

A  Listen to a conversation between Adam and Tina. Choose the correct answers.

1 How does Tina react to the fact that the restaurant Adam visited didn't have a menu?

- A** She is surprised that Adam chose a restaurant like that.
- B** She is interested in what the online reviews had to say about it.
- C** She is concerned that the food might have been disappointing.

2 According to Adam, the restaurant ...

- A** didn't offer anything unexpected.
- B** had some nice paintings.
- C** was large and quiet.

3 Adam wasn't impressed with the servers because they ...

- A** disagreed with his wine selections.
- B** were distant and unresponsive.
- C** made too much noise.

4 What does Adam say about the cost of his meal?

- A** It was far too expensive considering the quality of the food.
- B** It was cheaper than he had expected.
- C** Both the food and the wine were worth the prices charged.

_____ / 8 (2 points each)

B  Listen to the podcast. Choose *True* or *False* for each statement.

1 Mark says that all millennials have problems focusing on things.

True / False

2 Vicki feels that labeling people only gives a partial view of each person.

True / False

3 Mark and Vicki agree that there are some benefits to labeling people.

True / False

4 Vicki says it is proven that Netflix has modified its marketing for millennials.

True / False

5 Vicki says Netflix attracts new customers by providing content that they know customers will like.

True / False

_____ / 10 (2 points each)

C Complete the chart with the words below.

aloof analyze barren chatbot
envision immense narrow-minded presume
self-centered vast virtual assistant

Developments in Technology	Describing Personality	Thought Processes	Describing Remote Places
speech-to-text			

_____ / 11 (1 point each)

D Choose the correct answers.

- 1 *Potentially* / *Markedly*, in the future, robot cleaners could go around cleaning our cities.
- 2 Steve is so *mellow* / *melodramatic*. He overreacts to everything.
- 3 Please don't be upset by what he said. I'm sure it was intended as a *harmless* / *spiteful* comment. He'd never purposely say anything to offend you.
- 4 James didn't buy the robot vacuum cleaner in the store because it was *overpriced* / *overrated*. He bought it online instead.
- 5 We are offering some users the chance to use the *beta version* / *working prototype* of our app for free so we can test it before we release it to the public.
- 6 Spider webs may look *delicate* / *flaky*, but they are surprisingly strong.

_____ / 6 (1 point each)

E Complete the sentences with the correct form of the words from the box.

confident fixate interpret remarkable spoil utter

- 1 *A Star is Born* with Bradley Cooper and Lady Gaga is a new _____ of the 1937 film.
- 2 The new manager seemed _____ on increasing profits without considering the feelings of the staff.
- 3 Charlotte was _____ shocked when Robert asked her out on a date. She didn't think he liked her.
- 4 It's a mistake to be _____ before an exam and assume you will pass easily – you never know what questions will come up.
- 5 Eduardo remained _____ calm when he saw the shark in the water. I would have freaked out, but he just waited for it to swim away.
- 6 Juan and Kate chose to visit the Greek islands for their perfect, _____ beaches.

_____ / 6 (1 point each)

F Choose the correct words to complete the extract from a story.

As Hayley was walking into the venue to give her presentation, she was feeling ¹ *markedly / increasingly* nervous. She was shown to the room where she would be presenting, and she put the USB memory stick with her slides on it into the computer. A message flashed up that the ² *beta version / operating system* of the computer was not compatible with her device.

"It's OK," she thought, "I've still got my notes to ³ *fall back / look down* on."

She opened her bag and gasped. Her notes weren't there.

"I must've left them in the cab! It will be OK. Stay calm and don't get ⁴ *hysterical / defensive*," she said to herself.

The first audience member came into the room, and Hayley felt ⁵ *deeply / radically* anxious as he approached her.

"I'm very sorry, Hayley. There has been a mix-up with the dates. Your presentation is tomorrow. I'm presenting here today."

Hayley sighed with ⁶ *genuine / self-centered* relief.

_____ / 6 (1 point each)

G Complete the conversation with the correct form of the words from the box.

blink	catch	come down
overconfident	run up	stand up

Jim First of all, Kaitlyn, we must say that of all the presentations we have seen today, yours really ¹ _____ our eye. You were calm and relaxed, but not ² _____. We liked the way you really ³ _____ for yourself when we asked you some challenging questions. We thought you might ⁴ _____ against some problems, but you recovered in the ⁵ _____ of an eye. Our final decision has ⁶ _____ to the simple fact that you are the best candidate, so we would like to offer you the job.

