

مخطط تقييم نهاية الفصل



تم تحميل هذا الملف من موقع المناهج الإماراتية

موقع المناهج ← المناهج الإماراتية ← الصف التاسع العام ← لغة انجليزية ← الفصل الأول ← ملفات متنوعة ← الملف

تاريخ إضافة الملف على موقع المناهج: 2026-10-21 17:12:44

ملفات اكتب للمعلم اكتب للطالب | اختبارات الكترونية | اختبارات | حلول | عروض بوربوينت | أوراق عمل
منهج انجليزي | ملخصات وتقارير | مذكرات وبنوك | الامتحان النهائي | للمدرس

المزيد من مادة
لغة انجليزية:

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التواصل الاجتماعي حسب الصف التاسع العام



صفحة المناهج
الإماراتية على
فيسبوك

الرياضيات

اللغة الانجليزية

اللغة العربية

التربية الاسلامية

المواد على تلغرام

المزيد من الملفات بحسب الصف التاسع العام والمادة لغة انجليزية في الفصل الأول

الدليل الإرشادي (الهيكل الوزاري) للقواعد المقررة في الامتحان النهائي المستوى 6.1 المسار العام

1

تحميل تطبيق المناهج للهواتف الذكية

تطبيق المناهج على Play Google (أندرويد)

تطبيق المناهج على Store App (آبل)

وَمَا نَيْلُ الْمَطَالِبِ بِالْتَمَنِّي
وَلَكِنْ تَوَخُّدُ الدُّنْيَا غَلَابَا

ENGLISH LANGUAGE

ASSESSMENT *Planner*

End-of-Term 1 · 2026 – 2027 · CEFR B1.1 → B1.2

GRADE

9

GENERAL

Read smarter. **Write** stronger. **Score** higher.

Q1
Q2

WRITING

40

Email summaries, reply template & 4 model replies

P1

VOCABULARY

10

24 key words in Arabic & English + 11 mazes

P2

GRAMMAR

10

7 rules from the specifications + 11 mazes

3A
3B

READING

40

10 texts · 80 MCQs with synonym-based answers

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Term 1 · 2026–2027 · Grade 9 General · Stage 5 · CEFR B1.1

- **Writing Task 1** Main ideas of an email (2–3 sentences) · 2 frames · 4 model answers
- **Writing Task 2** Reply to an email · email template · 4 model replies (130+ words)
- **Vocabulary** 24 target words (Arabic · English) · 11 practice mazes
- **Grammar** 7 rules from the specifications · 11 practice mazes
- **Reading Task 1** Returns and Refunds · 5 texts × 8 MCQs
- **Reading Task 2** Success in College · 5 texts × 8 MCQs
- **Answer Keys** All keys on the last two pages

How to use this planner: Learn the word bank and the grammar rules first, then do the mazes and reading tests under exam time. In every multiple-choice question the correct answer is a paraphrase (synonym) of the text, while wrong options reuse real words from the text – read for meaning, not for matching words.

Exam Blueprint – End-of-Term 1 Specifications

Question	Spec part	Theme	Task	Construct limits	Marks
Q1 Writing	Part 4 (1.1)	An Email from College · Online Shopping	Write the main ideas of the email in your own words (2–3 sentences)	1 email of 160 words related to the theme (FL.44)	15
Q2 Writing	Part 4 (1.2)	Same email as Q1	Write a reply to the sender covering 3 prompts (experiences, opinions, reasons)	At least 130 words	25
Q Vocabulary	Part 1	Living Together, Learning Together · Shop till You Drop!	MC gap-fill (A, B, C)	150 words (±10%), 5 gaps	10
Q Grammar	Part 2	Getting There · Talking About Places in a City	MC gap-fill (A, B, C)	Transactional, 150 words, 5 gaps	10
Q Reading 3A	Part 3A	Shop till You Drop! · Returns and Refunds	Multiple choice (A, B, C)	Descriptive B1.1, 230–250 words, 8 Qs	24
Q Reading 3B	Part 3B	Living Together, Learning Together · Success in College	Multiple choice (A, B, C)	Expository B1.2, 230–250 words, 8 Qs	16

Totals: Reading 60 · Writing 40 · Exam 100 (Reading: SwiftAssess · Writing: paper-based)

PART 4 · QUESTION 1.1

WRITING TASK 1

*Main ideas of an email · An Email from College · Online Shopping***4**

practice emails

2

answer frames

2–3

sentences

15

marks

Focus: Who wrote the email, to whom, and why? Find the main news and requests, then say them in your own words – never copy sentences.

IN THIS PART

- Answer frames A and B
- Useful language: FL.44 Writing emails and letters
- 4 practice emails with model answers

WRITING TASK 1 · MAIN IDEAS

Part 4 · Question 1.1 · 15 marks · 2–3 sentences in your own words

Task: Read the email. What are the main ideas of the email? Write them in your own words. Write 2–3 sentences.

To answer the first question, you are advised to use this form

Frame A

(Writer) tells (receiver) that She also , although / and Finally, she asks (receiver)

Frame B

In her email, (writer) tells (receiver) that She explains that She also says / asks

Useful language – FL.44 Writing emails and letters

Reporting the email (Q1)	Opening a reply (Q2)	Closing a reply (Q2)
(Name) tells / explains / describes ... · She says that ... · She is happy / worried about ... · She also mentions ... · She asks (name) to / about ...	Hi / Dear ... , · Thank you for your email. · It was great to hear from you. · I was happy / sorry to hear that ...	Write back soon. · I can't wait to hear from you. · Best wishes, · Love, · Take care, · See you soon,

Q1 Writing · Email 1: An Email from College

Theme: *Living Together, Learning Together · An Email from College* · ≈ 154 words

Hi Lana,

I'm sorry I haven't written for a while, but my first month at college has been really busy! I'm studying business, and I love it. My professor is very clever, and my tutor helps me with my essays every week.

I'm living in the college residence with three other girls. We each have our own bedroom, but we share a kitchen and a living room. Sharing is fun, but it isn't always easy. One of my flatmates often leaves dirty dishes in the sink, which makes me angry!

The college facilities are amazing. There's a huge library, a swimming pool and a gym. I go swimming three times a week. I've also joined the photography club.

Next year, you're going to start college too. What are you going to study? Do you want to live at home or in the college residence? Write back soon and tell me your plans!

Love, Ruqaia

Q1 Writing What are the main ideas of the email? Write them in your own words. Write 2–3 sentences. (15 marks)

Model answer (Frame A)

Ruqaia tells Lana that she is enjoying her first busy month studying business at college, where her teachers help her a lot. She lives with three other students and enjoys sharing, although one flatmate's untidiness annoys her. She also describes the excellent college facilities and asks Lana about her own plans for college.

Q1 Writing · Email 2: Life in the College Residence

Theme: *Living Together, Learning Together · An Email from College · ≈ 163 words*

Dear Mum and Dad,

I hope you are both well. I've been at college for two weeks now, and I'm starting to feel at home. My room is small but comfortable, and it has a big window with a view of the garden.

There are some strict rules in the residence. We have to be back by ten o'clock at night, and visitors are only allowed in the common room. At first, I didn't like these rules, but now I understand that they keep us safe.

My classes are interesting, but I have a lot of homework. I've joined a study group with four other students, and we meet in the library every evening. It really helps me.

I miss your cooking a lot! The food in the canteen is fine, but it isn't the same. Could you send me some of Mum's biscuits? My friends want to try them too. I'm going to come home for the weekend next month.

Love, Layan

Q1 Writing What are the main ideas of the email? Write them in your own words. Write 2–3 sentences. (15 marks)

Model answer (Frame B)

In her email, Layan tells her parents that she is settling into college life and likes her small, comfortable room. She explains the strict residence rules, which she now accepts, and says that her study group helps her with a heavy workload. She also says she misses home cooking and plans to visit next month.

Q1 Writing · Email 3: A Problem with an Online Order

Theme: *Shop till You Drop! · Online Shopping* · ≈ 165 words

Hi Dima,

How are you? I need your advice about online shopping. Last week, I ordered a new pair of trainers from a website. They were a famous brand, and the price was very good, so I paid with my credit card.

Yesterday, the parcel arrived, but there was a problem. The trainers were the wrong size, and the colour was different from the photo. I was really disappointed.

I contacted the company, and they said I can exchange the trainers or get a refund. However, I have to pay a delivery fee to send them back, which isn't fair. I'm not sure what to do, because I really liked the style of the trainers, and I can't find them anywhere else in the city.

You shop online a lot. What should I do? Should I ask for a refund or an exchange? And how do you choose good websites? Please write back soon, because I only have fourteen days to return them.

Thanks, Norhan

Q1 Writing What are the main ideas of the email? Write them in your own words. Write 2–3 sentences. (15 marks)

Model answer (Frame A)

Norhan writes to Dima about a problem with a pair of branded trainers she bought online with her credit card. The trainers arrived in the wrong size and colour, and the company will only exchange them or refund her if she pays for the return delivery. She asks Dima for advice about what to do and how to choose reliable websites.

Q1 Writing · Email 4: My First Online Shop

Theme: *Shop till You Drop! · Online Shopping · ≈ 152 words*

Hi Suhaila,

I've got exciting news! Last month, I started my own online shop. I sell handmade bracelets and necklaces, and I design them all myself. My brother helped me build the website, and my friends helped me take beautiful photos of the products.

So far, I've sold more than fifty items! Most customers find my shop on social media. The profit isn't very big yet, because materials and delivery are expensive, but I'm learning a lot about business.

Last week, I sent a short survey to my customers to find out what they think. Most of them love the quality of my jewellery, but some want more colours. A few also asked for cheaper delivery.

You're very creative, and you love fashion. Would you like to help me design new products? What do you think young people want to buy online? Write back and tell me your ideas!

Best wishes, Malak

Q1 Writing What are the main ideas of the email? Write them in your own words. Write 2–3 sentences. (15 marks)

Model answer (Frame B)

In her email, Malak tells Suhaila that she has opened an online shop selling jewellery that she designs herself, with help from her family and friends. The shop is selling well through social media, but it does not make much money yet because of high costs. She has asked customers for their opinions and invites Suhaila to help her design new products.

PART 4 · QUESTION 1.2

WRITING TASK 2

Reply to the email · FL.44 Writing emails and letters

4

model replies

3

prompts

130+

words

25

marks

Focus: Answer all three prompts in the order they are given: share your experiences, give your opinion and explain your reasons.

IN THIS PART

- The parts of an email reply
- Email-reply template based on the essay template
- 4 model replies (130+ words)

WRITING TASK 2 · REPLY TO THE EMAIL

Part 4 · Question 1.2 · 25 marks · at least 130 words

The 5 Parts of an Email Reply

Part	What to write	Useful starters
1 Greeting	Hi / Dear + the sender's name	Hi Lana, · Dear Layan,
2 Opening	Thank the sender and react to her news	Thank you for your email. · I was really happy / sorry to hear that ... · As a matter of fact, ...
3 Body – Prompts 1 & 2	Answer the first prompts with reasons and examples	First and foremost, ... For instance, ... Also, ... Moreover, ...
4 Body – Prompt 3	Advice / ideas, or describe a past experience	Undoubtedly, there are a lot of ... to be suggested. For example, ... Furthermore, ... Last year / Last summer, ...
5 Closing + sign-off	Your opinion, a friendly ending and your name	In conclusion, I do believe that ... · Write soon! · Best wishes, / Love,

Email-reply template – use it as a reference for every reply

Greeting: Hi / Dear _____,

Opening: Thank you for your email. I was really happy to hear that _____.
As a matter of fact, I have been thinking a lot about _____.

Body 1: First and foremost, I think / I am going to _____, because _____.
For instance, _____. Also, _____. Moreover, _____.

Body 2: Undoubtedly, there are a lot of _____ to be suggested in this context. For example, _____. Furthermore, _____. In addition, _____.

Experience: Last year / Last summer, I _____. At first, _____, but then _____.

Closing: In conclusion, I do believe that _____. Write back soon! Best wishes, _____

Fill the blanks with your own ideas. The model replies below follow this template but change the opening, opinion and closing to fit each email.

Q2 Writing · Model Reply 1: An Email from College

Checklist: ✓ at least 130 words ✓ greeting and sign-off ✓ all 3 prompts answered ✓ reasons and examples ✓ a past experience ✓ your opinion

Q2 Writing Read the email from Ruqaia again. Now write a reply to Ruqaia in which you: (25 marks)

- ▶ tell her what you are going to study and why,
- ▶ say whether you want to live at home or in the college residence, giving reasons,
- ▶ describe a time when you shared something with another person.

Write at least 130 words.

Hi Ruqaia,

Thank you for your email. I was really happy to hear that you are enjoying college. As a matter of fact, I have been thinking a lot about my own plans.

First and foremost, I am going to study computer science, because I love technology and I want to design apps. Also, my cousin studied it, and she says it is very interesting.

Undoubtedly, there are a lot of reasons to stay at home. For example, our house is close to the university. Furthermore, my mother is a great cook! However, living in the residence would teach me to be independent.

Last summer, I shared a room with my sister during a family trip. At first, we argued about the light at night, but then we made rules and became closer.

In conclusion, I do believe that living at home is better for me. Write soon!

Love,

Lana

Word count: 150 words

Q2 Writing · Model Reply 2: Life in the College Residence

Q2 Writing Read the email from Layan again. Now write a reply to Layan in which you: (25 marks)

- ▶ tell her what you think about the residence rules,
- ▶ give her advice about missing home,
- ▶ describe a time when you were away from your family.

Write at least 130 words.

Dear Layan,

Thank you for your lovely email. I am really happy that you are starting to feel at home at college.

First and foremost, I think the residence rules are fair. For instance, coming back by ten o'clock keeps students safe. Also, it helps you sleep well before morning classes.

Undoubtedly, there are a lot of pieces of advice to be suggested about missing home. For example, you should call us every evening. Furthermore, you can cook simple family recipes with your friends. In addition, keep busy with your study group.

Last year, I went on a school trip to Oman for five days. On the first night, I felt sad and lonely, but my friends made me laugh, and I soon enjoyed the trip.

In conclusion, I do believe you will feel better soon. I am going to send you some biscuits tomorrow!

With love,

Mum

Word count: 148 words

Q2 Writing · Model Reply 3: A Problem with an Online Order

Q2 Writing Read the email from Norhan again. Now write a reply to Norhan in which you: (25 marks)

- ▶ advise her whether to ask for a refund or an exchange,
- ▶ explain how you choose good websites for online shopping,
- ▶ describe a good or bad online shopping experience you had.

Write at least 130 words.

Hi Norhan,

Thank you for your email. I am sorry to hear about your trainers. That must be really disappointing!

First and foremost, I think you should ask for a refund. The trainers are the wrong size and colour, so it is the company's mistake. Also, you should ask them to pay the delivery fee, because it is not fair.

Undoubtedly, there are a lot of tips to be suggested for choosing websites. For example, I always read customer reviews. Furthermore, I check the return policy before I buy. In addition, I only use websites with secure payment.

Last month, I bought a dress online. It looked beautiful in the photo, but the quality was terrible. Luckily, I got my money back in three days.

In conclusion, I do believe online shopping is great if you are careful. Good luck!

Best wishes,

Dima

Word count: 143 words

Q2 Writing · Model Reply 4: My First Online Shop

Q2 Writing Read the email from Malak again. Now write a reply to Malak in which you: (25 marks)

- ▶ say whether you would like to help her and why,
- ▶ give your ideas about what young people like to buy online,
- ▶ describe something you made or created yourself.

Write at least 130 words.

Hi Malak,

Congratulations on your new online shop! I was so excited to read your email. As a matter of fact, I would love to help you.

First and foremost, I enjoy designing things, and I think we could make a great team. Also, helping you would teach me a lot about business.

Undoubtedly, there are a lot of ideas to be suggested about what young people want. For example, they like personalised gifts with names on them. Furthermore, they love bright, colourful designs. In addition, many young people prefer products that are kind to the environment.

Last year, I made a bag from old jeans for my school's recycling project. My teacher loved it, and three friends asked me to make bags for them too.

In conclusion, I do believe your shop will be very successful. Let's meet on Saturday!

**Best wishes,
Suhaila**

Word count: 144 words

PART 1 · TOWARDS GRADE LEVEL GOAL

VOCABULARY

Living Together, Learning Together · Shop till You Drop!

24

target words

11

practice mazes

55

gaps

10

marks

Focus: Learn each word with its meaning and part of speech – the wrong options are always other target words.

IN THIS PART

- Word bank: 24 words with Arabic and English meanings
- 11 practice mazes (5 gaps each)

VOCABULARY · 1. WORD BANK

Part 1 · 24 target words from the specifications · Arabic and English meanings

Theme 1: Living Together, Learning Together

#	Word	Type	Arabic meaning	Short English meaning
1	urban	adjective	حضري / في المدينة	in or about a city
2	residential	adjective	سكني	where people live, not work
3	commercial	adjective	تجاري	about buying and selling; with shops and offices
4	industrial	adjective	صناعي	with factories
5	convenient	adjective	مناسب / مريح	easy and useful for you
6	comfortable	adjective	مريح	making you feel relaxed
7	route	noun	طريق / مسار	the way you go from one place to another
8	destination	noun	وجهة	the place you are going to
9	professor	noun	أستاذ جامعي	a senior teacher at a university
10	tutor	noun	مُدرّس خصوصي / مرشد أكاديمي	a teacher who helps one student or a small group
11	facilities	noun	مرافق	buildings and equipment for a purpose
12	services	noun	خدمات	help or work that people provide

Theme 2: Shop till You Drop!

#	Word	Type	Arabic meaning	Short English meaning
13	browse	verb	يتصفّح	look at things without a clear plan
14	search	verb / noun	يبحث / بحث	look carefully for something
15	exchange	verb / noun	يستبدل / استبدال	give something back and get another
16	refund	noun	استرداد المبلغ	money given back to you
17	receipt	noun	إيصال	a paper that shows what you paid
18	credit card	noun	بطاقة ائتمان	a plastic card used to pay
19	profit	noun	ربح	money you make after paying costs
20	fee	noun	رسوم	money you pay for a service

#	Word	Type	Arabic meaning	Short English meaning
21	brand	noun	علامة تجارية	a product name made by one company
22	quality	noun	جودة	how good something is
23	survey	noun	استطلاع / استبيان	a set of questions to learn people's opinions
24	prediction	noun	توقع	saying what will happen in the future

Grammar-text vocabulary (Part 2: Getting There · Talking About Places in a City)

Word	Arabic meaning	Short English meaning
apartment / block	شقة / مبنى سكني	a flat / a large building with flats
business area	منطقة أعمال	a part of the city with offices
bus station / car park	محطة حافلات / موقف سيارات	where buses stop / where you park cars
central	مركزي	in the middle of a city
directions	اتجاهات	information about how to get somewhere
hotel	فندق	a building where you pay to stay
neighborhood	حيّ	the area around your home
peaceful	هادئ	quiet and calm
road / street map	طريق / خريطة الشوارع	a way for cars / a map of the streets
shopping mall	مركز تسوق	a large building with many shops
situation	موقع / وضع	where a place is; what is happening
strangers	غرباء	people you do not know
suburban	في الضواحي	in the area outside the city centre
traffic / traffic lights	حركة المرور / إشارات المرور	cars on the road / red, yellow and green lights
transportation	المواصلات	buses, trains and taxis
Internet	الإنترنت	the global computer network

VOCABULARY · 2. PRACTICE MAZES

Choose the correct words to complete the sentences. Choose A, B or C. (5 gaps × 2 marks)

Q Vocab · Maze 1: Moving to a New Area

Last month, Layan and her family moved from a small village to a new (1) _____ area in Abu Dhabi. Their new apartment is in a quiet (2) _____ neighbourhood, so there are no factories or busy offices nearby. Layan loves her new home because it is very (3) _____. The supermarket, the clinic and her school are all within a ten-minute walk. Her bedroom is bigger than her old one, and the new sofa in the living room is very (4) _____. The area also has excellent (5) _____, such as a public library, a park and a sports centre. On Fridays, Layan and her brother ride their bikes in the park. At first, she missed her old friends, but now she has made new friends in her building. Her mother has joined a cooking class at the community centre, and her father walks to the mosque every evening. “Moving was difficult,” she says, “but now I really like it here.”

- | | | |
|------------------|-----------------|----------------|
| 1. a) urban | b) industrial | c) comfortable |
| 2. a) convenient | b) residential | c) commercial |
| 3. a) convenient | b) urban | c) residential |
| 4. a) commercial | b) industrial | c) comfortable |
| 5. a) routes | b) destinations | c) services |

Q Vocab · Maze 2: A Trip Across the City

On Saturday, Ghena went to visit her aunt, who lives on the other side of Dubai. Before she left, she checked the best (1) _____ on a map app. The app showed that the metro was faster than the bus. Her (2) _____ was a small café near her aunt's house. On the way, the metro passed through a busy (3) _____ area with many shops, banks and offices. Later, it went past an (4) _____ zone, where Ghena could see large factories and warehouses. The journey took forty minutes. Ghena thought the metro was very (5) _____, because she did not need to drive or look for a parking space. Her aunt was waiting for her at the café with a big smile and a plate of delicious sweets. Ghena told her all about the journey and showed her photos of the city. They talked for hours. “Next time, I will bring my sister too,” Ghena said.

- | | | |
|-------------------|----------------|---------------|
| 1. a) refund | b) route | c) survey |
| 2. a) facility | b) destination | c) profit |
| 3. a) comfortable | b) residential | c) commercial |
| 4. a) industrial | b) convenient | c) urban |
| 5. a) commercial | b) industrial | c) convenient |

Q Vocab · Maze 3: My First Week at College

Rahma started college in Sharjah last week. On her first day, she met her (1) _____, who teaches business studies to more than a hundred students. He gave a long lecture in a huge hall. Later, Rahma met her personal (2) _____, who works with small groups of five students. The tutor helps them plan their studies and answers their questions. Rahma was impressed by the college (3) _____. There are modern classrooms, computer labs, a gym and a big library. The college also offers many free (4) _____, such as career advice and health check-ups. Rahma's favourite place is the student lounge, where the chairs are very (5) _____ and students can relax between classes. There is also a small café that sells fresh juice and sandwiches at low prices. Rahma usually meets her new classmates there after lunch to talk about their lectures. “The first week was busy,” she says, “but everyone was friendly and helpful.”

- | | | |
|------------------|---------------|----------------|
| 1. a) brand | b) tutor | c) professor |
| 2. a) tutor | b) professor | c) receipt |
| 3. a) facilities | b) services | c) surveys |
| 4. a) facilities | b) services | c) predictions |
| 5. a) commercial | b) industrial | c) comfortable |

Q Vocab · Maze 4: Planning a New City

City planners have a difficult job. They need to decide where people will live, work and shop. In most modern cities, planners divide the land into different zones. A (1) _____ zone has houses and apartments, as well as parks and schools. A (2) _____ zone has shops, offices, banks and restaurants. Factories are usually built in an (3) _____ zone, far from people's homes, because they can be noisy and cause pollution. As more people move to cities, (4) _____ areas are growing very fast. Planners must make sure that new areas have good (5) _____, such as hospitals, sports centres and libraries. They also plan bus routes and metro lines so people can travel easily. In the UAE, new cities such as Masdar City were planned carefully to save energy and water. Most homes there use solar power. Good planning helps people live happy and healthy lives.

- | | | |
|-------------------|----------------|----------------|
| 1. a) industrial | b) commercial | c) residential |
| 2. a) commercial | b) comfortable | c) residential |
| 3. a) industrial | b) convenient | c) urban |
| 4. a) comfortable | b) urban | c) industrial |
| 5. a) routes | b) facilities | c) refunds |

Q Vocab · Maze 5: Getting to University

Every morning, Hiba travels to her university by bus. The (1) _____ takes about thirty minutes, and the bus stops at five stations on the way. Her (2) _____ is the main gate of the university, where she gets off and walks to her first class. Hiba has a monthly bus card, so she pays a small (3) _____ instead of buying a ticket every day. On the bus, she often reviews her notes for her first lecture. Her (4) _____ gives difficult lectures to large groups, so Hiba likes to be prepared. She always sits near the front of the hall so she can hear clearly and take good notes. In the afternoon, she has a meeting with her (5) _____, who helps her with her essays and gives her advice about exams. Hiba says that the bus journey is the quietest part of her day. “It gives me time to think and plan,” she explains.

- | | | |
|-------------------|-----------|--------------|
| 1. a) route | b) brand | c) fee |
| 2. a) destination | b) search | c) facility |
| 3. a) profit | b) fee | c) quality |
| 4. a) survey | b) tutor | c) professor |
| 5. a) brand | b) tutor | c) professor |

Q Vocab · Maze 6: Shopping Online

Many young people prefer to shop online. They can (1) _____ hundreds of products in a few minutes without leaving home. This saves them time, and they can shop at any hour of the day or night, even late in the evening. If they want something special, they can (2) _____ for it by typing its name. Most shoppers pay with a (3) _____, but some websites also accept cash on delivery. Lujain often buys clothes online. She usually chooses a famous (4) _____, because she trusts the products. However, she has learned that famous names do not always mean good (5) _____. Last month, she bought an expensive T-shirt, but it lost its colour after one wash. Now she reads reviews carefully before she buys anything. She also compares prices on different websites. Sometimes she finds the same product for half the price on another site. “Online shopping is fun,” Lujain says, “but you need to be a smart shopper.”

- | | | |
|-------------------|-------------|------------|
| 1. a) refund | b) exchange | c) browse |
| 2. a) predict | b) profit | c) search |
| 3. a) credit card | b) receipt | c) survey |
| 4. a) route | b) brand | c) fee |
| 5. a) prediction | b) profit | c) quality |

Q Vocab · Maze 7: Returning a Jacket

Maryam bought a jacket from a shopping mall in Al Ain, but when she got home, she realised it was too small. The next day, she went back to the shop. She wanted to (1) _____ it for a bigger size. Unfortunately, the shop did not have the jacket in her size, so she asked for a (2) _____ instead. The shop assistant asked to see her (3) _____, because the shop only accepts returns with proof of purchase. Luckily, Maryam had kept it in her bag. She always keeps her receipts until she is sure she is happy with what she bought. The assistant checked the jacket carefully to make sure its (4) _____ was still perfect and that it had not been worn. Then she gave Maryam her money back. Maryam was happy with the service. “This (5) _____ always treats customers well,” she said. “I will shop here again.”

- | | | |
|------------------|-------------|-------------|
| 1. a) search | b) exchange | c) browse |
| 2. a) survey | b) profit | c) refund |
| 3. a) prediction | b) receipt | c) facility |
| 4. a) fee | b) brand | c) quality |
| 5. a) brand | b) survey | c) route |

Q Vocab · Maze 8: A Small Online Business

Two years ago, Sedra started selling handmade bags online. At first, she did not make much **(1)** _____, because her materials were expensive. She also had to pay a monthly **(2)** _____ to the website where she sold her products. To improve her business, Sedra asked her customers to complete a short online **(3)** _____. She wanted to know what they liked and what they wanted to change. Most customers said they wanted brighter colours and lower delivery prices. Sedra made these changes, and sales began to grow. Today, her bags have become a popular local **(4)** _____. Sedra's **(5)** _____ is that her sales will double next year, so she is planning to hire two assistants. She also wants to open a small shop in a mall. Her family supports her, and her sister helps her pack the orders every weekend. “Listening to customers is the secret of success,” she says.

- | | | |
|---------------------|-----------------------|----------------------|
| 1. a) profit | b) receipt | c) refund |
| 2. a) brand | b) route | c) fee |
| 3. a) survey | b) destination | c) prediction |
| 4. a) brand | b) search | c) fee |
| 5. a) profit | b) prediction | c) receipt |

Q Vocab · Maze 9: The Shopping Survey

Last week, our class did a (1) _____ about shopping habits. We asked one hundred teenagers how they like to shop. The results were very interesting. Most students said they like to (2) _____ online shops in the evening, even when they do not plan to buy anything. Many of them use apps to (3) _____ for special offers and discounts. Only a few students said they prefer to go to shopping malls. We also asked shop owners about their business. Many of them said their (4) _____ has fallen because more people shop online. Our teacher asked us to make a (5) _____ about the future. Most of us think that, in ten years, almost everyone will shop online. However, some students believe that people will always enjoy visiting shops with their friends. In the end, we agreed that both kinds of shopping have advantages. We presented our results to the whole school in an assembly.

- | | | |
|------------------|------------|---------------|
| 1. a) facility | b) survey | c) refund |
| 2. a) browse | b) refund | c) exchange |
| 3. a) browse | b) search | c) predict |
| 4. a) prediction | b) quality | c) profit |
| 5. a) receipt | b) profit | c) prediction |

Q Vocab · Maze 10: The New Shopping Mall

A new shopping mall opened last month in the centre of the city. It is part of a large (1) _____ area with offices, banks and hotels. The mall has more than two hundred shops, a cinema and an indoor park for children. On the opening day, Sara went shopping with her sister. She paid for a new pair of shoes with her (2) _____. The cashier gave her a (3) _____ and told her to keep it. “If there is a problem, you can (4) _____ the shoes within fourteen days,” the cashier explained. “If you don't want them, we can also give you a full (5) _____.” Sara liked the friendly service. She and her sister also had lunch in the food court, which has restaurants from all over the world. Later, they watched a film in the new cinema. “It is my new favourite place,” Sara said.

- | | | |
|-------------------|---------------|----------------|
| 1. a) residential | b) commercial | c) comfortable |
| 2. a) credit card | b) survey | c) route |
| 3. a) receipt | b) refund | c) prediction |
| 4. a) browse | b) exchange | c) search |
| 5. a) profit | b) fee | c) refund |

Q Vocab · Maze 11: The College Bookshop

The college bookshop is one of the most popular (1) _____ on campus. It sells textbooks, stationery, laptops and college T-shirts. The shop is in the student centre, which is very (2) _____ for students, because it is close to all the classrooms. Students can pay for their books by card or cash, and they always get a (3) _____. If a book has a problem, they can return it within one week. The shop also sells second-hand books, which are much cheaper than new ones. Their (4) _____ is usually good, because the shop checks every book before it sells it. In addition, students do not have to pay a delivery (5) _____ if they order books online and collect them from the shop. Fatima, a first-year student, saved more than three hundred dirhams by buying second-hand books. She used the money to buy a new calculator for her maths classes.

- | | | |
|------------------|---------------|----------------|
| 1. a) facilities | b) routes | c) predictions |
| 2. a) urban | b) convenient | c) industrial |
| 3. a) survey | b) brand | c) receipt |
| 4. a) fee | b) quality | c) profit |
| 5. a) refund | b) fee | c) brand |

PART 2 · AT GRADE LEVEL GOAL

GRAMMAR

Living Together, Learning Together | Getting There

7

grammar rules

11

practice mazes

55

gaps

10

marks

Focus: Verb patterns · going to · coordinating conjunctions · adverbial linkers · indirect questions · prepositions of place · dependent prepositions.

IN THIS PART

- 7 rules with forms, examples and traps
- 11 practice mazes (5 gaps each)

GRAMMAR · 1. THE SEVEN RULES

Part 2 · Transactional text · Talking About Places in a City

Part 2 tests seven grammar points in one **transactional** text (an email, message, notice or set of directions) about *Living Together, Learning Together – Getting There, Talking About Places in a City*. Each rule below gives the form, the use, examples and the trap students fall into.

Rule 1 – Verb Patterns (G.19.2)

Pattern	Common verbs	Example
verb + to + infinitive	want, need, decide, plan, hope, would like, remember	I need to buy a present.
verb + infinitive (no to)	can, must, should, will, let, make	You can take the metro.
verb + -ing	enjoy, like, love, suggest, finish, stop	I suggest meeting at the gate.

- ▶ Trap: suggest to meet ✗ → suggest **meeting** ✓ · want travelling ✗ → want **to travel** ✓.

Rule 2 – Future with *going to* (G.15.2)

Form	Use	Example
am / is / are + going to + verb	plans and intentions	We are going to move next month.
Negative	am / is / are + not + going to	I'm not going to take the bus.
Question	Am / Is / Are + subject + going to ...?	Are you going to visit the museum?

- ▶ Trap: We are go to ✗ · We going to ✗ → We **are going to** ✓.

Rule 3 – Coordinating Conjunctions (G.6.1)

Conjunction	Meaning	Example
and	adds information	The pool is open, and towels are free.
but	contrast	It is far, but the bus is fast.

Conjunction	Meaning	Example
or	choice	Call me or send a message.
so	result	It was noisy, so we moved.

- Choose by the **meaning** between the two parts of the sentence.

Rule 4 – Adverbial Linkers (G.2.5)

Function	Linkers	Example
Sequence	first, then, next, after that, finally	First , turn left. Then cross the road.
Addition	also, in addition, moreover	In addition , there is free Wi-Fi.
Contrast	however, on the other hand	However , it is far from school.
Result	therefore, as a result	Therefore , we took a taxi.

Rule 5 – Indirect Questions (G.17.4)

Direct question	Indirect question
Where is the library?	Can you tell me where the library is ?
How much does the room cost?	Could you tell me how much the room costs ?
Do you like pizza?	She asked if / whether you like pizza.

- Use **statement word order** and no *do / does / did*.
- Trap: how much does it cost ✗ → how much it **costs** ✓.

Rule 6 – Prepositions of Place (G.12.1)

Preposition	Example
in (an area, a city, a room)	in a residential area · in Dubai
on (a floor, a street, a surface)	on the ground floor · on Main Street
at (a point, an address)	at the entrance · at the bus station
next to · near · opposite · behind · in front of	the café next to the bank
between (two things)	between the park and the post office

- Trap: on the city ✗ → **in** the city ✓ · at the second floor ✗ → **on** the second floor ✓.

Rule 7 – Dependent Prepositions (G.12.4)

Word + preposition	Example
interested in · good at · worried about · afraid of	I'm interested in art.
look for · wait for · pay for · ask for	I'm looking for a hotel.
depend on · listen to · arrive at / in	It depends on the traffic.

GRAMMAR · 2. PRACTICE MAZES

Read the text and choose the correct word(s) to complete the sentences. Choose A, B or C.

Q Grammar · Maze 1: Directions to My New Flat

Hi Ruba, Thanks for agreeing to visit me on Saturday! My new flat is (1) _____ a quiet residential area near the city centre. Take the metro to Central Station. When you come out, turn left and walk along the main road. You will see a big shopping mall on your right. My building is the tall white block opposite the mall. I'm (2) _____ wait for you at the entrance at four o'clock. If you can't find it, call me (3) _____ send me a message. You can also ask the security guard. My sister wanted to know whether you (4) _____ spicy food, because she is cooking dinner for us. I'm really interested (5) _____ hearing about your new job, so we will have lots to talk about. Don't forget to bring your camera. The building has a lift, so you don't need to climb the stairs. The view from my balcony is amazing, especially at sunset. See you soon, Dima

- | | | |
|-------------------|--------------|-------------|
| 1. a) in | b) on | c) at |
| 2. a) going | b) go to | c) going to |
| 3. a) but | b) or | c) so |
| 4. a) do you like | b) liked you | c) like |
| 5. a) at | b) on | c) in |

Q Grammar · Maze 2: A Message to My New Classmate

Hi Islam, Welcome to our class! I'm Noor, and our teacher asked me to help you during your first week. I know that moving to a new school can be difficult, but don't worry. Most students here are really friendly. Our teachers are kind and helpful too. Tomorrow, I suggest (1) _____ at the school gate at 7:15, so we can walk to class together. (2) _____, I'll show you the library and the computer room. The canteen is (3) _____ the sports hall, and it sells delicious sandwiches. On Thursday, our class is (4) _____ visit the science museum. You will need to bring a packed lunch, (5) _____ the trip itself is free. If you have any questions, just send me a message. I'm happy to help. You can also ask our class teacher, Ms Sara, who is very patient and kind. I hope you enjoy your first week with us! See you tomorrow, Noor

- | | | |
|----------------|------------|------------|
| 1. a) meet | b) meeting | c) to meet |
| 2. a) Finally | b) However | c) First |
| 3. a) at | b) on | c) next to |
| 4. a) going to | b) go to | c) goes to |
| 5. a) so | b) or | c) but |

Q Grammar · Maze 3: Welcome to the College Library

WELCOME TO THE COLLEGE LIBRARY The library is open from 7:30 a.m. to 9:00 p.m., Sunday to Thursday. Students can borrow up to five books for two weeks. If you are looking (1) _____ a particular book, please use the computers on the ground floor. Remember (2) _____ your student card every time you visit. If you want to know where a book is, please ask a librarian where it (3) _____. (4) _____, the library offers free printing for up to twenty pages a day. Quiet study rooms are (5) _____ the second floor, and group study rooms are on the third floor. Food and drinks are not allowed inside the library, except for bottled water. Please return your books on time, because late books cost one dirham a day. Please switch your phone to silent mode. We hope you enjoy using the library and wish you success in your studies.

- | | | |
|----------------|---------------------|----------------|
| 1. a) for | b) at | c) to |
| 2. a) to bring | b) bring | c) bringing |
| 3. a) is it | b) it is located is | c) is |
| 4. a) However | b) Instead | c) In addition |
| 5. a) at | b) on | c) in |

Q Grammar · Maze 4: Hotel Information for Guests

Dear Guest, Welcome to the Palm View Hotel! We hope you enjoy your stay in our city. Breakfast is served every morning from 6:30 to 10:30 in the restaurant, which is (1) _____ the ground floor. The swimming pool is open all day, (2) _____ towels are available at the pool desk. Tomorrow, we are (3) _____ offer a free guided tour of the old market. If you would like (4) _____ the tour, please tell the reception desk before 8 p.m. today. The hotel is close to many tourist attractions. A street map is available at reception, and our staff will be happy to give you directions. If you depend (5) _____ public transportation, the bus station is only a five-minute walk away. Please do not hesitate to contact us if you need anything. Our staff are available twenty-four hours a day. Kind regards, The Reception Team

- | | | |
|---------------|------------|-------------|
| 1. a) on | b) in | c) at |
| 2. a) or | b) but | c) and |
| 3. a) go to | b) going | c) going to |
| 4. a) joining | b) to join | c) join |
| 5. a) at | b) on | c) of |

Q Grammar · Maze 5: How Do I Get to the Museum?

Hi Weam, Thanks for your email. You asked me how you (1) _____ to the national museum from your hotel. It is very easy! The museum is (2) _____ the central park and the old post office. (3) _____, walk out of your hotel and turn right. Walk straight for about ten minutes until you reach the traffic lights. Then cross the road and turn left. You will see the park on your left. The museum is a large building with a blue roof. Remember to arrive early, because the museum is always crowded at weekends. You also need to pay (4) _____ your ticket at the main entrance, but students get a discount. I'm sure you will enjoy (5) _____ it. My favourite part is the old boat collection on the first floor. There is also a lovely café on the roof. Have a great time! Maram

- | | | |
|-------------------|----------------|------------|
| 1. a) can you get | b) you get can | c) can get |
| 2. a) behind of | b) between | c) among |
| 3. a) Finally | b) First | c) Instead |
| 4. a) for | b) on | c) to |
| 5. a) visiting | b) to visit | c) visit |

Q Grammar · Maze 6: We Are Moving to the Suburbs

Dear Grandma, I have some exciting news! Next month, we are (1) _____ move to a new house in a suburban area outside the city. The city centre is very noisy, (2) _____ my parents decided to look for a more peaceful place. The new house has a big garden and four bedrooms. (3) _____, it is far from my school, so I will need to take the school bus every morning. The house is (4) _____ a beautiful park, and there is a small shopping centre at the end of our street. Mum asked me which colour I (5) _____ for my new bedroom, and I chose light blue. I hope you can visit us when we move. I will show you the garden and the new kitchen. We will also have a guest room just for you! Dad says he will cook your favourite dish on your first night. Lots of love, Reem

1. a) goes to

b) go to

c) going to

2. a) so

b) but

c) or

3. a) Therefore

b) However

c) Moreover

4. a) near

b) in front

c) between

5. a) want I

b) wanted

c) did I want

Q Grammar · Maze 7: Bus Station Notice

IMPORTANT NOTICE FOR PASSENGERS From next Sunday, the city bus station is (1) _____ open new routes to the business area and the airport. Passengers who want (2) _____ to the airport can now take bus number 15, which leaves every thirty minutes. Tickets can be bought at the ticket office or online. Passengers must arrive (3) _____ the station at least ten minutes before departure. Please keep your ticket until the end of your journey, (4) _____ inspectors may check it. (5) _____, free Internet is now available in the waiting area. Passengers with heavy bags can ask staff for help. Smoking is not allowed anywhere in the station. For more information about routes and times, please visit our website or ask at the information desk. Lost property can be collected from the office next to the ticket desk. Thank you for using city transportation.

- | | | |
|-------------------|------------|--------------|
| 1. a) going to | b) go to | c) goes |
| 2. a) travelling | b) travel | c) to travel |
| 3. a) in | b) at | c) on |
| 4. a) because | b) or | c) but |
| 5. a) In addition | b) Instead | c) However |

Q Grammar · Maze 8: Plans for Saturday

Hi Hala, Are you free on Saturday? My cousin and I are (1) _____ spend the day in the city centre, and we would love you to come. In the morning, we want to visit the art gallery, which is (2) _____ the big shopping mall. After that, we will have lunch at the new Italian restaurant. My cousin asked me if you (3) _____ pizza, because she wants to book a table. In the afternoon, we plan to go shopping. I need (4) _____ a present for my mother's birthday. We could take a taxi, (5) _____ we could use the metro, which is cheaper. Let me know by Thursday so we can make a plan. It will be a fun day! Don't forget to bring some money for the gallery shop, because it sells lovely postcards and posters. Best wishes, Rahaf

1. a) goes to

b) going to

c) go

2. a) under

b) between

c) behind

3. a) like

b) do you like

c) liked you

4. a) buy

b) to buy

c) buying

5. a) but

b) or

c) so

Q Grammar · Maze 9: Email to a Hotel

Dear Sir or Madam, I am writing to ask about your hotel. My family and I are planning to visit your city in December, and we are interested (1) _____ staying at your hotel for five nights. Could you please tell me how much a family room (2) _____? (3) _____, I would like to know whether breakfast is included in the price. We are (4) _____ arrive by car, so we need a parking space. Is there a car park (5) _____ the hotel? We would also like to know if the hotel has a swimming pool. My children are young, so a quiet room would be better for us. Finally, could you send me some information about places to visit near the hotel? We are especially interested in museums and parks that are suitable for children. I look forward to hearing from you. Yours faithfully, Sabreen Al Ali

- | | | |
|----------------|-------------|--------------|
| 1. a) in | b) on | c) for |
| 2. a) costs | b) costs it | c) does cost |
| 3. a) Instead | b) Also | c) However |
| 4. a) going to | b) going | c) go to |
| 5. a) between | b) among | c) next to |

Q Grammar • Maze 10: Neighbourhood Newsletter

GREEN HILLS NEIGHBOURHOOD NEWS This month, there is a lot happening in our neighbourhood. The new park is now open, (1) _____ families are already enjoying the playground and the walking paths. The council has also decided (2) _____ more traffic lights on the main road to make it safer for children. Many residents are worried (3) _____ the heavy traffic in the mornings, so the council is planning a new bus route. (4) _____, a farmers' market will open every Saturday morning in the car park near the community centre. Some residents asked the council when the new library (5) _____. The answer is next spring. Please remember to be friendly to new neighbours and strangers who are visiting our area. A warm smile can make someone feel welcome in a new place. Thank you for helping to keep Green Hills safe, clean and friendly. If you have news to share, please email the newsletter team.

