

VOCAB REVIEW

Part 7

1. PRACTICE QUESTIONS

Questions 153 – 155 refer to the following form.

Holiday Lodge Customer Feedback Form

Thank you for staying at Holiday Lodge! Our customers are our priority, and we value your feedback immensely. Please complete this form so we can continue to improve our service. Please circle a number from 1 – 5.

	Poor				Excellent
Price	1	2	3	4	5
Room	1	2	3	4	5
Restaurant	1	2	3	4	5
Hotel Reception	1	2	3	4	5
Overall	1	2	3	4	5

Please answer yes or no to the following. Did our staff:

Treat you courteously?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Provide any information you requested?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Inform you of any extra charges?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Offer you a membership card?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Comments

My stay overall at Holiday Lodge was very pleasant, but I did have a poor experience in the restaurant. Firstly, I am a vegetarian and I asked your staff if there was a vegetarian appetizer available. They said there was, but when I went to dine, there was none available on the menu. Secondly, my main course was slightly cold and I had to ask the waitress to heat it up a little more. I would like to stay here again, so please address these issues. Thanks.

153. What was the customer least satisfied with?

- (A) The bathroom
- (B) The dining experience
- (C) The attitude of the staff
- (D) The price

154. What did the hotel staff NOT do?
- (A) Offer the customer a membership card
 - (B) Inform the customer that a vegetarian appetizer was available
 - (C) Heat the customer's main meal
 - (D) Serve the customer dessert
155. What can be inferred about the customer?
- (A) The customer is a culinary specialist
 - (B) The customer is disappointed with the hotel staff's attitude
 - (C) The customer might not return if the restaurant doesn't improve
 - (D) The customer likes to complain

Questions 156 – 158 refer to the following schedule.

Neighborhood Events in May

May 7: Festival of St Michael

Chapel, 7:00 PM till late

The local band will lead the procession from the chapel at 7 PM. Food will be served next to Mary's Bakery from 8:00 PM until 10:00 PM. The disco will begin in front of the chapel from 8:30 PM.

May 12: Children's Painting Exhibition

Mabolo Town Hall, 5:30 PM to 8:00 PM

The local children's artwork will be on display for everyone to see. The children have been busy in their art classes at school for the past month and have created some very colorful paintings! Please come and see for yourselves. Admission free.

May 20: Blue Coral Band

Banilad Town Centre, 9:30 PM to 11:00 PM

The rock group Blue Coral Band will play live at Banilad Town Centre. Their performances are always exciting and always attract a big crowd. Hamburgers and hotdogs will be on sale at the venue from 9:00 PM to 10:30 PM. Tickets are available from Jan's vegetable store.

May 29: Karaoke Competition

Rick's Bar, 7:00 PM till close

A free-to-enter karaoke competition will be held at Rick's Bar – cash prizes available! Adults and children welcome to attend and enter the competition, so please come and sing your favorite songs. Snacks will be available all night.

156. Where will there be a big crowd?
- (A) The chapel
 - (B) Mabolo Town Hall
 - (C) Banilad Town Centre
 - (D) Rick's Bar

157. What time does the entertainment begin at Banilad Town Centre?

- (A) 9:00 PM
- (B) 9:30 PM
- (C) 10:00 PM
- (D) 10:30 PM

158. At which event will food NOT be available?

- (A) The festival
- (B) The painting exhibition
- (C) The rock concert
- (D) The karaoke competition

1. Part 4 Context Types

The contexts for the talks are common situations in general or workplace settings.

1. Announcements: commonly heard in such public places as train stations, airports, stores, airplanes, libraries, museums.
2. Business talks: presentation, speeches, lectures, guided tours, etc.
3. Radio broadcasts: news, weather forecasts, road traffic reports, etc.
4. Advertisements promoting products or services commonly heard on the radio, television.
5. Telephone messages: recorded voice-mail messages, telephone menus, etc.
6. Introductions

2. PRACTICE QUESTIONS

Practice 1.

1. What is the main purpose of the talk?
 - (A) To discuss new car models
 - (B) To plan a retirement party
 - (C) To welcome a company executive
 - (D) To select a tour company
2. Where did Mr. McNab's career begin?
 - (A) In London
 - (B) In Tokyo
 - (C) In Edinburgh
 - (D) In the Far East
3. What will happen next month?
 - (A) Mr. McNab will go back to London.
 - (B) Mr. Jackson will be the replacement for Mr. McNab.
 - (C) Mr. McNab will replace Mr. Jackson.
 - (D) Mr. McNab will retire.

Practice 2.

4. What type of business has been reached?
 - (A) A florist
 - (B) A bakery
 - (C) A supermarket
 - (D) A convenience store
5. On which day does the business open late?
 - (A) On Monday
 - (B) On Friday
 - (C) On Saturday
 - (D) On Sunday

6. What will happen if the customer leaves a message?

- (A) An employee will phone the customer back
- (B) A baker will prepare their order
- (C) An employee will email the customer
- (D) An employee will provide more information

3. DICTATION

1. The first item on the was the new evaluation system.
2. How much did the company spend on the of the headquarters?
3. The flight was due to mechanical failure.
4. I called the to fix the sink.
5. The told me my car should be ready by five.

4. HOMEWORK (Vocab)

1. Recent pressure at work may account for his behavior.
2. Ms. Lee took the minutes of the meeting.
3. We conduct our business in accordance with local laws and regulations.
4. Our facilities are operating in compliance with environmental laws.
5. Your pension will be increased in line with inflation each year.