Kaitlyn Thank you! I'd love to work here. I accept.

_____ / 6 (1 point each)

H Choose the correct answers to complete the conversation.

Warren Hi, Abby. I've got a problem at work, and was wondering if you have any techniques you use for solving problems.

Abby Well, it depends what type of problem it is, but generally, ¹ *however / whenever* I have a problem, I like to clearly identify ² *which / what* the root of the problem is. What I do first is write the problem down on paper. Doing this will always ³ *be giving / give* me some distance from the problem. If my problem is about making choices, I will ⁴ *make / have made* lists of the advantages and disadvantages of each option. ⁵ *Having done / Doing* that, I then compare the two lists. Usually, during the process, I get a feeling that one option is better. ⁶ *Whatever / Whenever* I decide, I stick with that option. It's best to go with your instinct.

Warren Thanks Abby, that's great advice. ⁷ *Will / Would* you possibly be able to help me with my problem?

Abby Sure, but why don't you try following my suggestions first?

_____ / 7 (1 point each)

I Complete the second sentence with two to five words so that it has a similar meaning to the first sentence. Use the word in parentheses ().

1 If I had checked that the door was locked, our TV probably wouldn't have been stolen. (might)
Our TV _____ stolen if I had checked that the door was locked.

2 It's obvious that people will pay more for well-known brands. (clearly)
People _____ more for well-known brands.

3 Laura didn't have any more time, so she couldn't finish painting the wall. (might)
If Laura had had more time, she _____ painting the wall.

4 Chloe and Eric met each other five years ago next Tuesday. (known)
Next Tuesday, Chloe and Eric _____ each other for five years.

5 I said something about the party because I didn't know it was a surprise. (have)
If you had told me the party was a surprise, _____ anything.

6 Ethan's been working on that one question for 55 minutes! (have)
In five minutes, Ethan _____ on that one question for a whole hour!

7 He has been seen on numerous TV commercials. (will)
You _____ him on numerous TV commercials.

8 I couldn't start my computer, so I had to call a technician. (would)
My computer _____, so I had to call a technician.

_____ / 8 (1 point each)

J Complete the conversation with the words from the box.

are convinced having whatever who whoever why will

Ashley Hi, David, I got your message, but I don't know ¹ _____ you wanted to see me.

David Hi, Ashley. We are opening a new office and we need someone to manage operations. ² _____ we hire will need to be able to deal with all inquiries from the public. ³ _____ considered everyone on the staff, we feel it is you ⁴ _____ would be most suitable and are ⁵ _____ you will do a great job.

Ashley That's very kind, but I heard the office is still being decorated.

David That's true, but we need the office open because there is a conference in town. That means there ⁶ _____ surely bound to be lots of visitors. It ⁷ _____ undoubtedly be a challenge, but we trust you.

Ashley I'm not sure. Let me think about it.

David Take some time to consider it. ⁸ _____ you decide, I will understand.

_____ / 8 (1 point each)

K Choose the correct answers.

Here are the results of a national survey about the future of language learning. Do you agree with these predictions?

- Students will ¹ *be doing* / *have done* all their homework online.
- ² *Where* / *What* students learn won't be restricted to a classroom. In fact, students ³ *won't probably* / *probably won't* learn in a classroom at all, but will ⁴ *be learning* / *have learned* remotely using video chat.
- App developers will ⁵ *be developing* / *have developed* an app that translates speech to text with 99% accuracy within five years.
- In 20 years, 40% of the world's languages will ⁶ *be disappearing* / *have disappeared* completely.

⁷ *What* / *Where* we want you to do is send in your predictions by email. Readers ⁸ *send* / *sending* in the most interesting ones will see their predictions published next week.

_____ / 8 (1 point each)

L Read the article. Then choose the correct answers.

Robot – You're Fired!

While the world in general is getting increasingly excited about artificial intelligence entering the home via virtual assistants and robots, the world's first robot hotel in Japan has fired over half of its robot staff. The Henn-na Hotel made the decision after its robots were found to be generating more work instead of reducing it.

