5 **Match A to B to form sentences. Pay attention to the words in bold.** (8 points)

A	B
1. Jack can't calculate the total	.... a. because there are **quotation marks** around his words.
2. Every consumer has to pay	.... b. because he doesn't know the **price**.
3. The manager is happy with his receptionist	.... c. because she's very **dependable**.
4. The quality of the sound is bad	.... d. because the instructions aren't **simple**.
5. I know the president said that	.... e. because we made a mistake with the **delivery date**.
6. This customer didn't get her scanner on time	.... f. an amount of **VAT** on their order.
7. I don't understand this	.... g. to find the **asterisk**.
8. Look above number 8 on the keyboard	.... h. because you've got cheap **speakers**.

6 **Complete the sentences with the words below.** (10 points)

headset ◆ tab key ◆ next to ◆ caps lock key ◆ payments ◆ touch screen
in the middle of ◆ top-of-the-range ◆ run out of ◆ flash drive

1. Open the app by tapping the _____ with your finger.
2. It's too expensive to pay for now. Can I buy it in _____ ?
3. Transfer data from one PC to another using a _____ .
4. This is an excellent laptop. It's _____ .
5. I don't want to hear your music. Please use your _____ .
6. Use the _____ to advance the cursor to the next set point.
7. Sam and Laura live _____ the school.
8. The printer has _____ ink again. This page is blank.
9. Your e-mail is in capital letters because the _____ is on.
10. The space bar is _____ the keyboard.

Functional Language (10 points)

Circle the correct response.

1. I've got a problem with my laptop.
   a. OK. First, make sure you've saved all your work.
   b. I'll come and take a look.
   c. Both a and b.
2. This is Bob in the IT department.
   a. How many payments would you like?
   b. Hi! This is Sara from the fourth floor.
   c. Both a and b.
3. Have we got enough headsets?
   a. We haven't got any.
   b. No. We need to order urgently.
   c. Both a and b.
4. What's the best model?
   a. These are all reliable.
   b. We'll send out the order today.
   c. Both a and b.
5. I suggest you buy something like this.
   a. I ordered a box last week.
   b. Thanks for the recommendation.
   c. Both a and b.

6. Can you recommend a good webcam?
   a. This one has got really good reviews.
   b. There are good reports about this model.
   c. Both a and b.
7. What's the price per unit?
   a. I'd like to place an order, please.
   b. £60 each.
   c. Both a and b.
8. We're running low on microphones.
   a. How many would you like?
   b. The dust inside can make the keys stick.
   c. Both a and b.
9. Why have we got so many new motherboards?
   a. Unplug the keyboard.
   b. The supplier sent us too many.
   c. Both a and b.
10. I'd like to place an order.
    a. Certainly!
    b. What exactly do you need?
    c. Both a and b.