- | | | |
|---------------------|-----------------------|---------------|
| 1. a) but | b) or | c) and |
| 2. a) add | b) to add | c) adding |
| 3. a) about | b) for | c) on |
| 4. a) In addition | b) However | c) Instead |
| 5. a) would it open | b) it would open will | c) would open |

Q Grammar · Maze 11: Our Class Trip

Dear Parents, Next Wednesday, Grade 9 students are (1) _____ visit the Museum of the Future in Dubai. The bus will leave the school at 8:00 a.m., (2) _____ it will return at 2:30 p.m. Students need (3) _____ their school uniform and bring a packed lunch and a bottle of water. During the visit, students will learn about new technology, space travel and the future of cities. They will also complete a short worksheet. Many students have asked us how long the visit (4) _____. It will take about three hours, including a short break. Please make sure your child arrives (5) _____ school on time, because the bus cannot wait. If you have any questions, please contact the class teacher. We are sure the students will have a wonderful and educational day. Thank you, The Grade 9 Team

- | | | |
|--------------------|--------------|-------------|
| 1. a) going to | b) goes to | c) go to |
| 2. a) or | b) and | c) but |
| 3. a) wearing | b) wear | c) to wear |
| 4. a) will it take | b) will take | c) takes it |
| 5. a) on | b) at | c) in |

PART 3A · AT GRADE LEVEL GOAL

READING TASK 1

*Shop till You Drop! | Returns and Refunds***5**

descriptive texts

40

questions

B1.1

level

24

marks

Focus: The right answer says the same idea in different words. Options that copy words from the text are usually traps.

IN THIS PART

- 5 descriptive texts (230–250 words)
- 8 multiple-choice questions per text

Instruction: Read the text and choose the correct answer. Choose A, B or C. (8 × 3 = 24 marks)

Q READING 3A · TEXT 1

Maryam's Refund Story

Last month, Maryam bought a new smartwatch from an electronics shop in a shopping mall in Sharjah. It was black, with a large screen and a soft rubber strap. It cost 650 dirhams, and Maryam paid with her credit card.

At first, Maryam loved her new watch. However, after three days, the screen started to go dark for no reason. She tried charging it, but the problem did not stop. She was very disappointed, because she had saved her money for months to buy it.

The next weekend, Maryam went back to the shop with the watch, the box and her receipt. The shop was busy, so she waited in a long queue at the customer service desk. The assistant was a young man with a friendly smile. He listened carefully while Maryam explained the problem.

He checked the watch and agreed that it was faulty. He said that Maryam could choose between a repair, an exchange or a refund. Maryam did not want to wait for a repair, so she asked for her money back. Because she had paid by card, the money went back to her account within five days.

Maryam learned an important lesson. Now she always keeps her receipts in a special folder at home, and she reads the shop's return policy before she buys anything expensive. She also tells her friends to do the same. "A small piece of paper can save you a lot of money," she says with a smile.

Questions

Q1 Reading Maryam bought the smartwatch from ____.

- a) an electronics store in a mall
- b) an online shop
- c) a market in Dubai

Q2 Reading The smartwatch cost ____.

- a) 560 dirhams
- b) 600 dirhams
- c) 650 dirhams

Q3 Reading The problem with the watch was that ____.

- a) the strap was broken
- b) the screen kept turning dark
- c) it would not charge at all

Q4 Reading When Maryam went back, she took ____.

- a) the watch, its box and proof of payment
- b) her credit card and a friend
- c) only the watch

Q5 Reading In paragraph 4, the word “faulty” means ____.

- a) very expensive
- b) not working properly
- c) easy to repair

Q6 Reading Maryam chose a refund because she ____.

- a) had lost her receipt
- b) wanted a different colour
- c) did not want to wait for it to be fixed

Q7 Reading The money returned to Maryam's account ____.

- a) in less than a week
- b) after one month
- c) on the same day

Q8 Reading The main idea of the text is that ____.

- a) shopping malls are too busy
- b) smartwatches are always faulty
- c) keeping receipts and knowing the rules makes returns easier

Q READING 3A · TEXT 2*A Shop with a Famous Returns Policy*

On the busiest street in the city, there is a large department store with tall glass windows and shiny white floors. It sells clothes, shoes, toys, furniture and electronics. The store is famous not only for its beautiful displays but also for its customer service.

The store has a very generous returns policy. Customers can return almost anything within sixty days, even if they have used it. They only need to show the receipt or the card they paid with. Many other shops give customers only fourteen or thirty days.

The returns desk is on the ground floor, next to the main entrance. It is a large, bright counter with comfortable seats for waiting customers. Six assistants work there every day, and they wear smart blue uniforms. Most returns take less than ten minutes.

Some people think the policy is too generous, because a few customers return clothes after wearing them to a party. However, the manager says that trust is good for business. “When customers know they can return things easily, they are happy to buy more,” she explains. A survey showed that ninety percent of the store's customers come back again.

Thanks to its excellent service, the store has become one of the most popular places to shop in the city. At weekends, it is often full of families from all over the country. Many tourists also visit it, because they have read about its friendly staff and easy returns online.

Questions

Q1 Reading The department store sells ____.

- a) clothes, toys, furniture and electronics
- b) only clothes and shoes
- c) food and drinks

Q2 Reading Customers can return items within ____.

- a) sixty days
- b) fourteen days
- c) thirty days

Q3 Reading To return something, customers must show ____.

- a) an identity card
- b) proof of payment
- c) the original bag

Q4 Reading The returns desk is ____.

- a) on the top floor
- b) behind the toy section
- c) beside the main door on the ground floor

Q5 Reading In paragraph 2, the word “generous” means ____.

- a) very strict
- b) expensive
- c) giving more than usual

Q6 Reading Some people criticise the policy because ____.

- a) the assistants are slow
- b) a few shoppers return clothes they have worn
- c) the store is too far

Q7 Reading According to the survey, ____.

- a) ten percent of customers return items
- b) customers want shorter queues
- c) most shoppers return to the store

Q8 Reading The main idea of the text is that ____.

- a) returning goods is always difficult
- b) a friendly returns policy helps a store keep its customers
- c) department stores are too large

Q READING 3A · TEXT 3*Returning a Gift*

For her fifteenth birthday, Jana received a beautiful red dress from her aunt. It was long and soft, with small gold buttons and a wide belt. Jana thought it was lovely, but there was one problem: it was much too big for her.

Jana did not want to hurt her aunt's feelings, so she asked her mother for advice. Her mother suggested asking her aunt for a gift receipt. A gift receipt shows where the item was bought, but it does not show the price. Many shops give gift receipts so that people can return or exchange presents easily.

Jana's aunt was happy to help, and she sent the gift receipt the next day. On Saturday, Jana and her mother went to the shop in the city centre. It was a small, elegant boutique with soft music and pink walls.

The shop assistant explained that, with a gift receipt, Jana could not get cash. Instead, she could exchange the dress or receive a gift card. Jana tried on the same dress in a smaller size, and it fitted perfectly.

When Jana wore the dress to a family dinner, her aunt was delighted. “It looks perfect on you!” she said. Jana was glad that she had found a polite solution. She also learned that it is always a good idea to include a gift receipt when you give someone a present. Now she does this every time she buys a gift for her friends.

Questions

Q1 Reading Jana received the dress for her ____.

- a) sixteenth birthday
- b) graduation
- c) fifteenth birthday

Q2 Reading The dress was ____.

- a) pink, with a wide belt
- b) blue and short
- c) red, with gold buttons

Q3 Reading The problem with the dress was that it ____.

- a) was too large
- b) had the wrong colour
- c) was damaged

Q4 Reading A gift receipt does not show ____.

- a) the name of the shop
- b) where the item was bought
- c) how much the item cost

Q5 Reading The shop was ____.

- a) a small, stylish boutique
- b) an online website
- c) a large department store

Q6 Reading With a gift receipt, Jana could ____.

- a) get her money back in cash
- b) swap the dress or get a gift card
- c) return it without the dress

Q7 Reading In the last paragraph, the word “delighted” means ____.

- a) very pleased
- b) very surprised
- c) a little angry

Q8 Reading The main idea of the text is that ____.

- a) aunts always buy the wrong size
- b) a gift receipt helped Jana solve a problem politely
- c) boutiques never give refunds

Q READING 3A · TEXT 4*How to Return Something You Bought Online*

Online shopping is quick and easy, but sometimes the product you receive is not what you expected. The colour may be different, the size may be wrong or the item may be damaged. Fortunately, most online shops make returns simple.

First, check the shop's return policy on its website. Most shops in the UAE allow returns within fourteen to thirty days, but some items, such as underwear and opened electronics, cannot be returned.

Next, log in to your account and find your order. Click “Return item” and choose the reason for your return. Some websites ask you to upload a photo, especially if the item is damaged.

Then, pack the item carefully in its original box with all the labels. Many companies send a driver to collect the parcel from your home, which is very convenient. Others ask you to take it to a collection point, such as a shop or a petrol station. Some companies charge a small fee for collection, while others offer free returns.

Finally, wait for your refund. The money usually goes back to your bank card within five to ten working days. If you prefer, some shops can give you store credit, which you can use for your next purchase.

Following these steps carefully will save you time and stress. It is also a good idea to keep a copy of your return number and take a photo of the parcel before you send it back.

Questions

Q1 Reading Online shoppers may want to return items because ____.

- a) they are too cheap
- b) they arrive too early
- c) they are not what the buyer expected

Q2 Reading Most shops in the UAE allow returns within ____.

