



PTE Core – February 2026 Prediction File

CLB Level 9 | Complete Practice & Strategies



For Apple users they need to fill ORG code that is (AHJCT)



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Speaking

Read Aloud

Read Aloud – Audio-Style Marking Pauses

PTE Core | CLB 9

1.

Effective communication plays a **vital role** / in the **modern workplace**. //

Employees who **clearly share ideas** / and **information** / are more likely to **work efficiently** / and avoid **misunderstandings**. //

Organizations that encourage **open communication** / often experience **improved teamwork**, / **higher productivity**, / and better **problem-solving**. //

2.

Remote work has become increasingly **common** / in recent years / due to advances in **technology**. //

Many employees now use **digital tools** / to collaborate with colleagues / from different **locations**. //

While remote work offers **flexibility** / and **convenience**, / it also requires **strong time management** / and **communication skills**. //

3.

Technology has transformed how **businesses operate** / and deliver **services**. //

Digital systems help organizations **manage data**, / communicate **faster**, / and improve **overall efficiency**. //

Employees are expected to **adapt** / to new tools and software / to remain **productive**. //

4.

Customer satisfaction is a **key factor** / in determining **business success**. //

When customers receive **reliable service** / and **prompt support**, / they are more likely to remain **loyal**. //

Businesses regularly collect **feedback** / to identify areas for **improvement**. //

5.

Training and development programs are essential / for improving **employee performance**. //

These programs help workers **gain new skills**, / stay updated with **industry changes**, / and increase **confidence**. //

Organizations that prioritize **training** / often experience **reduced errors** / and **higher efficiency**. //

6.

Time management is an **important skill** / in both **professional** / and **personal life**. //
Employees who **plan their tasks effectively** / can meet **deadlines** / and reduce **stress**. //
Good time management also contributes / to better **work-life balance**. //

7.

Workplace safety is a **shared responsibility** / between employers / and **employees**. //
Organizations must provide a **safe working environment**, / while employees should follow **safety guidelines** carefully. //
Regular **training** / and clear **procedures** / help reduce **accidents**. //

8.

Leadership plays a **crucial role** / in motivating **employees** / and guiding **teams**. //
Effective leaders **communicate clearly**, / set **realistic goals**, / and provide **constructive feedback**. //
Strong leadership contributes to **improved performance** / and **higher morale**. //

9.

Flexible working arrangements are becoming more **popular** / in many organizations. //
Options such as **remote work** / or **flexible hours** / allow employees to manage **personal responsibilities**. //
However, clear **communication** / and **accountability** / are necessary to maintain **productivity**. //

10.

Clear workplace policies help employees understand **expectations** / and **responsibilities**. //
Policies related to **conduct**, / **safety**, / and **performance** ensure **consistency** / and **fairness**. //
Well-defined policies also help organizations manage **conflicts** / effectively. //

Repeat Sentences

 PTE Core – Repeat Sentence

 Audio-Style Pauses | CLB 9

 50 Sentences (15 words each)

Legend

/ = short pause

// = sentence end

Bold = stress words

1.

Effective communication / improves **productivity** / and reduces **misunderstandings** / in modern **workplace environments** today. //

2.

Employees must follow **company policies** / to maintain **professional standards** / and ensure **workplace safety** always. //

3.

Technology plays a **significant role** / in improving **efficiency** / across modern **business organizations** worldwide. //

4.

Clear instructions / help employees complete **tasks accurately** / and meet **important deadlines** consistently. //

5.

Customer satisfaction / depends on **reliable service** / effective communication / and timely **problem resolution**. //

6.

Remote work / requires strong **time management skills** / and consistent **online communication** practices daily. //

7.

Training programs / help employees develop **skills** / required for **career growth** and advancement. //

8.

Good leadership / encourages **team collaboration** / improves **performance** / and builds **workplace trust**. //

9.

Digital tools / support faster **information sharing** / and better coordination / among **team members**. //

10.

Workplace safety / is a **shared responsibility** / between employers / and **all employees**. //

11.

Employees should manage **time effectively** / to reduce **stress** / and increase productivity. //

12.

Clear goals / help teams stay **focused** / motivated / and aligned with **organizational objectives**. //

13.

Flexible schedules / improve **work life balance** / and increase **overall job satisfaction**. //

14.

Effective planning / helps organizations allocate **resources wisely** / and avoid unnecessary delays. //

15.

Customer feedback / helps businesses identify **problems** / and improve **service quality** continuously. //

16.

Professional communication / builds **trust** / reduces conflict / and improves workplace relationships. //

17.

Technology training / ensures employees use **systems efficiently** / and remain confident. //

18.

Managers should provide **constructive feedback** / to support **employee development** and improvement. //

19.

Teamwork / allows employees to share **ideas** / solve problems / and achieve goals. //

20.

Clear communication / prevents errors / misunderstandings / and unnecessary delays at work. //

21.

Employees must adapt quickly / to **changing technologies** / in modern workplaces. //

22.

Time management / helps workers prioritize **tasks** / and meet deadlines successfully. //

23.

Customer complaints / should be handled **professionally** / to maintain trust and reputation. //

24.

Digital systems / help organizations store **data securely** / and access information easily. //

25.

Good planning / supports long term success / and helps reduce business risks. //

26.

Employee motivation / plays an important role / in improving productivity and performance. //

27.

Clear workplace policies / ensure fairness / consistency / and professional behavior. //

28.

Training sessions / help reduce mistakes / and improve overall work quality. //

29.

Strong communication skills / are essential / for professional growth and career success. //

30.

Workplace rules / promote safety / discipline / and smooth daily operations. //

31.

Employees should respect company guidelines / and follow established workplace procedures. //

32.

Customer service quality / directly affects a company's reputation and long term success. //

33.

Digital communication / saves time / improves efficiency / and supports remote collaboration. //

34.

Effective teamwork / increases productivity / creativity / and problem solving abilities. //

35.

Clear instructions / save time / reduce confusion / and prevent costly mistakes. //

36.

Managers must support their teams / and encourage professional development opportunities. //

37.

Work life balance / helps employees stay motivated / healthy / and productive. //

38.

Technology continues to change / how people work / communicate / and collaborate. //

39.

Employee training / supports skill development / confidence / and long term career growth. //

40.

Clear expectations / help employees understand responsibilities / and perform tasks effectively. //

41.

Feedback / helps employees identify weaknesses / improve performance / and gain confidence. //

42.

Professional behavior / creates a positive work environment / and builds mutual respect. //

43.

Digital tools / require proper training / to be used efficiently at work. //

44.

Planning ahead / reduces last minute pressure / and improves work quality. //

45.

Strong leadership / encourages collaboration / trust / and consistent team performance. //

46.

Employees should communicate openly / to avoid misunderstandings and improve teamwork. //

47.

Time pressure / can affect decision making / and reduce work accuracy. //

48.

Customer trust / builds loyalty / supports business growth / and long term success. //

49.

Clear communication / supports teamwork / improves efficiency / and prevents costly errors. //

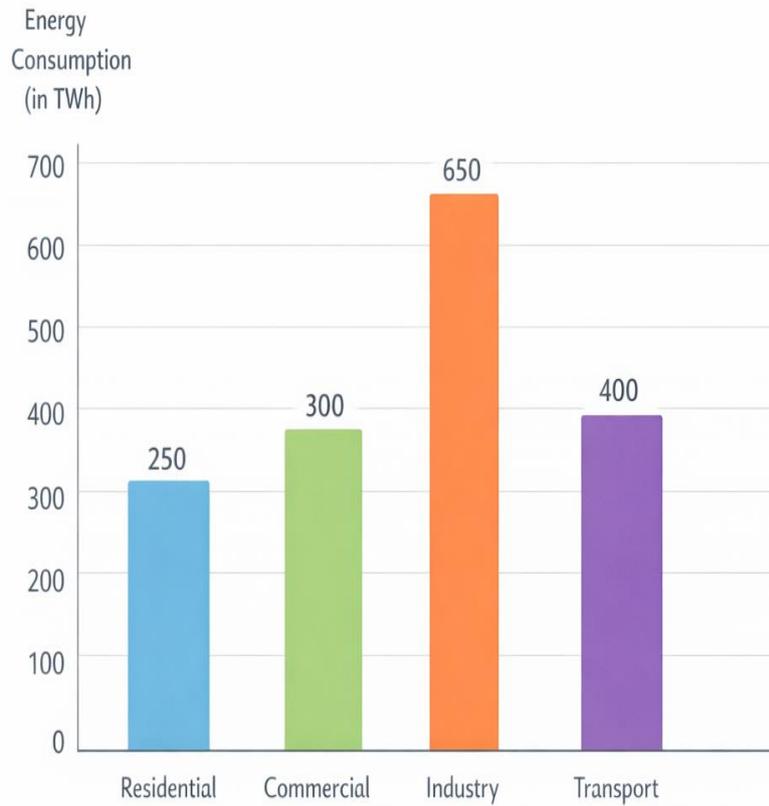
50.

Effective management / ensures smooth operations / motivated employees / and organizational success. //

