph?
  - a How to shake hands around the world.
  - b One handshake with different styles.
  - c Handshaking is not for everyone.
- 3 What are the three main forms of greeting around the world?
  - a Handshake, eye contact, bowing.
  - b Bowing, kissing, waving hands.
  - c Handshake, bowing, kissing.
- 4 How does bowing differ in Japan and Thailand?
  - a In Thailand, they make eye contact and press their hands together.
  - b In Japan, they bow deeper to avoid eye contact.
  - c In Thailand, people shake hands while bowing.
- 5 Besides France, in what other country is it common to kiss twice?
  - a Germany
  - b Italy
  - c Mexico

## 2 Read the paragraphs and organize them into a logical essay.

\_\_\_\_\_ / 10

Essays from the World

## Chapter 2

### Japan: From a Traveler's Letter

- a** Their country houses are beautiful and very practical. They are made of wood, straw, and paper and are built several centimeters above the ground to avoid humidity. They are also very lightweight, so there is no danger when there are earthquakes. There isn't much furniture in the house, and it is usually small and easy to move.
- b** When travelling around the world you can see many contrasts between different cultures. I finally arrived in Japan after months of travelling and it surprised me. We have many differences, but we also share many similarities.
- c** Both Mexico and Japan have many different types of houses depending on factors like the weather and

landscape. For example, some houses from people in states like Yucatán or Guerrero are also made of wood and straw because of the heat. Nevertheless, one surprising feature is that the houses in Japan do not have glass windows. Instead, the windows and both, interior and exterior walls, consist of sliding screens made of wood and rice paper.

- d** In conclusion, although both Mexican and Japanese cultures have many differences, we share some common ground and we have always been good friends. I want to come back soon to learn more about Japan.
- e** Japan is an ancient and beautiful country, and the people are kind, quiet, organized, and very polite. People in Mexico are also kind and polite, but we are quite loud and affectionate. Japanese bow to greet other people and avoid direct eye contact when they talk to you because it is considered rude, which is quite different from our customs in Mexico.

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## 3 Complete the sentences using the words from the box.

\_\_\_\_\_ / 10

unlike    however    like / in contrast    while    both / but

- \_\_\_\_\_ many Mexicans, Russians greet with a very firm handshake; \_\_\_\_\_, English people prefer a softer handshake.
- Italians usually greet with a quick kiss on each cheek. \_\_\_\_\_, not all Europeans like these greetings.
- \_\_\_\_\_ in Japan and Thailand, a bow is the proper greeting, \_\_\_\_\_ the gesture is different.
- \_\_\_\_\_ the French or Italians, Germans don't like kissing and prefer a simple handshake.
- \_\_\_\_\_ the Japanese bow and avoid direct eye contact, people in Thailand look at each other while they bow.

**Outcomes**

- I can read short literary essays and contrast cultural aspects.
- I can review short literary essays.

- I can read and understand general sense, main ideas, and details of literary essays.
- I can describe and compare cultural aspects.

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**UNIT 3**

**1 Read the questions about instructions for kids and adults in case of disaster, and check (✓) the right answer.**

\_\_\_\_\_ / 10

1 Where would you find friendlier, easier to understand illustrations?

- a Children's instructions.
- b Adults' instructions.
- c Both.

2 Where would you find the sentence: "Turn off gas, water and electricity supplies."?

- a Children's instructions.
- b Adults' instructions.
- c Both.

3 Where would you find the sentence: "Protect children. Keep them away from windows."?

- a Children's instructions.
- b Adults' instructions.
- c Both.

4 Where would you find the sentence: "It's OK if you're scared. Talk to an adult about it."?

- a Children's instructions.
- b Adults' instructions.
- c Both.

5 Can the instructions in a children's poster be useful in the poster for adults?

- a Yes
- b No
- c Only if written in a different form

**2 (( 05 )) Listen to the safety measures in case of an earthquake. Use the imperative form to complete the instructions**

\_\_\_\_\_ / 08

- 1) \_\_\_\_\_, since moving too fast can make you fall.
- 2) \_\_\_\_\_, as it may fall on you.
- 3) \_\_\_\_\_, they are not safe.
- 4) \_\_\_\_\_, identify a safety zone.

## 3 Complete the following text using the words from the box.

\_\_\_\_\_ / 08

Finally	Second	First	Next
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**Heatstroke: First-aid Instructions**

Heatstroke is a serious medical condition caused when your body is exposed to intense heat and cannot control its temperature. Heatstroke can be very dangerous, so you must act fast!

- 1) \_\_\_\_\_, identify these physical signs that indicate heatstroke: Body temperature higher than 38 degrees; red, hot, and dry skin; no sweating; intense headache and / or dizziness; confusion; nausea or vomiting; unconsciousness. The higher the temperature is, the more dangerous the situation can get.
- 2) \_\_\_\_\_, get the victim to a shady area and try to cool him or her down rapidly. If the person can drink, give him cool water or any drink without caffeine or alcohol. Apply cold water. For example, you can wrap the person in a wet sheet with ice cubes or immerse him in cold water.
- 3) \_\_\_\_\_, call an ambulance. Monitor the victim's body temperature until it goes down to 38 degrees. Reapply cold water all the times it is necessary.
- 4) \_\_\_\_\_, call a doctor or hospital to receive more instructions if the paramedics don't arrive fast.

## 4 Read the text from Activity 3 again and circle the right answer.

\_\_\_\_\_ / 08

- 1 What is the physical problem that the text speaks about?
  - a Intense headache.
  - b Heatstroke.
  - c High body temperature.
- 2 These are all physical signs of heatstroke, except:
  - a Red, hot, dry skin.
  - b Sweating.
  - c Intense headache.
  - d Body temperature above 38 degrees.
- 3 In what order should you do the following actions?
  - a Call an ambulance, go to a shady area, give the victim a cold drink.
  - b Call an ambulance, apply cold water, give the victim something to drink.
  - c Go to a shady area, apply cold water, call an ambulance.
- 4 What should you do while you wait for the ambulance?
  - a Call a doctor to receive more instructions.
  - b Reapply cold water.
  - c Give the person caffeine.

\_\_\_\_\_ / 100

**Outcomes**

I can select and review instruction manuals.

I can write instructions.

I can read and understand instruction manuals.

I can edit instruction manuals.