**ENGLISH SUMMER TASKS**



1. **Present perfect vs Present perfect continuous. Choose the right answer**
2. Kelly **has slept / has been sleeping** for three hours
3. I can’t pay for the taxi! I **have left / have been leaving** my money at home
4. She **has eaten / has been eating** three apples today
5. They **have learnt / have been learning** English for five years
6. Monica **has played / has been playing** video games for hours!
7. **Present perfect vs Present perfect continuous. Put the verbs into the correct tense**
8. I (play)  football for five years.
9. My team (win / only)  two matches so far.
10. The others (be / always)  better.
11. Are we not there yet? We (walk)  for hours.
12. But we (cover / only)  an area of five miles so far.
13. I (finish/just)  my homework.
14. I (work)  on this essay since two o'clock.
15. Jane (go out)  with Bob for seven years.
16. Martin (date)  three girls this week.
17. How long (wait / you)  for us?
18. **Match the conditionals with their meaning.**

Conditional 0 It’s probable to happen in the future (+)

Conditional 1 Improbable, unreal in the future (++)

Conditional 2 Impossible to happen (Ø)

Conditional 3 The result of the condition is true (+++)

1. **Conditional 0. Fill in the gaps.**
2. If I \_\_\_\_\_\_\_\_\_\_\_\_\_ (MISS) the bus, I \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (BE LATE) for work.
3. The company \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (LOSE) money if my boss \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (GET ANGRY).
4. If I \_\_\_\_\_\_\_\_\_\_\_\_\_ (BE LATE) for work, my boss \_\_\_\_\_\_\_\_\_\_\_\_\_\_(GET ANGRY).
5. If you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (HEAT) ice, it \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(MELT).
6. My parents \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(PUNISH) me if I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (FAIL) my exams.

1. **Conditional 1. Fill in the gaps.**
2. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (IMPROVE) unless you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(HELP) me.
3. If we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (WIN) the lottery, we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (SPEND) our holidays in Brazil.
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (BECOME) a teacher if you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (GET) your grades?.
5. She \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(NOT/MEET) her friends tonight if she \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (NOT / FINISH ) her tasks,
6. If we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (NOT / PLAY) well, we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (LOSE) the match!

1. **Conditional 2. Fill in the gaps.**
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ you \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (TAKE) the money if you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (FIND) it in the street?
3. If I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (WIN) a million pounds, I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (RETIRE).
4. If you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (NOT/SMOKE) so much, you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (FEEL) much better!
5. You \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (LOSE) weight if you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (EAT) less

sweets.

1. If he \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (NOT/TAKE) so long in the shower, he \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (HAVE) more time for breakfast.
2. **Conditional 3. Fill in the gaps.**
3. \_\_\_\_\_\_\_\_\_\_\_\_\_YOU \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (TELL) the truth if you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (KNOW) the consequences?
4. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (BE) angry if you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (EAT) my chocolate mousse.
5. We \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (NOT / COME) by taxi if we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (FIND) the right bus.
6. If you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (TELL) me about the concerts, I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (GO) with you.
7. If Pam \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (KNOW) you were in hospital, she \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (VISIT) you, of course.
8. **Future tenses. Tick the correct use.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | WILL+INFINITIVE |  GOING TO | PRESENT SIMPLE | PRESENT CONTINUOUS |
| Predictions based on what we see now |  |  |  |  |
| Timetables and schedules |  |  |  |  |
| Arrangements in the near future |  |  |  |  |
| Predictions based on what we think |  |  |  |  |
| Future plans and intentions |  |  |  |  |
| Promises |  |  |  |  |
| On-the-spot decisions |  |  |  |  |

1. **Change these sentences into the passive voice.**

Present Simple

1. Does your mum buy a pair of shoes?
2. The police officer catches the thief

Present continuous

1. They are not playing a football match
2. Is she preparing the party?

Past simple

1. My mates didn’t do English homework
2. Dad prepared a delicious paella

Past continuous

1. The women were carrying the bags
2. Selena was interviewing a popular star

Future

1. She won’t visit Sue
2. Will the company employ a new worker?

Present perfect

1. Barbara has learnt the rules
2. We haven’t found the door keys

Past perfect

1. Some boys had lit the fire
2. Had you broken the glass?

Modals and auxiliaries

1. Pam can’t keep the secret
2. The teacher has to test our English

1. **Change these sentences into the passive voice. MIXED TENSES!**
2. William won’t drive the new car
3. The sheep has eaten a lot of grass
4. Had the waiter shaken the cocktail?
5. The pupils were collecting all the notebooks

1. **Past perfect vs past simple vs past continuous. Choose the correct answer.**
2. I heard a knock at the front door so I (**went / was going**) to answer it.

b. At this time yesterday, I (**wrote / was writing**) an essay.

 c. The football season (**began / was beginning**) a month ago.

d. She (**had graduated / graduated**) from school in 2001.

e. We entered the house quietly because everyone (**was sleeping / had slept**).

f. By the time we (**got / had got**) to the cinema, the film had already started.

g The children (**were playing / played**) in the garden while their parents were watching them.

h. They (**had left / left**) many hours before we arrived.

i. When you ( **were arriving / arrived** ), I (**did / had done**) my homework yet.

j. We (**had realised / realised** ) that something serious ( **happened / had happened** ) there before.



1. **Complete the sentences with the correct prepositions.**

 **AT – BETWEEN – BY – FROM – TO – UP**

a.In 2012, the number of complains dropped \_\_\_\_\_\_\_\_\_\_\_\_ 15%.

b. Customer loyalty has plummeted \_\_\_\_\_\_\_\_\_\_\_ an all-time low.

c. The number of customers writing emails has risen \_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20,000 \_\_\_\_\_\_\_\_\_\_\_ 35,000.

d. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ January and June we doubled our customer service staff.

e. Our online revenue now stands \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $1.2 million per year.

f. As a result of the improvement in service, customer satisfaction has gone \_\_\_\_\_\_\_\_\_\_\_\_\_\_ sharply.

1. **Complete the sentences with the adjectives in the list**

**personalise – loyal – respectful – competent – expectations – knowledgeable – attentive - target market – patient – characteristic**

* 1. Your staff have to be \_\_\_\_\_\_\_\_\_\_\_ of the customer’s opinions
	2. He’s really \_\_\_\_\_\_\_\_\_\_\_\_. He takes his time to explain things clearly
	3. The group of people you want to sell to is your \_\_\_\_\_\_\_\_\_\_\_
	4. \_\_\_\_\_\_\_\_\_\_\_\_\_ costumers are important to keep
	5. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_ of Generation Y is that they want everything now
	6. This generation has got high \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	7. Being \_\_\_\_\_\_\_\_\_\_\_\_\_ to a customer’s need makes them feel important
	8. Malena has very high level of IT. She is really \_\_\_\_\_\_\_\_\_\_\_\_\_\_
	9. Costumer service should be adapted to each individual, so we have to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	10. Many customers complain about how \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ our customer service team are.

1. **Jobs and employment. Match the words with the definitions.**

**sick leave – vacation – technicians – chefs – sack – nurses – surgeons – resign – strike – lawyers**

a. To stop working because in protest against something :

b. Leave a job voluntarily :

c. A position to be filled :

d. Absence because of illness :

e. Discharge from employment :

f. Look after patients :

g. Operate on people who are sick :

h. They work everywhere :

i. Prepare and cook food :

j. Defend and prosecute people :

1. **Fill in the gaps with the words from the box.**

**relax- divide – set deadlines – complete – enhance – focus – to do – prioritise – remember - limit**

1. I find it difficult to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I tend to do the easy things first, not the most important ones!
2. When I’m stressed, I try to \_\_\_\_\_\_\_\_\_\_\_\_\_ by going for a walk.
3. I \_\_\_\_\_\_\_\_\_\_\_\_\_ my tasks into two \_\_\_\_\_\_\_\_\_\_\_\_\_\_ lists : things for now and things for the future.
4. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_ my email use to one hour a day maximum.
5. I try to \_\_\_\_\_\_\_\_\_\_\_\_\_ everything on my list by the end of the day.
6. People use a wide range of techniques to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ their performance.
7. I use email reminders to help me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ where and when I need to go.
8. It’s important to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that you can meet to avoid stress.
9. You should \_\_\_\_\_\_\_\_\_\_\_\_\_\_ on the most important tasks
10. **Match the columns.**
11. How comfortable \_\_ bargaining skills
12. I’m not happy with the money I get, so \_\_ do you feel negotiating?
13. In some countries you need to have \_\_ nothing is labelled!
14. Look at the items in this market \_\_ cab fares or restaurant bills?
15. Talk to several sellers before making \_\_ I want to get a pay raise
16. Have you ever negotiate \_\_ a major purchase
17. **Complete the questions with a word from this list.**

**shared – donate – reduce – recycle – collaborates – save – support – repaired**

1. Do you try to \_\_\_\_\_\_\_\_\_\_\_\_\_\_ your carbon footprint?
2. Ho do you try to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ energy?
3. Have you ever car \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?
4. Do you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ your skills to help others?
5. Do you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ any green charities?
6. Do you know if your company \_\_\_\_\_\_\_\_\_\_\_\_\_\_ with any green organisations?
7. Is it common to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ waste in your country?
8. Do you get things \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or do you throw them away?