Describe images

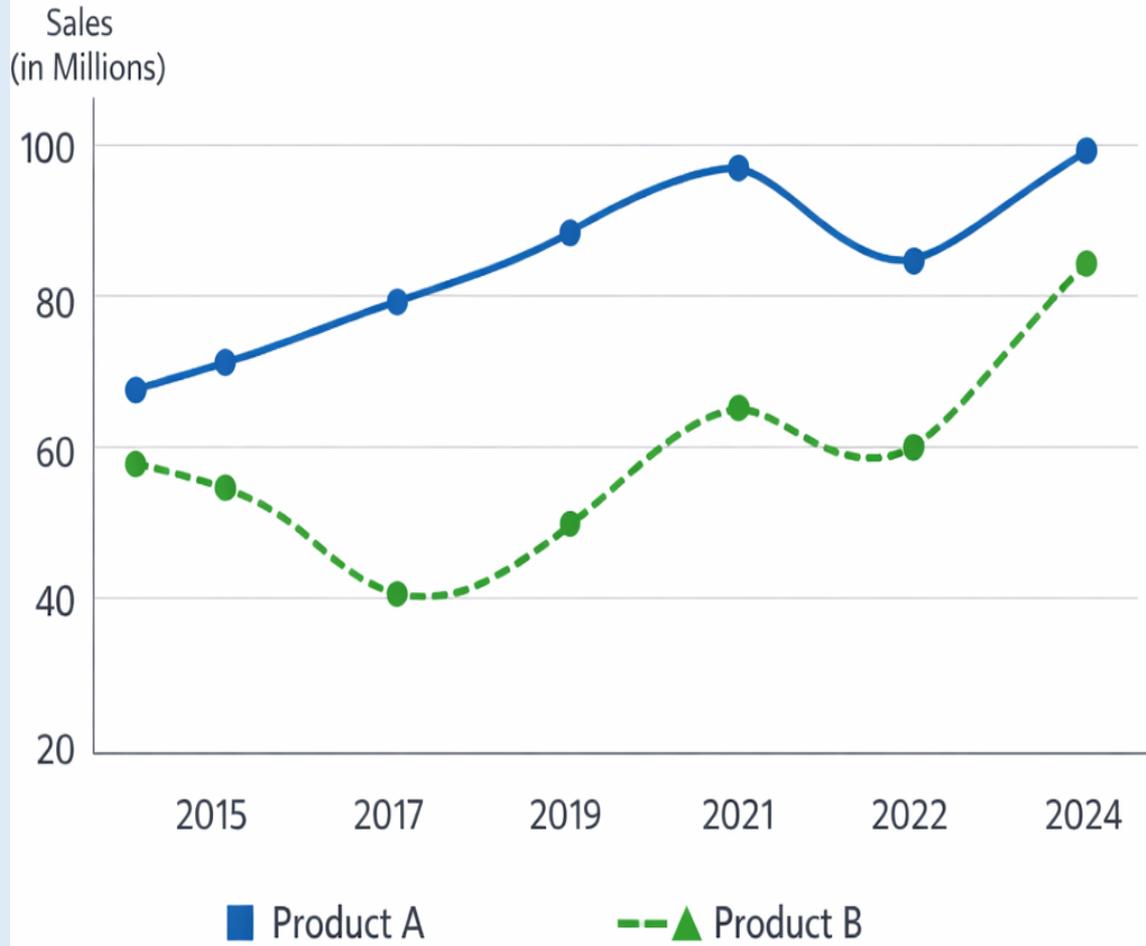
Prep With Daleet

Energy Consumption by Sector



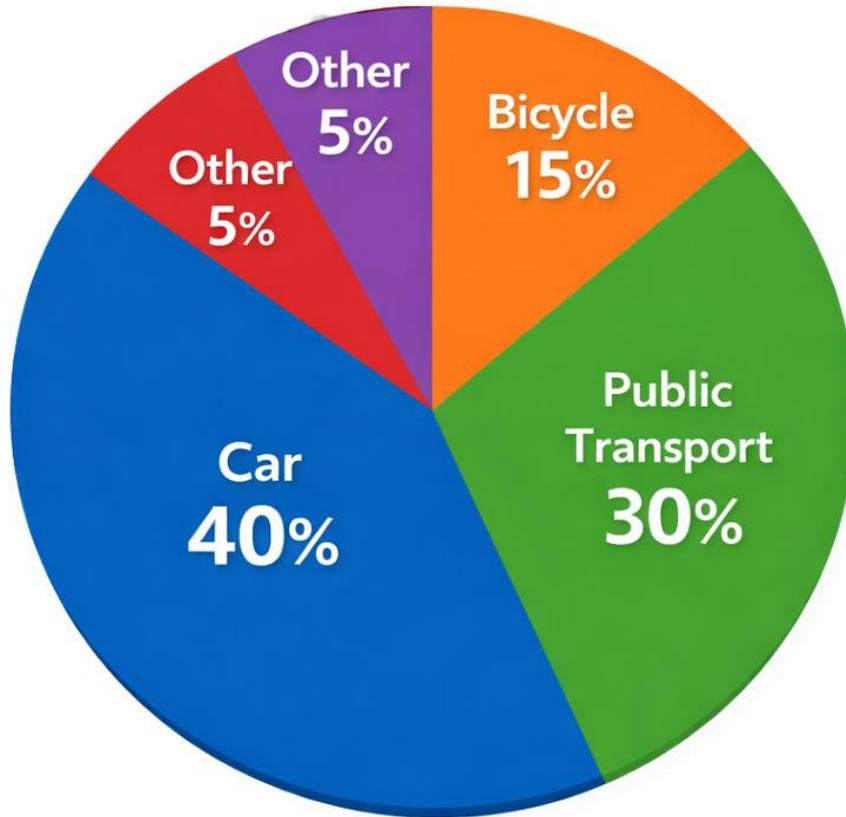
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Sales Trends (2015-2024)



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Transportation Modes



Prep with **Daljeet**

University Statistics

Category	2020	2021	2022
Total Enrollment	18,500	19,200	20,100
International Students	3,200	3,600	4,100
Graduation Rate	85%	87%	89%
Average Tuition Fee	\$15,000	\$15,500	\$16,200

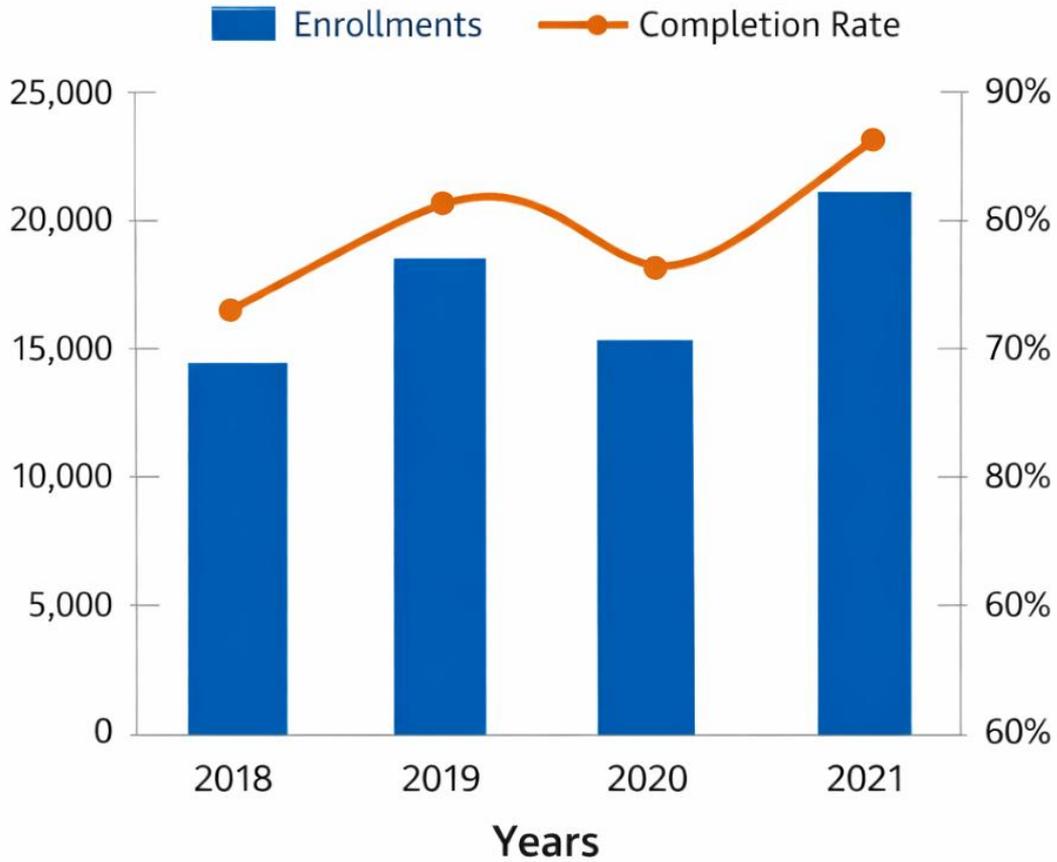
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The Recycling Process

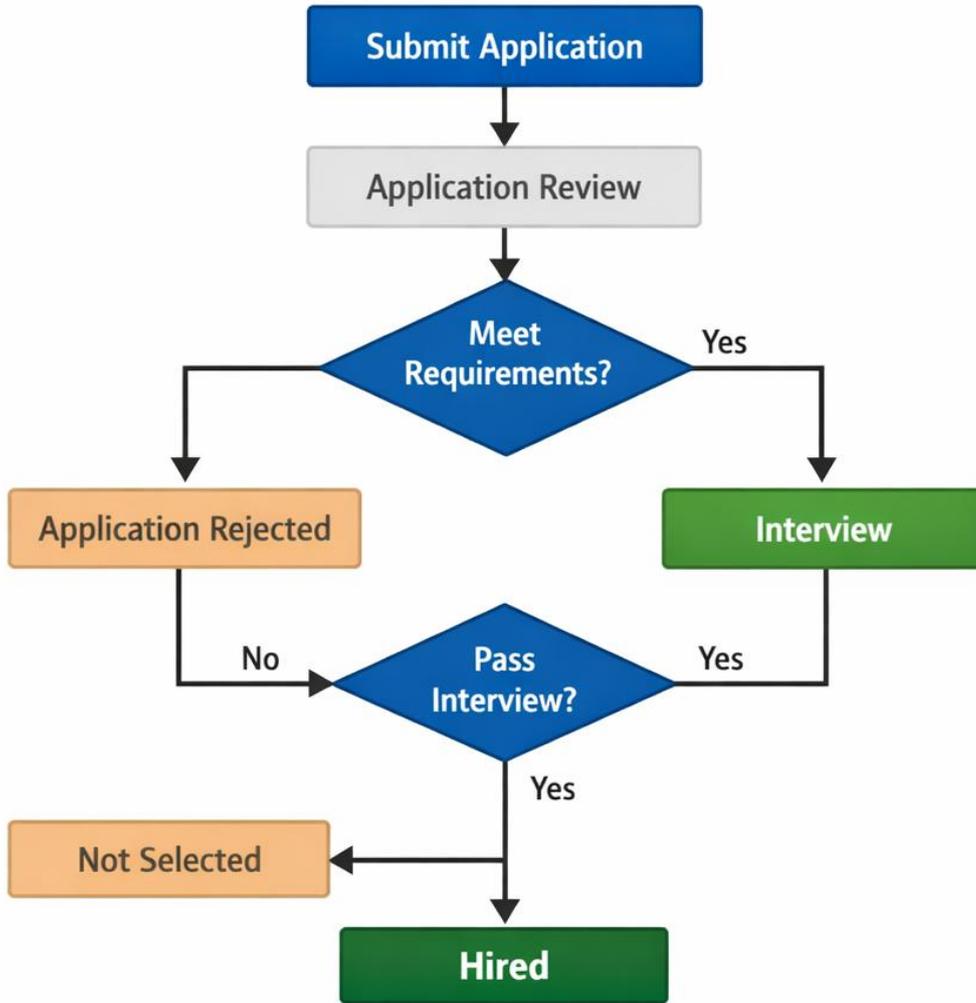


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Enrollments vs. Completion Rate

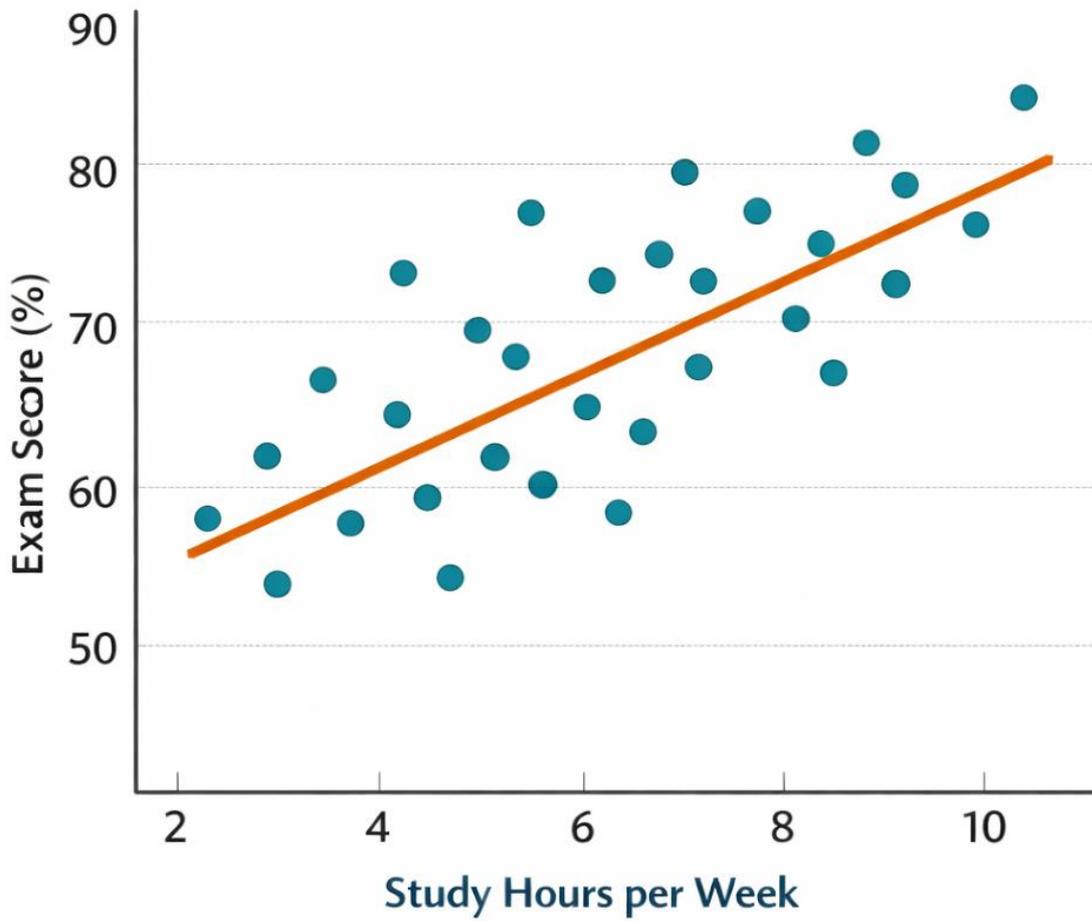


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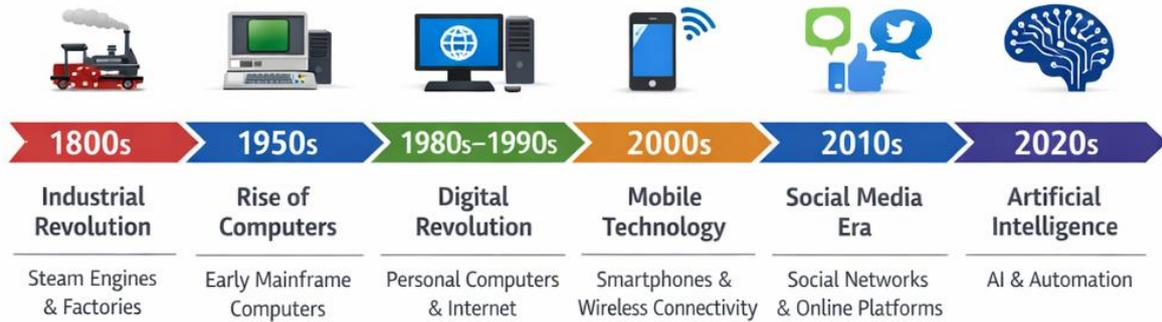


Prep

Study Hours vs. Exam Scores



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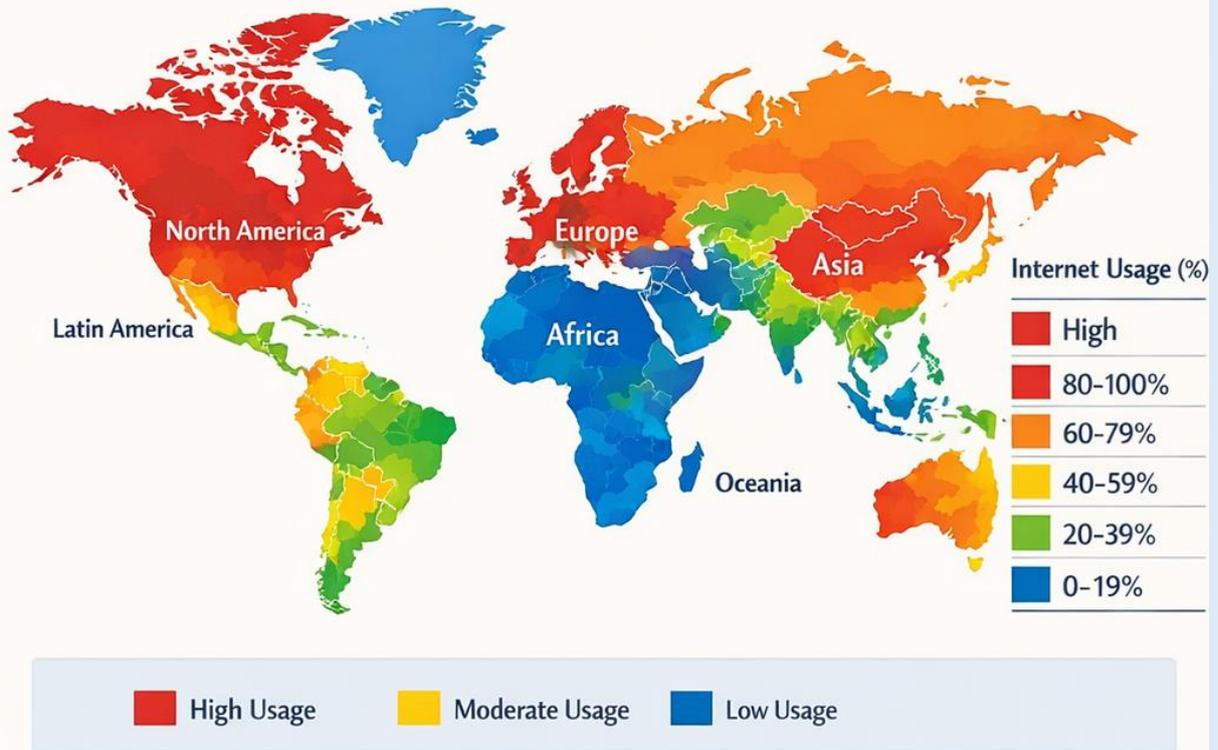
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Renewable Energy vs Non-Renewable Energy

Renewable Energy	← Similarities →	Non-Renewable Energy
 Solar & Wind  Hydropower  Biomass & Geothermal <ul style="list-style-type: none"> • Sustainable • Low Emissions 	<ul style="list-style-type: none"> • Energy Production • Power Supply • Global Consumption 	 Fossil Fuels  Coal & Natural Gas  Nuclear Energy <ul style="list-style-type: none"> • Finite Resources • High Emissions

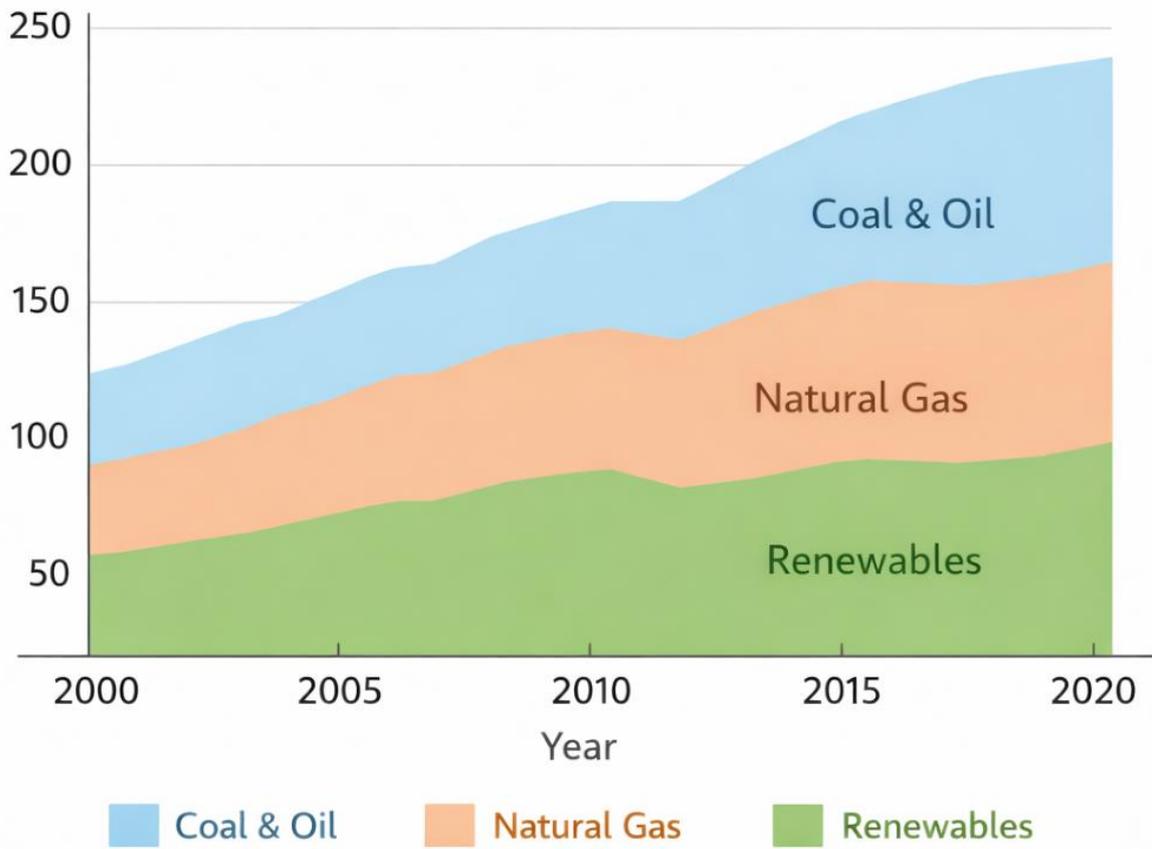
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Internet Usage by Region



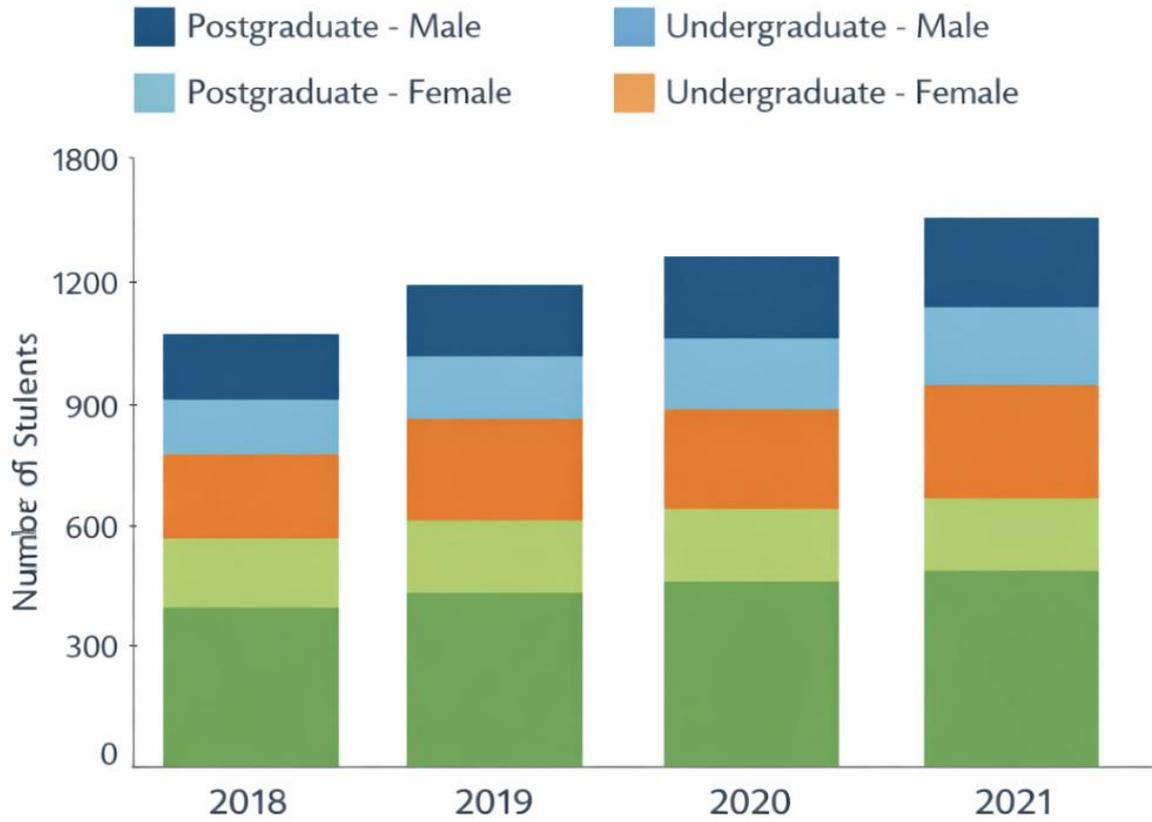
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Energy Consumption by Source (2000–2020)



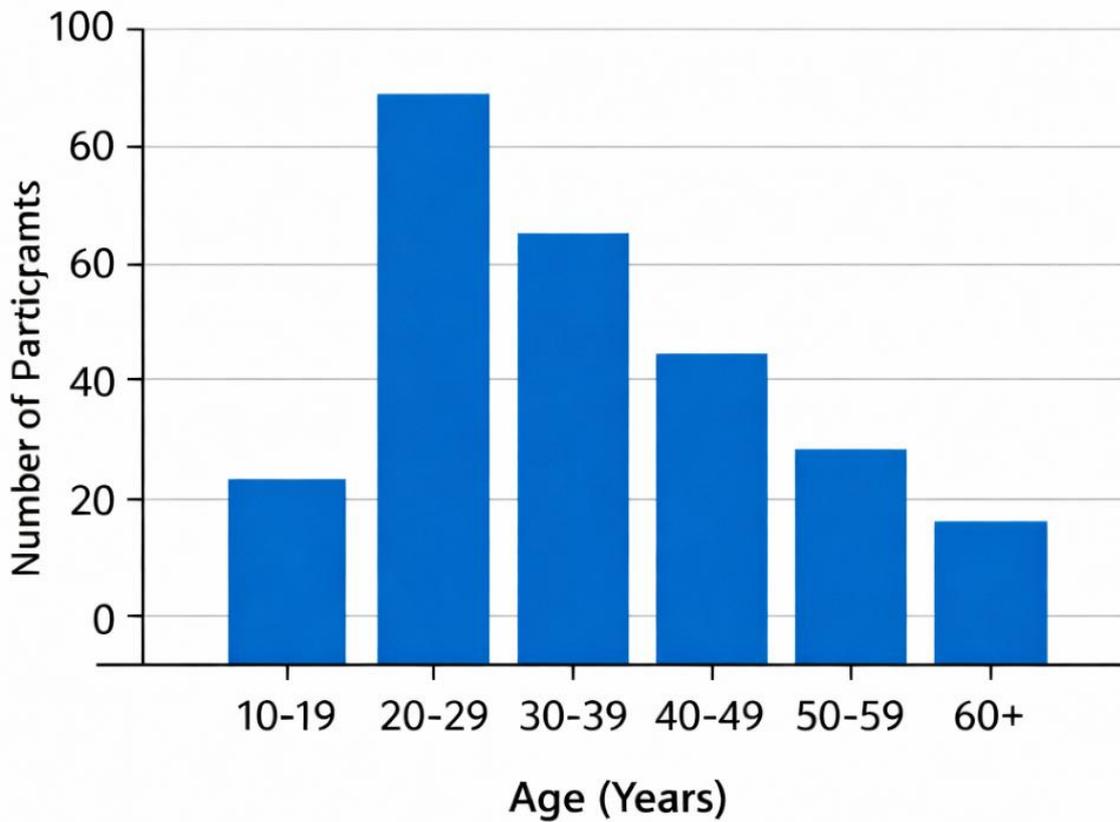
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Student Enrollment by Level and Gender

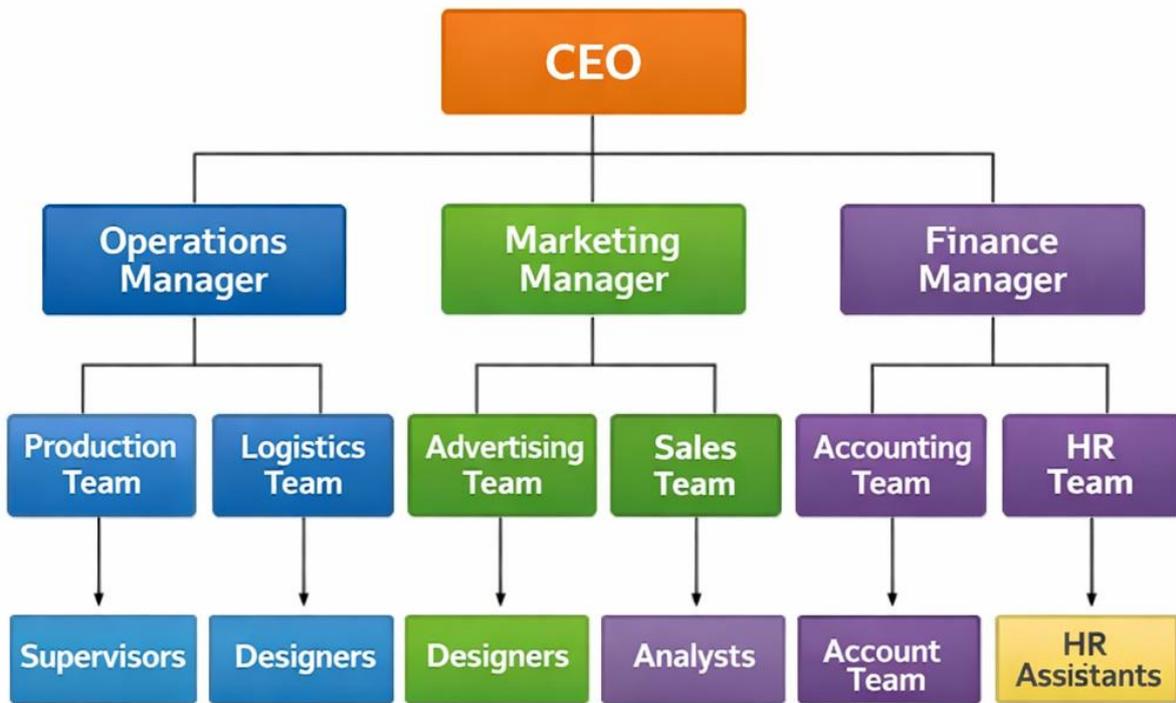


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Age Distribution of Participants