- a) sixty days
- b) two to four weeks
- c) five to ten days

Q3 Reading Which items usually cannot be returned?

- a) books and toys
- b) underwear and opened electronics
- c) shoes and clothes

Q4 Reading Some websites ask customers to upload a photo when the item is ____.

- a) too small
- b) the wrong colour
- c) broken

Q5 Reading Items should be returned ____.

- a) in a new bag
- b) without the box
- c) in their original packaging with labels

Q6 Reading In paragraph 4, the word “convenient” means ____.

- a) easy and saving effort
- b) slow
- c) expensive

Q7 Reading Refunds usually arrive ____.

- a) within five to ten working days
- b) after a month
- c) the same day

Q8 Reading The text is mainly ____.

- a) a story about a damaged phone
- b) a guide to returning online purchases step by step
- c) an advert for an online shop

Q READING 3A · TEXT 5*The Customer Service Desk*

If you walk into the biggest shopping mall in Ras Al Khaimah, you will find the customer service desk on the first floor, between the cinema and the food court. It is a round wooden desk with a large green sign above it. Behind the desk, there is a wall covered with photos of happy customers.

The desk is open every day from ten in the morning until ten at night. Four employees work there at the same time. They help shoppers with many different problems. Some visitors need directions to a particular shop, while others want to complain about a product or ask for a refund.

One of the employees, Weam, has worked at the desk for six years. She speaks Arabic, English and Hindi, so she can help many different customers. “The most common problem is that people lose their receipts,” she says. “When that happens, we try to find the purchase on the shop's computer system.”

The desk also offers free services, such as wheelchairs, baby strollers and phone chargers. Visitors can borrow them for a few hours and return them before they leave.

Weam enjoys her job because every day is different. “My favourite moment is when an angry customer leaves with a smile,” she says. She hopes to become a manager one day, so she is taking evening classes in business. She says that patience is the most important skill in customer service.

Questions

Q1 Reading The customer service desk is located ____.

- a) next to the main entrance
- b) on the ground floor
- c) between the cinema and the food court

Q2 Reading Above the desk, there is ____.

- a) a large green sign
- b) a big clock
- c) a wall of photos

Q3 Reading The desk is open ____.

- a) from nine to five
- b) only at weekends
- c) for twelve hours every day

Q4 Reading Weam has worked at the desk for ____.

- a) four years
- b) six years
- c) ten years

Q5 Reading According to Weam, the most common problem is that customers ____.

- a) cannot find their receipts
- b) want directions
- c) need wheelchairs

Q6 Reading In paragraph 4, the word “borrow” means ____.

- a) use something and give it back later
- b) buy something cheaply
- c) sell something

Q7 Reading Weam enjoys her job because ____.

- a) she speaks three languages
- b) her days are never the same
- c) she works short hours

Q8 Reading The main idea of the text is that ____.

- a) Weam wants to change her job
- b) the service desk helps shoppers in many useful ways
- c) customers often lose their way in malls

PART 3B · BEYOND GRADE LEVEL GOAL

READING TASK 2

Living Together, Learning Together | Success in College

5

expository texts

40

questions

B1.2

level

16

marks

Focus: Watch for word-meaning and connection questions – read the whole paragraph before you choose.

IN THIS PART

- 5 expository texts (230–250 words)
- 8 multiple-choice questions per text

Instruction: Read the text and choose the correct answer. Choose A, B or C. ($8 \times 2 = 16$ marks)

Q READING 3B · TEXT 1

Managing Your Time at College

One of the biggest differences between school and college is freedom. At school, teachers tell you what to do every day. At college, you have fewer classes, but you are responsible for planning your own time. For many first-year students, this is the most difficult challenge.

Experts say that good time management is one of the keys to success. The first step is to use a planner or a calendar app. Students should write down all their classes, assignments and deadlines at the start of each term. This helps them see busy weeks in advance.

The second step is to break big tasks into smaller ones. A research essay, for example, can be divided into reading, note-taking, writing a first draft and checking. Completing one small task each day is much less stressful than trying to do everything the night before.

Another important tip is to avoid procrastination, which means delaying work that you should do now. Many students waste hours on social media instead of studying. Turning off phone notifications during study time can make a big difference.

Finally, students should not forget to rest. Sleep, exercise and time with friends help the brain work better. Students who balance study and rest usually get better results and feel happier at college. Learning these skills early will also help them in their future jobs, where time is always important. Many employers say that good time management is one of the most useful skills a worker can have.

Questions

Q1 Reading According to paragraph 1, college students ____.

- a) are told what to do every day
- b) must organise their own time
- c) have more classes than school students

Q2 Reading Students should write their deadlines down ____.

- a) only for big projects
- b) at the beginning of every term
- c) the night before an exam

Q3 Reading Dividing big tasks into smaller ones makes work ____.

- a) less stressful
- b) longer
- c) more difficult

Q4 Reading In paragraph 4, “procrastination” means ____.

- a) putting off work until later
- b) working very fast
- c) studying in a group

Q5 Reading Many students waste time by ____.

- a) exercising too much
- b) using a planner
- c) spending hours on social media

Q6 Reading In the last paragraph, the word “balance” is closest in meaning to ____.

- a) give the right amount of time to each
- b) stop doing both
- c) choose one thing only

Q7 Reading Which student is following the advice in the text?

- a) a student who studies with her phone notifications on
- b) a student who starts her essay the night before
- c) a student who writes one section of her essay each day

Q8 Reading The main idea of the text is that ____.

- a) students should study all night
- b) planning and balance help students succeed at college
- c) college is easier than school

Q READING 3B · TEXT 2*How to Take Good Notes*

In college lectures, professors often speak quickly and share a lot of information. Students who take good notes remember more and prepare for exams more easily. However, taking good notes is a skill that many students need to learn.

Researchers have found that writing notes by hand can be more effective than typing them on a laptop. When students type, they often copy the professor's words exactly. When they write by hand, they must think about the main ideas and summarise them in their own words. This helps them understand and remember the information.

One popular method is the Cornell system. Students divide their page into three sections. The largest section is for notes during the lecture. A narrow column on the left is for key words and questions, and a space at the bottom is for a short summary. Students can also use abbreviations to write faster, such as “e.g.” for “for example” and arrows to show causes and results. Using different colours for important points can also help.

Finally, experts recommend reviewing notes within twenty-four hours of the lecture. Reading them again soon after the class helps students remember the information for much longer. Some students also compare their notes with a classmate after the lecture. This helps them find missing information and correct mistakes. Good notes can become a useful study guide when exams arrive at the end of the term.

Questions

Q1 Reading According to paragraph 1, students who take good notes ____.

- a) find exam preparation easier
- b) do not need to attend lectures
- c) speak more quickly

Q2 Reading When students type notes, they often ____.

- a) remember more
- b) copy the lecturer's exact words
- c) summarise main ideas

Q3 Reading In paragraph 2, the word “summarise” means ____.

- a) give the main points briefly
- b) translate into another language
- c) copy word for word

Q4 Reading In the Cornell system, the left column is used for ____.

- a) long notes
- b) a short summary
- c) key words and questions

Q5 Reading In paragraph 4, “abbreviations” are ____.

- a) short forms of words
- b) long sentences
- c) coloured pens

Q6 Reading Experts recommend reviewing notes ____.

- a) only before exams
- b) within one day of the lecture
- c) once a week

Q7 Reading Which student is using the advice in the text?

- a) a student who never writes during lectures
- b) a student who types every word on a laptop
- c) a student who reads her notes again the same evening

Q8 Reading The main idea of the text is that ____.

- a) laptops should be banned in colleges
- b) professors speak too quickly
- c) effective note-taking methods help students learn better

Q READING 3B · TEXT 3*Making Friends at College*

Starting college can feel lonely. Many students move to a new city and leave their old friends behind. However, research shows that students who build friendships in their first year are more likely to enjoy college and complete their studies.

One of the best ways to meet people is to join a club or society. Most colleges have dozens of clubs, from sports and music to photography and volunteering. Members share the same interests, so it is easy to start a conversation.

Study groups are another good option. Working with classmates helps students understand difficult topics, and it often leads to friendship. Living in the college residence can also help, because students meet their neighbours every day in shared kitchens and common rooms.

Experts say that being open and friendly is important. Small actions, such as smiling, introducing yourself or inviting someone for coffee, can make a big difference. Students should also be patient, because real friendships take time to develop.

Finally, it is normal to feel homesick at first. Most colleges have counsellors who can help students who feel lonely or stressed. Talking to someone is always better than keeping your feelings inside. Many students who felt lonely in their first weeks later say that college was the best time of their lives. With a little effort and patience, most students find good friends who stay with them for many years after they graduate.

Questions

Q1 Reading According to research, students who make friends in their first year ____.

- a) are more likely to finish college
- b) join fewer clubs
- c) move to new cities

Q2 Reading It is easy to talk to club members because they ____.

- a) live in the same building
- b) study the same subject
- c) have similar hobbies

Q3 Reading Study groups help students ____.