When the hotel opened in 2015 in the Huis Ten Bosch theme park in Nagasaki, its objective was to be the world's most efficient hotel by having 90% of the staff as robots, thus keeping labor costs down. With 82 robots, it was mainly used by Japanese families visiting the theme park. The following year it entered *Guinness World Records* as "the first robot-staffed hotel." With robotic dinosaurs in reception, it started attracting international visitors lured by Japan's image as a technological pioneer. Fueled by this positive response, the Henn-na "employed" even more robotic staff, such as human and dog robotic dancers.

Unfortunately, the robot dancers, there purely for entertainment value, started constantly breaking down, which meant employing people to repair them. Guests had problems communicating with their in-room robot assistant Chu-ri-chan, who couldn't respond to simple requests. Some guests couldn't switch "Churi," as she is affectionately known, off. Others were awoken by their helper in the middle of the night when their assistant was activated by a random sound or even by the guests themselves snoring. With no phones in the room, guests turned to Churi to solve the problems she was causing, which led to even more frustration.

The word 'Hen' means both "strange" and "change" in Japanese. It was the latter that the designers had in mind. For the moment, it looks like the Henn-na will mainly be attracting visitors seeking an unusual experience more than those seeking the hotel of the future.

- | | |
|---|--|
| <p>1 What does the writer say about the Henn-na Hotel?</p> <p>A Its non-human staff did the opposite of what they were supposed to do.</p> <p>B It was the first hotel in the world to have a robot in reception.</p> <p>C It costs less to run than a hotel with human staff.</p> <p>2 Initially the hotel was popular due to ...</p> <p>A its large robotic workforce.</p> <p>B its location close to a nearby attraction.</p> <p>C Japan's fame as a leader in hi-tech inventions.</p> | <p>3 According to the writer, the in-room robot "Churi" ...</p> <p>A annoyed guests because she was constantly breaking down.</p> <p>B disturbed guests while they were sleeping.</p> <p>C created more work for the existing staff.</p> <p>4 What does the writer suggest about the hotel?</p> <p>A It is not as revolutionary as the designers had hoped for.</p> <p>B It is strange that the hotel hasn't been more successful.</p> <p>C It is only really appealing if you are an antisocial person.</p> |
|---|--|

_____ / 8 (2 points each)

M Read about four people who do jobs that involve spending a lot of time alone. For questions 1–8, choose from the four people, Leroy, Jordan, Natalie, and Logan. Each person may be chosen more than once.

Leroy – farmer

Although I spend a lot of time alone on the farm, I rarely feel lonely because there’s so much that needs to get done. I feel a real affection for the animals who are genuinely glad to see me. In the cities, there are too many insincere people who smile at me, but really aren’t interested. I like nothing more than standing on a hillside alone contemplating the vast, unspoiled scenery around me. I don’t think people really see the value of the countryside.

Jordan – computer programmer

I was never very sociable in college. There was always a lot of pressure to go out, but I preferred to study and get good grades. I learned different computer codes, got a good job when I left college, and I’ve never had trouble getting work. Although I work alone, I like to take classes and attend conferences to keep up to date with the latest technology.

Natalie – accountant

I’ve always preferred numbers to people. With numbers I know where I stand. I can trust numbers – they are predictable and although they can be difficult, I can control them. I work in a company with other people, but I have my own office and keep the door shut. I don’t mind having short conversations with one person, but when I’m in a group I start to feel anxious, worried I might say something wrong.

Logan – mobile app developer

From an early age, I’ve been messing around with apps. By the age of 14, I had made seven apps. My eighth became a big success and I started my own business. I have had to get help from other people because I’m not good at selling my ideas. I can’t think of anything more satisfying than working alone on a problem and eventually coming up with the solution.

Which person ...

- 1 fears they might put their foot in their mouth in certain situations?
- 2 says keeping busy usually prevents any negative feelings of being alone?
- 3 says they feel they have power over an element of their work?
- 4 admits they particularly enjoy overcoming a challenge by themselves?
- 5 thinks their working environment is underrated by others?
- 6 says they often work to improve their knowledge and skills?
- 7 says that lack of a certain skill has forced them to interact with others?
- 8 says they are focused on learning rather than socializing?

_____ / 8 (1 point each)