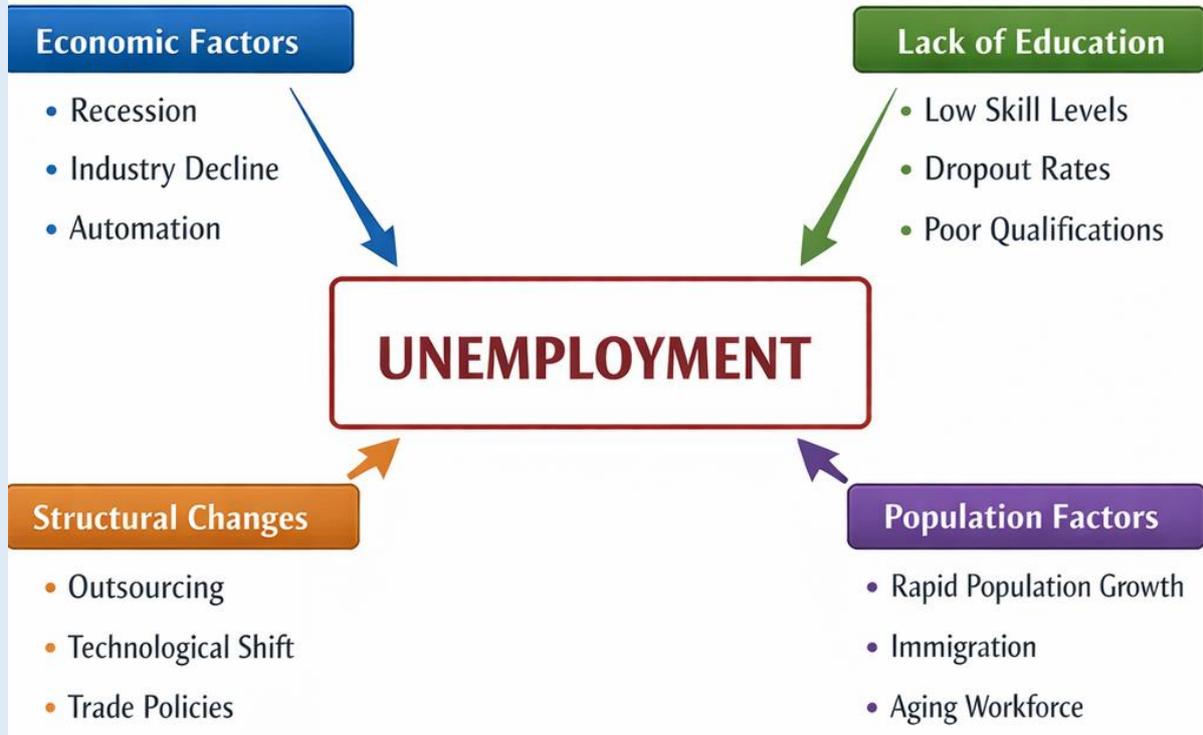


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Causes of Unemployment

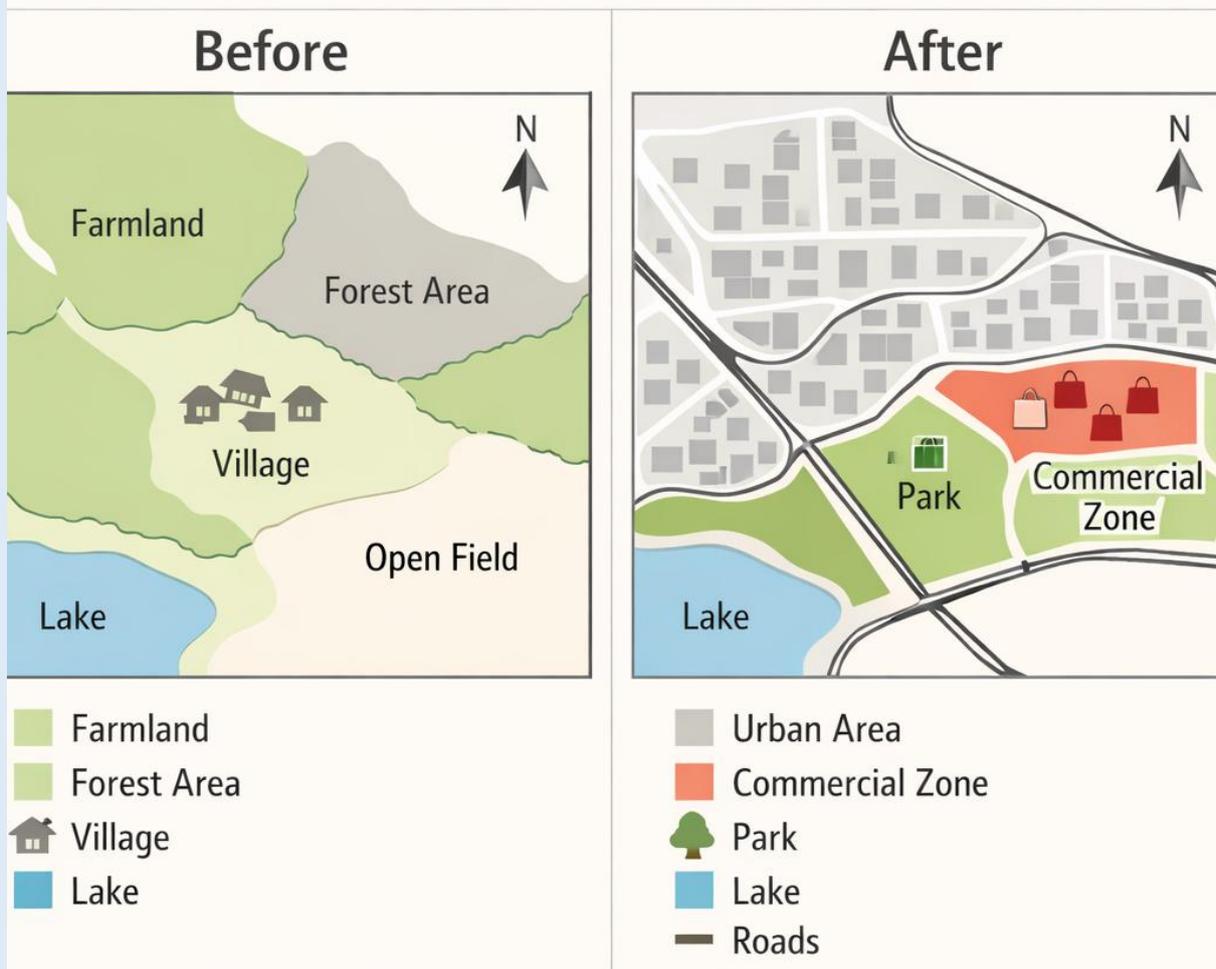


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Land Use Changes



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Environmental Facts



Global Temperature Rise

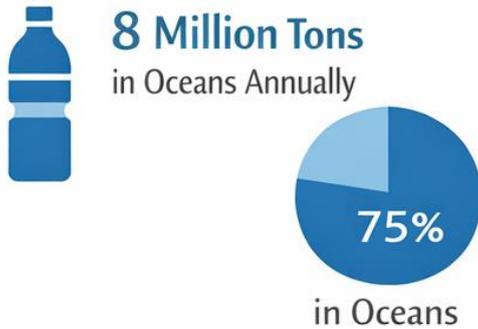


Deforestation

15 Million
Hectares Lost
Per Year

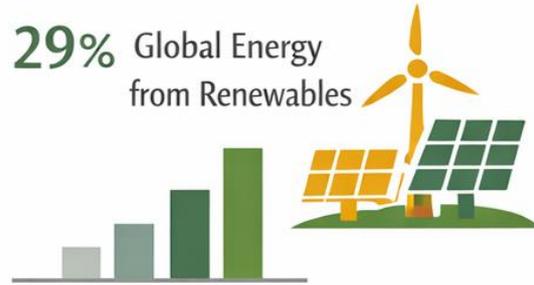


Plastic Waste



Renewable Energy

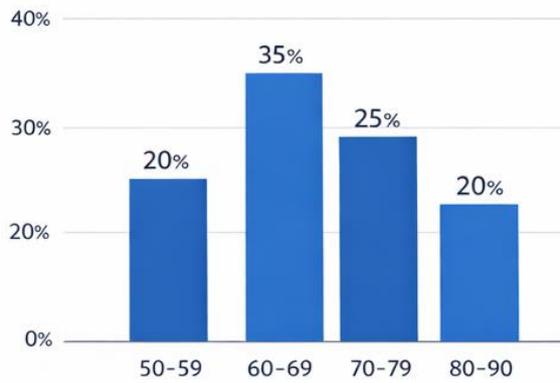
29% Global Energy
from Renewables



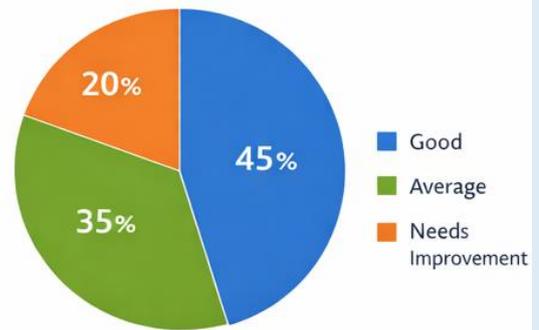
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PTE Academic Describe Image

Score Distribution



Performance Breakdown

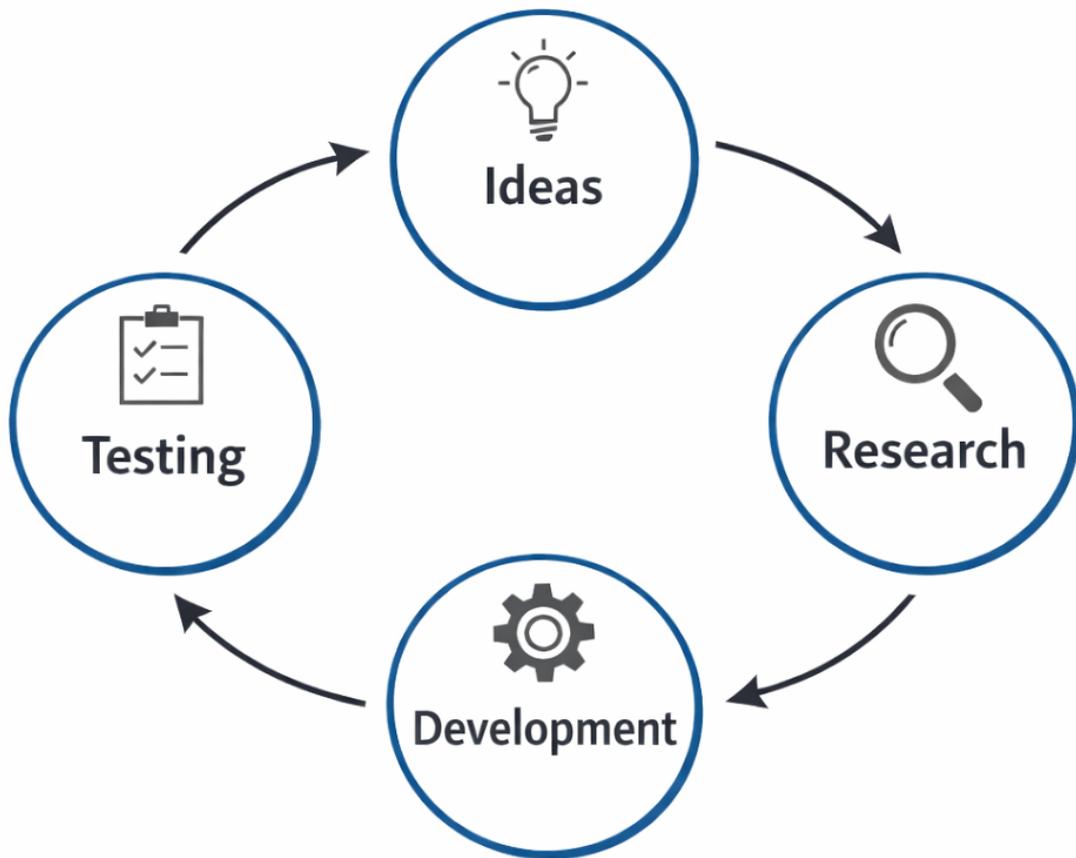


Key Stats

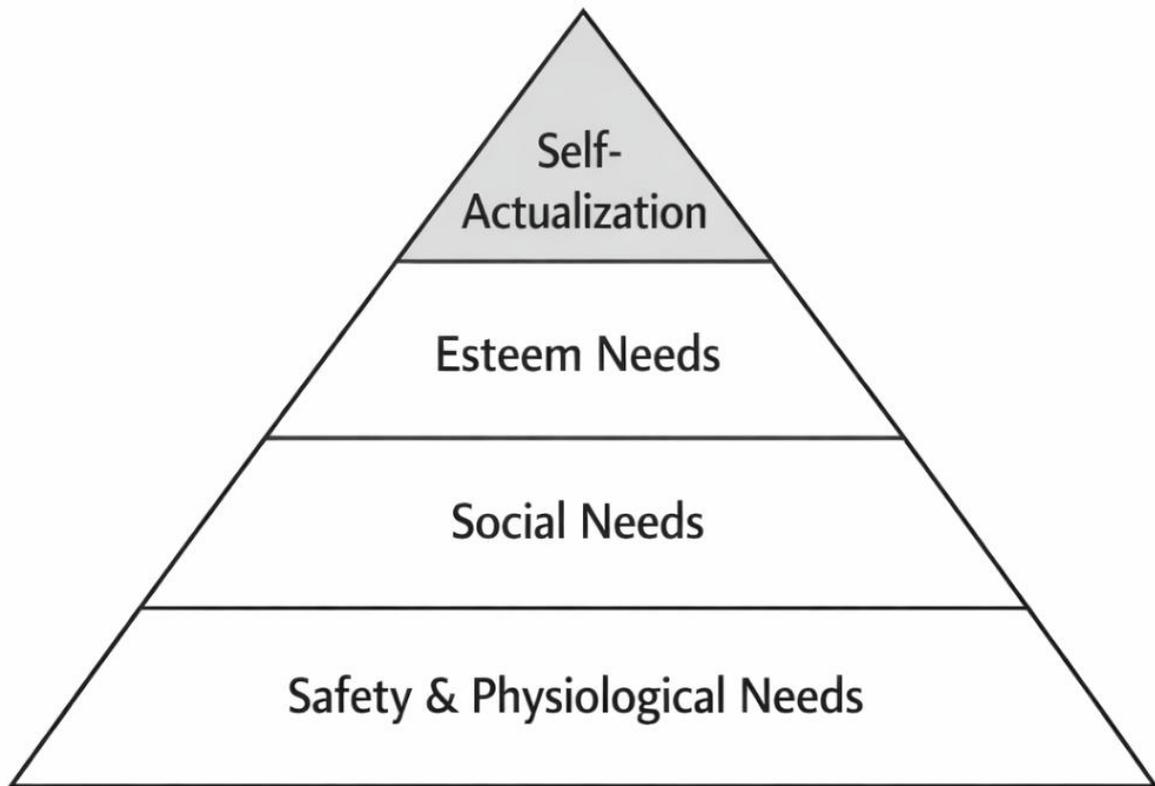
Average Score	Top Score	Pass Rate
72	89	85%

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Innovation Cycle

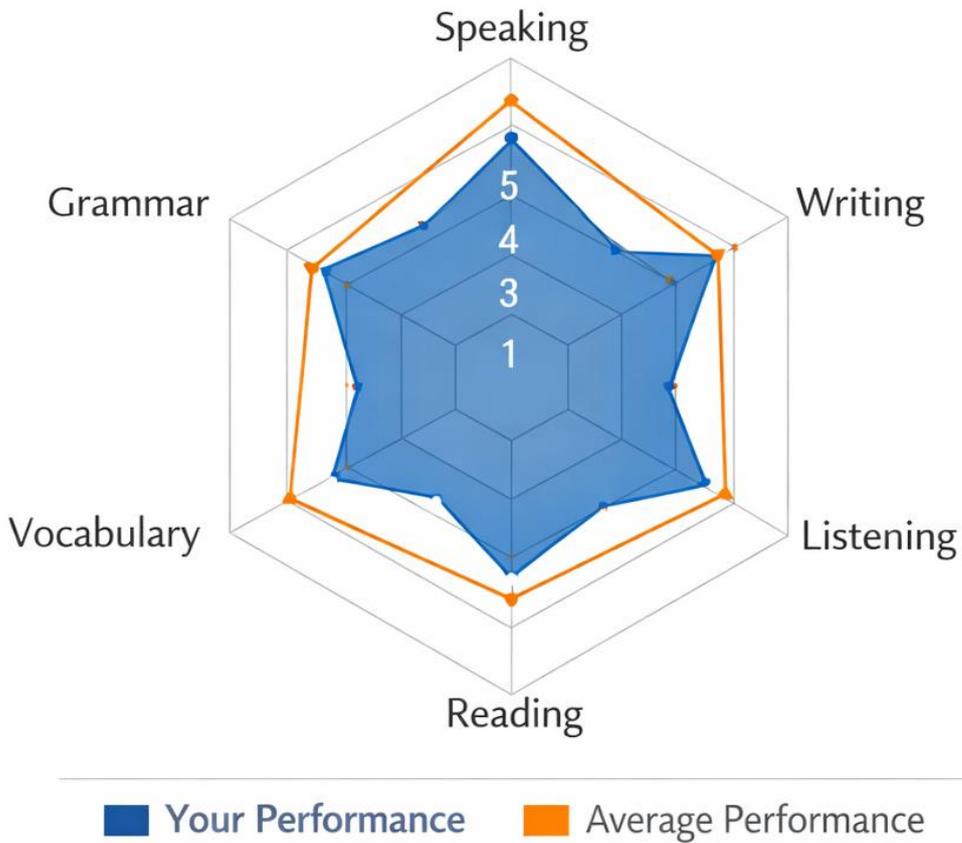


Prep With Daljeet

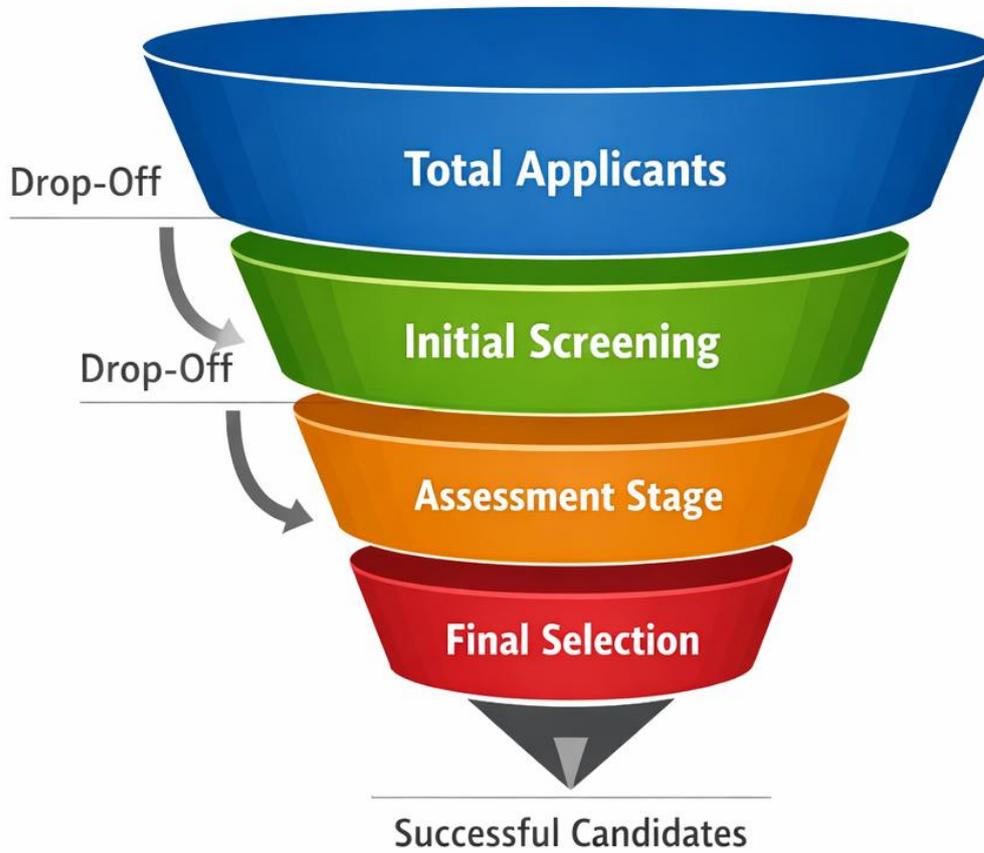


Prep With Daljeet

PTE Academic: Describe Image



Prep With **Daljeet**



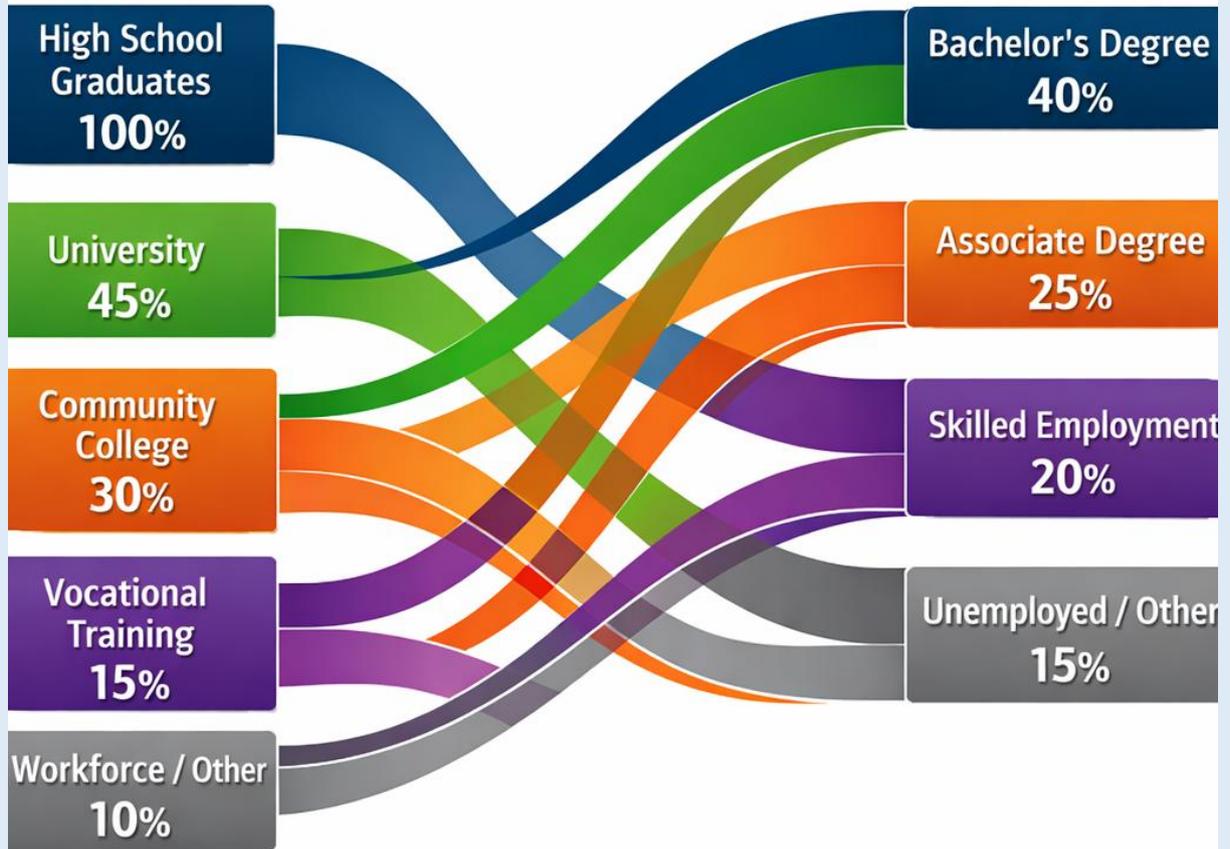
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Student Enrollment by Faculty

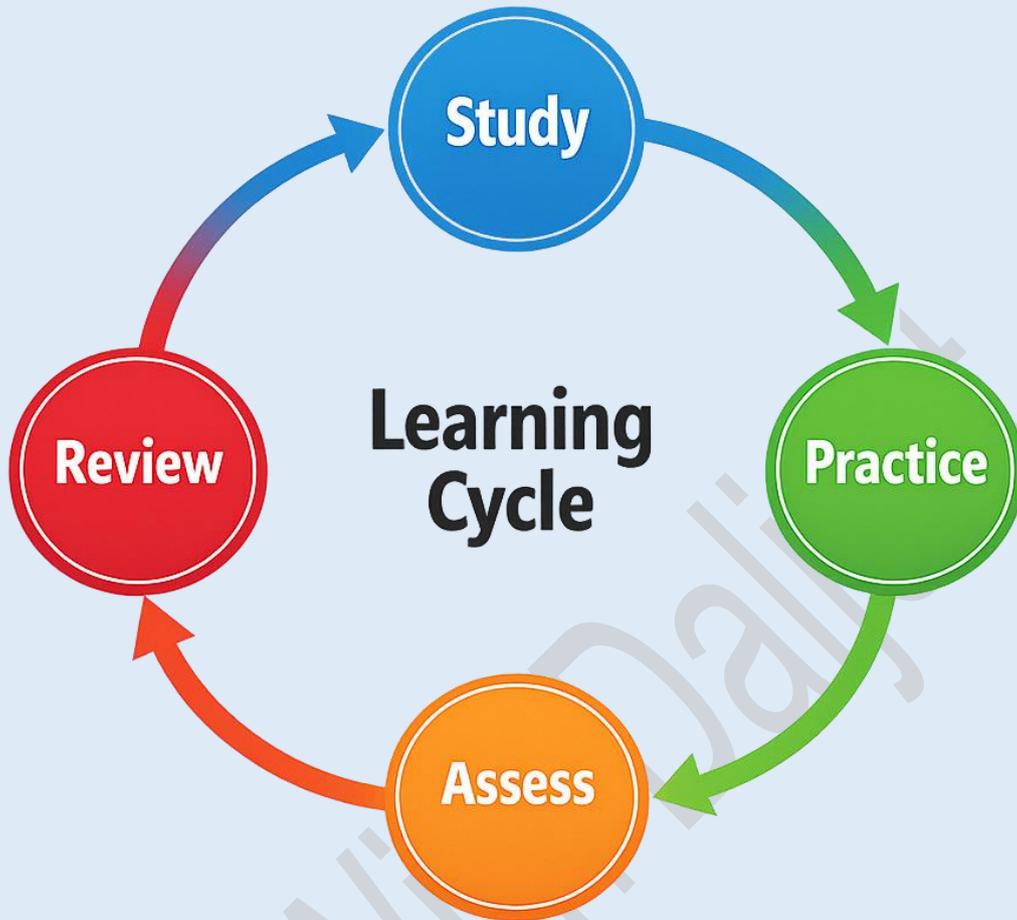
Faculty	2018	2019	2020	2021
Arts	1,200	1,150	1,100	1,050
Science	1,500	1,600	1,450	1,400
Business	1,800	1,750	1,700	1,650
Engineering	900	950	1,000	1,050
Education	1,100	1,050	1,200	1,250
Total	6,500	6,500	6,450	6,400

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Student Pathways After High School



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Describe Image

Employment Sectors



35%



25%



20%

Education Levels



40%



35%



25%

Exercise Habits



50%



30%



20%

Daily Activities



45%



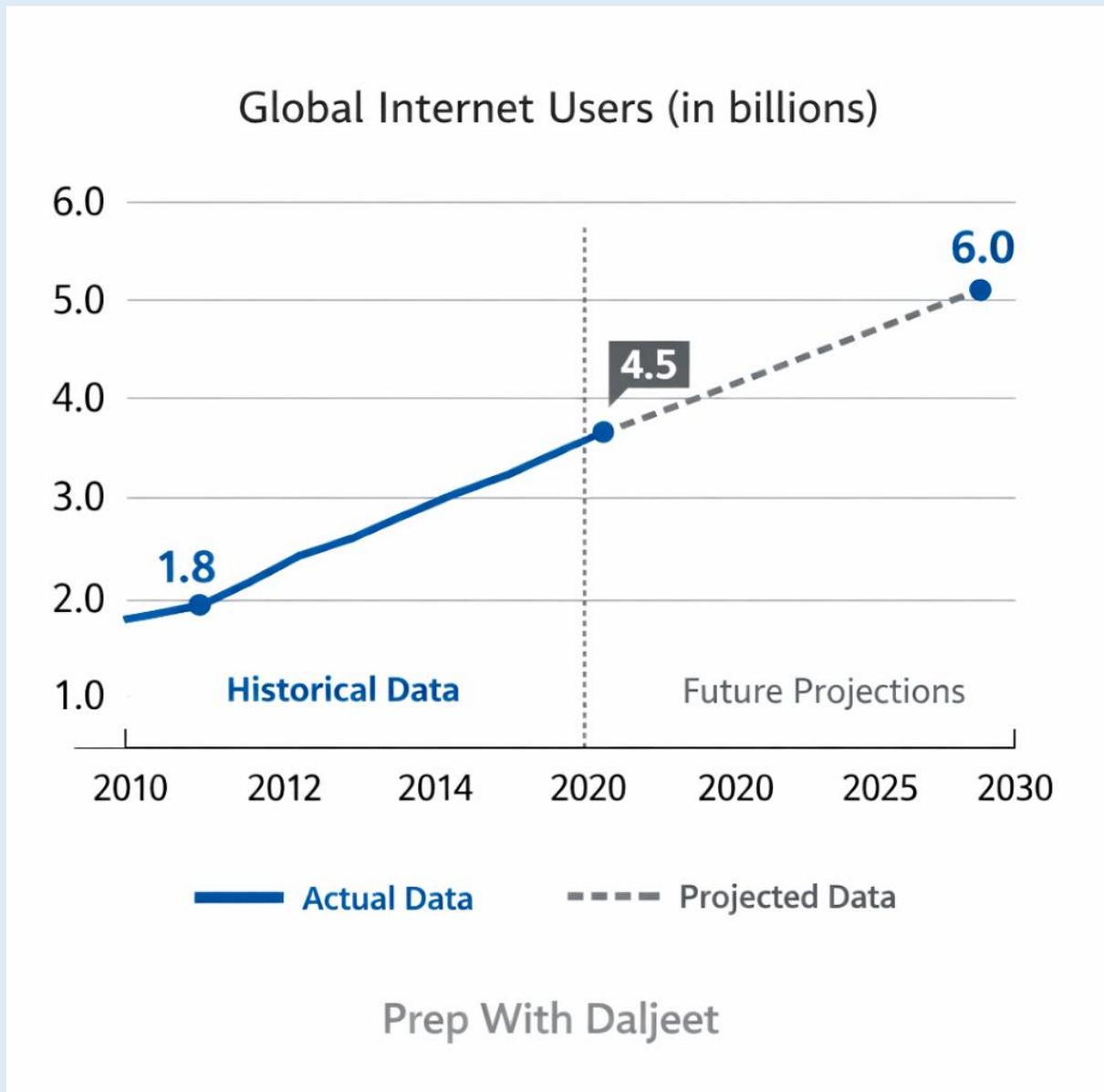
35%



20%



Prep With Daljeet



Respond to a Situation

1.

You are late submitting an important work report. Your manager asks you to explain the reason and give an update.

Answer:

Sir, thank you for bringing this matter to my attention. I understand your concern, and I would like to explain the situation clearly. The main reason for the delay was an unexpected technical issue while compiling the final data, which caused the submission to be late. However, I want to assure you that I have taken full responsibility and resolved the issue. The report has now been completed accurately and submitted. I appreciate your patience, and I will ensure better time management in the future.

2.

You need to request one day of leave due to a personal matter. Speak to your supervisor.

Answer:

Madam, I hope you are doing well. I would like to respectfully request one day of leave due to an important personal matter. I understand the importance of my responsibilities, and I have already planned my tasks in advance to avoid any work disruption. I will ensure that all deadlines are met and remain available for urgent matters if required. Thank you for your understanding and support, and I truly appreciate your consideration.

3.

You received poor customer service at a store and want to complain calmly.

Answer:

Sir, thank you for taking the time to listen to my concern. I would like to explain my experience during my recent visit to your store. Unfortunately, the service I received did not meet expectations, which caused inconvenience. However, I am raising this issue politely in the hope of a positive resolution. I kindly request appropriate action to improve the service quality. Thank you for your attention, and I hope this feedback will help enhance customer experience.

4.

Your colleague asks you to help with a task, but you are currently busy.

Answer:

Thank you for reaching out to me. I understand the importance of your task, and I would like to explain my current situation. At the moment, I am working on an urgent assignment with a strict deadline. However, I assure you that I am willing to help once my task is completed. I can support you later today or guide you briefly if needed. Thank you for your understanding, and I look forward to assisting you soon.

5.

You are running late for a meeting and need to inform your team.

Answer:

Sir, I would like to inform you that I am running slightly late due to unexpected traffic on my way. I sincerely apologize for the inconvenience this may cause. I will join the meeting as soon as possible and stay fully engaged once I arrive. Thank you for your patience and understanding. I will ensure better planning in the future to avoid such delays.

6.

You want to request feedback on your performance from your manager.

Answer:

Madam, I would like to request your feedback regarding my recent performance. I am keen to improve my skills and contribute more effectively to the team. Your guidance would help me identify areas for improvement and professional growth. I truly value your experience and suggestions. Thank you for taking the time to support my development, and I look forward to your feedback.

7.

You received a product that was damaged and are speaking to customer support.

Answer:

Sir, I am calling regarding my recent order, which unfortunately arrived in a damaged condition. I would like to explain the issue clearly, as the product is currently unusable. I kindly request a replacement or refund according to your policy. Thank you for your assistance, and I appreciate your support in resolving this matter promptly.

8.

Your manager asks if you can work overtime this weekend, but you are unavailable.

Answer:

Sir, thank you for considering me for the additional work. I understand the urgency; however, I am unable to work this weekend due to prior personal commitments. I assure you that I am willing to support the team in other ways, such as completing tasks in advance. Thank you for your understanding, and I appreciate the opportunity.

9.

You want to suggest an improvement to a current work process.

Answer:

Madam, I would like to share a suggestion regarding our current work process. I have noticed a few areas where small changes could save time and reduce errors. I believe implementing this improvement would benefit the team's efficiency. I would appreciate your feedback and am open to further discussion. Thank you for considering my suggestion.

10.

You missed an appointment and need to apologize and request rescheduling.

Answer:

Sir, I sincerely apologize for missing the scheduled appointment earlier. It was due to an unforeseen situation, and I take full responsibility for the inconvenience caused. I kindly request to reschedule the appointment at a time that suits your availability. Thank you for your patience and understanding, and I truly appreciate your cooperation.

11.

You borrowed a book from your friend but returned it late. Explain and apologize.

Answer:

Hey Alex, I'm really sorry for returning the book later than I promised. I completely understand that I should have been more responsible. The main reason for the delay was that I was dealing with some unexpected personal work and lost track of time. However, I want to assure you that the book is in

good condition, and I truly appreciate your patience. I'll make sure this doesn't happen again, and thanks a lot for understanding.

12.

Your neighbor complains about loud noise from your apartment. Respond politely.

Answer:

Hello, I'm really sorry if the noise from my apartment disturbed you. I honestly didn't realize it was loud enough to cause inconvenience. I understand how important a peaceful environment is, especially during the evening. I will make sure to keep the noise level low from now on and be more mindful in the future. Thank you for letting me know politely, and I appreciate your patience and understanding.

13.

Your friend invites you to a party, but you cannot attend. Respond informally.

Answer:

Hi Sam, thanks a lot for inviting me to the party. I really appreciate you thinking of me. Unfortunately, I won't be able to attend this time because I already have another commitment. I was really looking forward to it, so it's a bit disappointing. I hope you all have a great time, and let's plan to catch up soon. Thanks again for understanding.

14.

You accidentally bumped into someone in a shopping mall. Apologize politely.

Answer:

Oh, I'm really sorry about that. I wasn't paying full attention and didn't mean to bump into you. I hope you're okay and nothing was damaged. Thank you for being patient, and I'll be more careful while walking around. I appreciate your understanding, and once again, I apologize for the inconvenience caused.

15.

Your landlord asks why the rent payment was delayed. Explain the situation.

Answer:

Sir, thank you for asking. I would like to explain the situation clearly. The rent payment was delayed due to a temporary banking issue that affected the transfer. However, the issue has now been resolved, and the payment has already been made. I sincerely apologize for the delay and any inconvenience caused. Thank you for your patience, and I assure you this will not happen again.

16.

Your friend asks you to help them move house this weekend, but you are unavailable.

Answer:

Hey, thanks for asking me for help, and I really wish I could be there. Unfortunately, I already have plans this weekend that I can't change. I feel bad about not being able to help this time. However, I'd be happy to support you in another way or help out some other day if possible. I hope you understand, and good luck with the move.

17.

You missed a call from a family member and are calling back. Explain politely.

Answer:

Hi, I'm sorry I missed your call earlier. I was busy with something important and couldn't answer at that moment. I just saw the missed call and wanted to get back to you as soon as possible. I hope everything is okay. Please let me know if you need anything, and thanks for your patience.

18.

You want to complain to your building manager about a broken elevator.

Answer:

Hello Sir, I would like to report an issue with the elevator in our building. It has not been working properly for the past few days, which has caused inconvenience, especially for elderly residents. I kindly request that the issue be looked into and repaired as soon as possible. Thank you for your support, and I appreciate your attention to this matter.

19.

Your friend is upset, and you want to comfort them. Speak kindly.

Answer:

Hey, I can see that you're really upset, and I just want you to know that I'm here for you. Whatever you're going through, you don't have to handle it alone. Take your time, and talk to me whenever you feel ready. Things may seem difficult right now, but they will get better. I believe in you, and I'm always here to support you.

20.

You accidentally took someone else's seat on public transport. Respond politely.

Answer:

Oh, I'm really sorry about that. I didn't realize this seat was already taken. Please go ahead and take your seat. Thank you for pointing it out politely. I appreciate your patience, and I apologize again for the confusion caused.

21.

You forgot to attend a friend's birthday celebration. Call and explain politely.

Answer:

Hey, I'm really sorry for missing your birthday celebration. I feel bad about it because I know it was an important day for you. Honestly, I got caught up with an unexpected family matter and completely lost track of time. That's not an excuse, but I truly didn't mean to disappoint you. I hope you had a great time, and I would really love to meet you soon to make up for it. Thanks for understanding, and happy birthday once again.

22.

Your neighbor asks you to keep an eye on their house while they are away. Respond positively.

Answer:

Hi, of course, I'd be happy to help you with that. You don't need to worry while you're away. I'll keep an eye on your house and make sure everything looks fine. If I notice anything unusual, I'll inform you immediately. I can also collect any parcels if they arrive during that time. Have a safe and relaxing trip, and feel free to let me know if there's anything specific you'd like me to take care of.

23.

You are late picking up a friend and need to explain the delay.

Answer:

Hey, I'm really sorry for keeping you waiting. I understand your time is important, and I didn't mean to cause any inconvenience. There was unexpectedly heavy traffic on the way, which delayed me more than I expected. I'm almost there now, and I really appreciate your patience. Thanks for waiting, and I promise I'll try to plan better next time to avoid such delays.

24.

You accidentally damaged something at a friend's house. Apologize and explain.

Answer:

Hey, I'm really sorry about what happened earlier. I honestly didn't mean to damage anything, and it happened by mistake. I completely understand if you're upset, and I take full responsibility for it. Please let me know the cost of the damage, and I'll make sure it's repaired or replaced as soon as possible. I really value our friendship and appreciate your understanding. Thanks for being patient with me.

25.

You need to politely ask someone to lower their voice in a public place.

Answer:

Excuse me, I hope you don't mind me saying this, but your voice is a bit loud, and it's drawing attention in this quiet place. I completely understand that conversations happen, but it's a little disturbing for others around. I would really appreciate it if you could lower your voice slightly. Thank you so much for understanding, and I apologize if this request causes any inconvenience.

Answer Short Question

1.

What do you call the outer covering of a tree?

👉 Bark

2.

Which device is used to type letters on a computer?

👉 Keyboard

3.

What do we call a person who teaches students?

👉 Teacher

4.

What is the opposite of early?

👉 Late

5.

Which appliance is used to keep food cold?

👉 Refrigerator

6.

What do we call money kept in a bank account?

👉 Savings

7.

Which month comes after January?

👉 February

8.

What do you use to unlock a door?

👉 Key

9.

What do we call a place where airplanes land?

👉 Airport

10.

Which tool is used to measure temperature?

👉 Thermometer

11.

What do we call a person who buys goods?

👉 Customer

12.

Which day comes after Friday?

👉 Saturday

13.

What do you call a written message sent online?

👉 Email

14.

What is the opposite of noisy?

👉 Quiet

15.

Which object is used to cut paper?

👉 Scissors

16.

What do we call a place where books are borrowed?

👉 Library

17.

What device is used to make phone calls?

👉 Mobile phone

18.

What do we call a person who drives a car professionally?

👉 Driver

19.

What is the opposite of cheap?

👉 Expensive

20.

Which room is used for cooking?

👉 Kitchen

21.

What do you call a place where people work?

👉 Office

22.

What do we call a person who manages a company?

👉 Manager

23.

Which object shows the time?

👉 Clock

24.

What do you call a public road for vehicles?

👉 Street

25.

Which document shows your personal identity?

👉 ID card

26.

What do we call a person who studies weather?

👉 Meteorologist

27.

Which vehicle runs on tracks?

👉 Train

28.

What do you call the act of speaking to someone?

👉 Conversation

29.

What is the opposite of accept?

👉 Reject

30.

Which item is used to write on paper?

👉 Pen

31.

What do we call a place where patients are treated?

👉 Hospital

32.

Which device is used to print documents?

👉 Printer

33.

What do you call a person who sells goods?

👉 Seller

34.

What is the opposite of increase?

👉 Decrease

35.

Which object protects you from rain?

👉 Umbrella

36.

What do we call the main meal of the day?

