

ASSESSMENT 2 · CHAPTERS 4–7

B4 Foundation Test 2

Messages, disruptions, services, customer support, and health. Show that you can understand a problem, identify what happened, and communicate a useful solution.



Mission context: explain what happened and ask the right person for help

Student Information Complete before the test begins

Name:

Class:

Date:

Section	Points	Score
1. Listening	25	____ / 25
2. Reading	20	____ / 20
3. Writing	20	____ / 20
4. Grammar and Vocabulary	35	____ / 35
Total	100	____ / 100

i Instructions:

Suggested time: 70 minutes. The teacher will read the listening text twice. You may take short notes. In open tasks, write enough information to solve the situation.

SECTION 1 · 25 POINTS

Listening: A Wrong Order and an Allergy



Teacher-read phone call · two times

Listen for the problem, evidence, health information, instruction, and promised solution.

Questions 1–5 5 points each

1. What was wrong with the delivery?

2. Why are the peanuts especially important?

3. Who told the customer to contact the delivery company?

4. What two actions does the agent ask the customer to take?

5. Which solution does the customer choose, and when should it arrive?

SECTION 2 · 20 POINTS

Reading: Hotel Service Follow-up

Your Room Change

Practical service email

Dear Mr. Santos,

We are writing about the room problem you reported last night. The heater in Room 214 could not be repaired, so a new room has been prepared for you on the third floor. Room 318 is next to the elevator and has already been checked by our manager.

Please collect the new key from the reception desk after breakfast. Bring your old key, but you do not need to move your bags alone. A staff member who works near your room can help you at 10:00. We have also removed last night's room-service charge from your bill.

We apologize for the inconvenience.

Questions 6–9 5 points each

6. Why was a new room prepared?

7. Where is the new room?

8. What should Mr. Santos bring to reception?

9. Name two solutions the hotel has provided.

SECTION 3 · 20 POINTS

Writing: Explain a Service Problem

Question 10 Write a customer-service message

Your card was charged twice for a hotel booking. Write 70–90 words to customer support. Include:

- *what was charged and when;*
- *what you had done before you noticed the problem;*
- *what the hotel or bank told you;*
- *what evidence you have;*
- *the solution and time frame you want.*

Writing criterion	Points	Teacher score
Completes the purpose and includes required details	8	____ / 8
Problem, evidence, and request are organized clearly	4	____ / 4
Target language supports meaning	4	____ / 4
Vocabulary, spelling, and punctuation are clear enough	4	____ / 4

SECTION 4 · 35 POINTS

Grammar and Vocabulary in Context

Questions 11–17 5 points each

11. Report the message: The receptionist said, “Breakfast starts at 7:00.”

12. Report the instruction: The nurse said, “Drink water and rest.”

13. When I _____ at the desk, the office _____. (arrive / already close)

14. Rewrite with the result first: “The hotel canceled my reservation.”

15. Rewrite with the result first: “Someone has damaged my bag.”

16. I need a person _____ can help with refunds and a place _____ I can wait.

17. Complete with *for* or *to*: “Is this medicine _____ headaches? I came here _____ ask a pharmacist.”

FEEDBACK PROFILE

What to Keep and What to Practice Next

Skill	Score	Next action
Listening	____ / 25	Listen for problem, evidence, instruction, and promised solution.
Reading	____ / 20	Identify what was done, what is required, and what is optional.
Writing	____ / 20	Document the problem and request a concrete resolution.
Grammar/Vocabulary	____ / 35	Use target forms to clarify sequence, result, identity, and purpose.

Teacher Feedback One strength + one next step before the speaking exam

Strength:

Speaking-exam focus: