

21.1

Match the words (A–M) with the definitions (1–13). Write the letter of your answer in the box at the end of the sentence.

A character	B browse	C plot	D fiction	E recommend
F copy	G empathy	H word of mouth	I intractable	J suspense
K library	L hardback	M novelist		

- 1 Something that is very difficult to solve or manage.
- 2 The story of a book.
- 3 A single book.
- 4 In speech but not in writing.
- 5 The feeling of excitement or anxiety when you are waiting for something to happen.
- 6 To look through a book without reading everything.
- 7 A book which has a stiff cover.
- 8 To be able to share someone's feelings by understanding what it would be like to be in their situation.
- 9 A place that has a collection of books for people to borrow.
- 10 A person who writes novels.
- 11 A person represented in a story.
- 12 A type of story that is written about people and facts that are not real.
- 13 A suggestion to someone that something would be good or suitable.

21.2

Choose a word or phrase from the box to fill the gap in each sentence. There is one that you don't need to use.

assume mean explain step by step exactly where understand talk

ANNA: I wonder if you can help me? I've got a problem with my mobile phone. I can't write text messages properly. It just writes words that I don't want.

ASSISTANT: That'll be the predictive text. You need to cancel that and then it will let you write manually instead.

ANNA: Look, I'm sorry but I didn't (1) much of what you've just said. Please (2) that I don't know anything about mobile phones – this one is new to me. Can you (3) me through what to do?

ASSISTANT: Yes, no problem. Go to the messages index and then scroll down until you reach Create messages. Can you find that?

ANNA: Sorry. What do you (4) by scroll down?

ASSISTANT: Press the down arrow until you reach where you need to be – in this case, where it says Create messages.

ANNA: Oh, I've found it.

ASSISTANT: Good. Now scroll down until you reach Settings. You'll find it under that.

ANNA: (5) is it exactly? Where do I go when I've found the Settings menu?

ASSISTANT: It should be about the third one down. You're looking for Predictive text.

ANNA: Can you (6) what you mean by predictive text, please?

ASSISTANT: Predictive text is where the phone tries to guess what words you're writing. It tries to predict what you want to say so that you can be quicker sending your message. Sometimes it's quite useful, especially if you're in a hurry.

ANNA: Oh no, now I've hit the wrong button and it's taken me back to the beginning. Can you show me how to do it again, (7) please?

Test mark /20