- a) find a job
- b) understand hard topics
- c) move to a new city

Q4 Reading Students in the residence meet their neighbours ____.

- a) in shared kitchens and common rooms
- b) at the gym
- c) only in classes

Q5 Reading In paragraph 4, the word “develop” means ____.

- a) grow slowly
- b) start suddenly
- c) end quickly

Q6 Reading In paragraph 5, the word “homesick” means ____.

- a) happy to be away
- b) sad because you miss your home
- c) ill because of bad food

Q7 Reading Which situation best shows the advice in paragraph 4?

- a) a student who only talks to old friends online
- b) a student who stays in her room every evening
- c) a student who smiles and introduces herself to a classmate

Q8 Reading The main idea of the text is that ____.

- a) college is always lonely
- b) making friends helps students succeed and feel happy at college
- c) students should not live in residences

Q READING 3B · TEXT 4*Using College Services*

Most colleges offer many free services to help students succeed, but surprisingly, many students never use them. A survey at one university found that fewer than half of first-year students had visited the writing centre or met a careers adviser.

The library is much more than a place to borrow books. Librarians can teach students how to find reliable sources for their research. Many libraries also have quiet study rooms, computers and printers.

Writing centres help students improve their essays. Tutors read students' work and give advice on organisation, grammar and referencing. They do not write the essays for students, but they help them become better writers.

Careers centres help students prepare for the future. Advisers can help students choose a career, write a CV and practise for job interviews. Some careers centres also organise internships with local companies.

Health and well-being services are also important. College clinics provide basic medical care, and counsellors help students deal with stress, homesickness or personal problems.

Experts say that using these services is a sign of a smart student, not a weak one. Asking for help shows that you care about your studies. Students who ask for help early usually achieve better results and feel more confident. At the start of each term, colleges usually hold welcome days where students can visit each service and meet the staff. Going to these events is an easy first step. Staff are friendly and happy to answer any questions.

Questions

Q1 Reading The survey found that many first-year students ____.

- a) visited the library every day
- b) wanted more services
- c) had not used the writing centre or careers advice

Q2 Reading Librarians can teach students how to ____.

- a) choose a career
- b) find trustworthy information
- c) write their essays

Q3 Reading In paragraph 2, the word “reliable” means ____.

- a) that can be trusted
- b) expensive
- c) very old

Q4 Reading Writing centre tutors ____.

- a) give advice but do not write essays for students
- b) only check grammar
- c) write essays for students

Q5 Reading Careers centres can help students ____.

- a) see a doctor
- b) practise for job interviews
- c) borrow books

Q6 Reading In paragraph 5, the word “counsellors” refers to people who ____.

- a) work in the library
- b) teach lectures
- c) listen and give advice about problems

Q7 Reading Which student is following the experts' advice?

- a) a student who visits the writing centre before her first essay is due
- b) a student who waits until the end of the year to see a tutor
- c) a student who never asks for help

Q8 Reading The main idea of the text is that ____.

- a) careers centres are the most important service
- b) libraries are only for books
- c) college services can help students do better and should be used

Q READING 3B · TEXT 5*Staying Healthy at College*

College life can be exciting, but it can also be unhealthy. Many students sleep late, skip breakfast and eat fast food because they are busy. Over time, these habits can affect their energy, mood and grades.

Sleep is one of the most important factors. Experts recommend that young adults sleep between seven and nine hours a night. However, many students sleep only five or six hours, especially during exam periods. Lack of sleep makes it harder to concentrate and remember information.

Diet is also important. Eating regular meals with fruit, vegetables and protein gives the brain the energy it needs. Students who cook simple meals in their residence kitchen often eat more healthily and save money.

Exercise helps both the body and the mind. Many colleges have free gyms, swimming pools and fitness classes. Even a thirty-minute walk each day can reduce stress and improve sleep.

Finally, students should look after their mental health. Feeling stressed or anxious is common, especially before exams. Talking to friends, family or a college counsellor can help. Taking short breaks from screens and spending time outdoors are also useful.

Healthy habits do not need to be complicated. Small, regular changes can make college life much more enjoyable and successful. Students who start healthy habits at college often keep them for life. Planning meals for the week and going to bed at the same time every night are good places to begin.

Questions

Q1 Reading According to paragraph 1, many students ____.

- a) cook healthy meals
- b) miss breakfast because they are busy
- c) sleep too much

Q2 Reading Experts recommend that young adults sleep ____.

- a) ten hours or more
- b) five or six hours
- c) seven to nine hours a night

Q3 Reading A lack of sleep makes it difficult to ____.

- a) make friends
- b) focus and remember
- c) eat healthily

Q4 Reading Students who cook in their residence often ____.

- a) eat better and spend less
- b) eat more fast food
- c) skip meals

Q5 Reading In paragraph 3, the word “regular” means ____.

- a) happening at the usual times
- b) unusual
- c) very large

Q6 Reading In paragraph 5, the word “anxious” means ____.

- a) tired and sleepy
- b) worried and nervous
- c) happy and relaxed

Q7 Reading Which student is following the advice in the text?

- a) a student who eats only fast food
- b) a student who studies all night before exams
- c) a student who walks for half an hour every day

Q8 Reading The main idea of the text is that ____.

- a) students should only exercise in gyms
- b) college students never sleep
- c) simple healthy habits make college life better

ANSWER KEYS

All the answers in one place · correct answers are synonyms of the text, never copies

Balance check Vocabulary a = 18 · b = 19 · c = 18 | Grammar a = 19 · b = 18 · c = 18 | Reading 3A a = 13 · b = 13 · c = 14 | Reading 3B a = 14 · b = 13 · c = 13

Q Vocabulary – Maze key

Maze	1	2	3	4	5
1. Moving to a New Area	a urban	b residential	a convenient	c comfortable	c services
2. A Trip Across the City	b route	b destination	c commercial	a industrial	c convenient
3. My First Week at College	c professor	a tutor	a facilities	b services	c comfortable
4. Planning a New City	c residential	a commercial	a industrial	b urban	b facilities
5. Getting to University	a route	a destination	b fee	c professor	b tutor
6. Shopping Online	c browse	c search	a credit card	b brand	c quality
7. Returning a Jacket	b exchange	c refund	b receipt	c quality	a brand
8. A Small Online Business	a profit	c fee	a survey	a brand	b prediction
9. The Shopping Survey	b survey	a browse	b search	c profit	c prediction
10. The New Shopping Mall	b commercial	a credit card	a receipt	b exchange	c refund
11. The College Bookshop	a facilities	b convenient	c receipt	b quality	b fee

Q Grammar – Maze key

R1 Verb patterns · R2 Future with going to · R3 Coordinating conjunctions · R4 Adverbial linkers · R5 Indirect questions · R6 Prepositions of place · R7 Dependent prepositions

Maze	1	2	3	4	5
1. Directions to My New Flat	a in (R6)	c going to (R2)	b or (R3)	c like (R5)	c in (R7)
2. A Message to My New Classmate	b meeting (R1)	c First (R4)	c next to (R6)	a going to (R2)	c but (R3)
3. Welcome to the College Library	a for (R7)	a to bring (R1)	c is (R5)	c In addition (R4)	b on (R6)
4. Hotel Information for Guests	a on (R6)	c and (R3)	c going to (R2)	b to join (R1)	b on (R7)
5. How Do I Get to the Museum?	c can get (R5)	b between (R6)	b First (R4)	a for (R7)	a visiting (R1)
6. We Are Moving to the Suburbs	c going to (R2)	a so (R3)	b However (R4)	a near (R6)	b wanted (R5)

Maze	1	2	3	4	5
7. Bus Station Notice	a going to (R2)	c to travel (R1)	b at (R7)	a because (R3)	a In addition (R4)
8. Plans for Saturday	b going to (R2)	c behind (R6)	a like (R5)	b to buy (R1)	b or (R3)
9. Email to a Hotel	a in (R7)	a costs (R5)	b Also (R4)	a going to (R2)	c next to (R6)
10. Neighbourhood Newsletter	c and (R3)	b to add (R1)	a about (R7)	a In addition (R4)	c would open (R5)
11. Our Class Trip	a going to (R2)	b and (R3)	c to wear (R1)	b will take (R5)	b at (R7)

Q Reading 3A – Key

Text	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
1. Maryam's Refund Story	a	c	b	a	b	c	a	c
2. A Shop with a Famous Returns Policy	a	a	b	c	c	b	c	b
3. Returning a Gift	c	c	a	c	a	b	a	b
4. How to Return Something You Bought Online	c	b	b	c	c	a	a	b
5. The Customer Service Desk	c	a	c	b	a	a	b	b

Q Reading 3B – Key

Text	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
1. Managing Your Time at College	b	b	a	a	c	a	c	b
2. How to Take Good Notes	a	b	a	c	a	b	c	c
3. Making Friends at College	a	c	b	a	a	b	c	b
4. Using College Services	c	b	a	a	b	c	a	c
5. Staying Healthy at College	b	c	b	a	a	b	c	c