1. **Can you give a definition for “carbon footprint”?**

 

1. **Write an email using the following information.**
	* + You’re taking calls for your colleague Andrea
		+ She’s at a conference in Sidney this week
		+ Conrad Smith (Toronto) called. Problems with customers FOXSA
		+ Pat Williams (London) called. Send technical files tomorrow?
2. **Writing emails. At the moment you are participating in a project for your company in Italy. Tell your boss Martha about your progress according to this to do list:**
* Interview product managers X
* Meeting with colleagues in Rome √
* Meeting with colleagues in Milan X
* Prepare Power Point X
* Prepare graphs √
* Visit Rome TV √
1. **You have sent a wrong message to you colleague Claudia. You have given a wrong date for an important meeting with the staff. Send an urgent email to her explaining the mistake and giving the correct information**

**Don’t forget all the parts of an email!**



1. **Read the text and tick the right answer**

**APPLE to increase screen size on iPhones**

Apple Inc plans to use a larger screen on the next-generation iPhone and has begun to place orders for the new displays from suppliers in South Korea and Japan, people familiar with the situation said on Wednesday.

The new iPhone screens will measure 4 inches from corner to corner, one source said. That would represent a roughly 30 percent increase in viewing area, assuming Apple keeps other dimensions proportional. Apple has used a 3.5-inch screen since introducing the iPhone in 2007.

Early production of the new screens has begun at three suppliers: Korea's LG Display Co Ltd, Sharp Corp and Japan Display Inc, a Japanese government-brokered merger combining the screen production of three companies.

It is likely all three of the screen suppliers will get production orders from Apple, which could begin as soon as June. That would allow the new iPhone to go into production as soon as August, if the company follows its own precedent in moving from orders for prototypes for key components to launch.

Apple's decision to equip the next iPhone with a larger screen represents part of a competitive response to Samsung Electronics Co Ltd.

Samsung unveiled its top-of-the line Galaxy smartphone with a 4.8-inch touch-screen and a faster processor earlier this month.

With consumers becoming more and more comfortable using smartphones for tasks they once performed on laptops, like watching video, other smartphone manufacturers have also moved toward bigger displays.

 How many different suppliers will most likely be involved in the production of Apple's new iPhone screens?
  Three
  Two
  Four

2. Are all the suppliers in Japan?
  Yes
  No
  Yes, but there might be another supplier in Singapore.

3. According to the article, who is Apple competing against?
  Nokia
  LG
  Samsung

4. Why are companies making bigger display screens?
  Because big screens are fashionable
  Because consumers are using phones for things they used to do on their laptops
  Because bigger screens makes dialing easier

5. How much bigger will Apple's new screen be, compared to the old one?
  30%
  4 inches
  3.5 inches



1. **Read the texts and answer the questions.**
2. **Global call Communications Solutions Manufacturing**

New services and production capabilities are constantly being added to the company's growing international group. Projections for the telecommunications industry are excellent. By the end of 2005, optic fibre will have been installed in all major cities around the world. Third generation mobile phones will have become capable of videoconferencing. Consumer demand will have grown by an astounding 700%. Globalcall Communications will certainly be a large player in all of these developments. To that end, management will be considering a number of future production capabilities at next week's quarterly conference. Operating efficiency will be a prime consideration, as well as the effort to incorporate the latest technology to ensure economy of operation. Top management will also be looking at acquiring a number of production plants in Asia. Company leaders feel that current production capability will have been exceeded by the end of 2003. The most likely candidates are some Taiwan plants that have some the most sophisticated telecommunication production machinery in the world.

TRUE OR FALSE? CORRECT THE FALSE ONES.

1. Optic fibre will have been installed in all major cities by the end of 2005.

2. Consumers will be able to hold videoconferences on their mobile phones in the future.

3. Consumer demand will have grown by 70% by the end of 2005.

4. Management will be meeting next month to consider a number of production capabilities.

5. Taiwan plants have some of the most sophisticated telecommunication production machinery in the world.

**2 ) The Key is Customer Satisfaction**

The key to most businesses' success is customer satisfaction. Giving customers everything they expect and MORE causes customers to return. The best way to hold on to customers is to provide friendly service, accurate information and constantly add more and more value to your products and services.

In order to improve your customer service department you need to ask new questions to improve your services. Review you company customer care policies and continually ask how to improve customer satisfaction so that you can stay competitive in these changing times.

Keep your clients happy and your business grows and improves. It's as simple as that.

**Multiple Choice Comprehension Questions**

1. What is the key to business success?
	* Customer satisfaction
	* Good advertising
	* Investment
2. What type of information needs to be provided?
	* False
	* Accurate
	* Simple
3. What needs to be reviewed?
	* The team members
	* The customers
	* The customer care policies
4. What happens when you keep your clients happy?
	* Your business grows and improves.
	* Your business stays at the same level.
	* Your clients go to competitors.

 