👉 Dinner

37.

Which object is used to carry books to school?

👉 Bag

38.

What do we call a person who works in a shop?

👉 Shopkeeper

39.

What is the opposite of full?

👉 Empty

40.

Which room is used for sleeping?

👉 Bedroom

41.

What do you call a written job request?

👉 Application

42.

Which device connects to the internet wirelessly?

👉 Router

43.

What do we call a person who repairs machines?

👉 Technician

44.

What is the opposite of safe?

👉 Dangerous

45.

Which object is used to clean the floor?

👉 Broom

46.

What do we call the place where trains stop?

👉 Station

47.

Which object is used to take photographs?

👉 Camera

48.

What do we call a person who cooks food professionally?

👉 Chef

49.

What is the opposite of arrive?

👉 Leave

50.

Which document shows your educational record?

👉 Certificate

Writing

Summarize Written Text

1. Passage

Effective communication is essential in modern workplaces, as it directly influences productivity and teamwork. When employees communicate clearly, tasks are completed more efficiently and misunderstandings are reduced. Communication also plays an important role in building trust between managers and staff. In organizations where feedback is encouraged, employees feel more confident sharing ideas and concerns. Additionally, good communication supports problem-solving and helps teams adapt to changes. With the rise of remote work, digital communication tools have become increasingly important. However, these tools must be used carefully to avoid confusion. Overall, organizations that prioritize clear and open communication tend to perform better and maintain positive working relationships.

✅ Sample Summary (30 words)

The passage explains that effective workplace communication improves productivity, builds trust, and supports teamwork, highlighting clear feedback and digital tools, which leads to better performance and positive professional relationships.

2. Passage

Technology has transformed how people work and interact in daily life. Many organizations rely on digital systems to store information, communicate with clients, and manage tasks efficiently. Employees are expected to learn new tools regularly to remain productive. Although technology improves speed and accuracy, it can also create challenges such as technical issues and reduced face-to-face interaction. To address these challenges, companies often provide training and technical support. When used effectively, technology saves time, reduces costs, and enhances overall performance. Therefore, adapting to technological changes has become a necessary skill in both professional and personal environments.

✔ Sample Summary (30 words)

The passage explains that technology has changed work and daily life by improving efficiency and communication, highlighting benefits and challenges, which shows the importance of adapting skills to remain productive.

3. Passage

Employee training plays a crucial role in organizational success. Training programs help workers develop new skills, improve confidence, and understand workplace expectations. Well-trained employees are more likely to perform tasks accurately and meet deadlines. Training also reduces errors and increases job satisfaction, as employees feel supported and valued. In addition, organizations that invest in training often experience higher employee retention and better performance. Continuous learning is especially important in industries affected by technological change. As a result, training is not only beneficial for employees but also essential for long-term organizational growth.

✔ Sample Summary (30 words)

The passage explains that employee training improves skills, confidence, and job satisfaction, highlighting reduced errors and higher retention, which results in improved performance and long-term organizational success.

4. Passage

Customer satisfaction is a major factor influencing business success. When customers receive quality products and reliable service, they are more likely to remain loyal. Businesses often collect feedback to understand customer needs and improve services. Handling complaints professionally also helps maintain a positive reputation. Poor customer experiences, however, can result in negative reviews and loss of trust. To avoid this, organizations invest in staff training and service improvements. Overall, focusing on customer satisfaction helps businesses build strong relationships and achieve long-term growth.

✔ Sample Summary (30 words)

The passage explains that customer satisfaction affects business success, highlighting service quality and feedback management, which helps build loyalty, protect reputation, and support long-term growth.

5. Passage

Time management is an important skill in everyday life and the workplace. Individuals who plan their tasks effectively are better able to meet deadlines and reduce stress. Prioritizing responsibilities allows people to focus on important activities and avoid last-minute pressure. Good time management also improves work-life balance, leading to higher job satisfaction. In organizations, employees with strong time management skills contribute to better productivity and smoother operations. Therefore, managing time efficiently benefits both individuals and organizations.

✔ Sample Summary (30 words)

The passage explains that effective time management reduces stress and improves productivity, highlighting planning and prioritization, which leads to better work-life balance and organizational efficiency.

6. Passage

Workplace safety is an essential responsibility for both employers and employees. Organizations are required to provide a safe working environment by following safety regulations and offering proper training. Employees must also follow guidelines and report potential hazards. When safety procedures are ignored, accidents can occur, leading to injuries and productivity loss. Regular safety training and clear communication help reduce risks. A strong safety culture not only protects workers but also improves morale and efficiency. As a result, maintaining workplace safety benefits individuals as well as the organization.

✔ Sample Summary (30 words)

The passage explains that workplace safety requires employer responsibility and employee cooperation, highlighting training and hazard awareness, which leads to reduced accidents, improved morale, and better organizational efficiency.

7. Passage

Remote work has become increasingly popular due to technological advancements. Many employees now work from home using digital communication tools. This flexibility allows workers to balance personal and professional responsibilities more effectively. However, remote work can also create challenges, such as reduced collaboration and feelings of isolation. To overcome these issues, organizations encourage regular communication and virtual meetings. When managed properly, remote work can increase productivity and employee satisfaction while maintaining team connection.

✔ Sample Summary (30 words)

The passage explains that remote work offers flexibility through technology, highlighting benefits and challenges, which shows that proper communication helps maintain productivity, collaboration, and employee satisfaction.

8. Passage

Customer complaints provide valuable insights into service quality. When customers express dissatisfaction, businesses have an opportunity to identify weaknesses and improve their services. Responding professionally to complaints helps rebuild trust and maintain positive relationships. Ignoring feedback, however, can damage a company's reputation. Many organizations train employees to handle complaints effectively and resolve issues quickly. As a result, customer complaints, when managed well, contribute to service improvement and long-term business success.

✔ Sample Summary (30 words)

The passage explains that customer complaints offer opportunities for improvement, highlighting professional responses and staff training, which helps maintain trust, improve services, and support long-term business success.

9. Passage

Planning is a key element of successful project management. Clear objectives help teams understand expectations and allocate resources effectively. Without proper planning, projects may face delays, increased costs, and confusion. Effective planning also involves monitoring progress and adjusting strategies when needed. Teams that plan carefully are better prepared to manage risks and achieve desired outcomes. Therefore, planning plays a critical role in ensuring projects are completed on time and within budget.

✔ Sample Summary (30 words)

The passage explains that effective planning supports project success, highlighting clear objectives and progress monitoring, which leads to better resource management, reduced risks, and timely project completion.

10. Passage

Employee wellbeing is increasingly recognized as important for organizational performance. When employees feel supported, they are more motivated and engaged at work. Factors such as work-life balance, mental health support, and positive work culture contribute to wellbeing. Organizations that prioritize employee wellbeing often experience lower absenteeism and higher productivity. Therefore, focusing on employee wellbeing benefits both individuals and overall business performance.

✔ Sample Summary (30 words)

The passage explains that employee wellbeing improves organizational performance, highlighting work-life balance and supportive culture, which leads to higher motivation, reduced absenteeism, and increased productivity.

11. Passage

Digital communication has become an essential part of everyday life. People rely on emails, messaging applications, and video calls to stay connected at work and in personal situations. These tools allow information to be shared quickly and efficiently. However, poor communication habits,

such as unclear messages or delayed responses, can cause confusion. To avoid misunderstandings, individuals must communicate clearly and respectfully. When digital communication is used effectively, it improves coordination, saves time, and strengthens relationships in both professional and social settings.

✔ Sample Summary (30 words)

The passage explains that digital communication enables quick information sharing, highlighting the need for clarity and timely responses, which leads to better coordination, reduced misunderstandings, and stronger professional and personal relationships.

12. Passage

Effective leadership is important for guiding teams toward success. Leaders are responsible for setting goals, providing direction, and supporting team members. When leaders communicate clearly and treat employees fairly, trust is built within the team. Poor leadership, however, can result in low morale and reduced performance. Many organizations invest in leadership training to improve management skills. Strong leadership helps employees feel motivated, valued, and confident in their roles, contributing to overall organizational success.

✔ Sample Summary (30 words)

The passage explains that effective leadership guides teams successfully, highlighting clear communication and employee support, which builds trust, improves morale, and contributes to higher performance and organizational success.

13. Passage

Financial planning is an important skill for individuals and families. Creating a budget helps people manage income and control expenses. Saving money regularly provides security and prepares individuals for unexpected costs. Without financial planning, people may face debt and stress. Financial literacy programs help individuals understand budgeting, saving, and responsible spending. As a result, effective financial planning supports long-term stability and better decision-making.

✔ Sample Summary (30 words)

The passage explains that financial planning helps manage income and expenses, highlighting budgeting and saving, which leads to reduced stress, financial stability, and better long-term decision-making.

14. Passage

Public transportation plays a vital role in urban areas. It provides affordable and convenient travel options for people who commute daily. Using public transport helps reduce traffic congestion and environmental pollution. However, overcrowding and delays can discourage passengers. To address these issues, cities invest in infrastructure improvements and efficient scheduling. When public transportation systems are reliable, they improve mobility, reduce environmental impact, and support sustainable urban development.

✔ Sample Summary (30 words)

The passage explains that public transportation supports urban mobility, highlighting affordability and environmental benefits, which leads to reduced congestion, lower pollution, and more sustainable city development.

15. Passage

Healthy lifestyle habits are important for maintaining physical and mental wellbeing. Regular exercise, balanced nutrition, and sufficient rest contribute to overall health. Poor lifestyle choices can increase the risk of illness and stress. Many health professionals encourage preventive care and awareness programs to promote healthy habits. By making positive lifestyle changes, individuals can improve energy levels, reduce health risks, and enjoy a better quality of life.

✔ Sample Summary (30 words)

The passage explains that healthy lifestyle habits support physical and mental wellbeing, highlighting exercise and nutrition, which leads to reduced health risks, higher energy levels, and improved quality of life.

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16. Passage

Environmental awareness has become increasingly important in modern society. People are more conscious of issues such as climate change, pollution, and resource depletion. Governments and organizations encourage sustainable practices like recycling, energy conservation, and reducing waste. Individuals also play a role by making environmentally responsible choices in daily life. When communities work together to protect the environment, long-term benefits can be achieved. Increased environmental awareness helps reduce negative impacts on nature and supports a healthier future for coming generations.

✔ **Sample Summary (30 words)**

The passage explains that environmental awareness encourages sustainable practices, highlighting individual responsibility and community efforts, which leads to reduced environmental damage and a healthier future for future generations.

17. Passage

Good customer communication is essential in service industries. Employees who listen carefully and respond politely are more likely to satisfy customers. Clear explanations help avoid misunderstandings and build trust. When customers feel respected, they are more willing to return and recommend the service. Poor communication, however, can result in complaints and negative reviews. Many organizations train staff to improve communication skills. Effective customer communication strengthens relationships and supports business growth.

✔ **Sample Summary (30 words)**

The passage explains that effective customer communication improves service quality, highlighting listening skills and clear explanations, which builds trust, reduces complaints, and supports long-term business growth.

18. Passage

Technology has changed how people learn and access information. Online courses, digital libraries, and educational platforms allow learners to study anytime and anywhere. This flexibility benefits students and working professionals. However, online learning also requires self-discipline and motivation. Without proper guidance, learners may struggle to stay focused. Educational institutions increasingly combine online and traditional methods to improve learning outcomes. When used effectively, technology enhances access to education and supports lifelong learning.

✔ **Sample Summary (30 words)**

The passage explains that technology has transformed learning by increasing flexibility and access, highlighting online platforms and self-discipline requirements, which supports improved learning outcomes and lifelong education.

19. Passage

Workplace diversity refers to employing people from different backgrounds, cultures, and experiences. Diverse teams bring varied perspectives, which can improve creativity and problem-solving. When employees feel included and respected, job satisfaction increases. However, managing diversity requires clear policies and open communication. Organizations that promote inclusion often experience better collaboration and innovation. Therefore, workplace diversity contributes positively to both employees and organizational performance.

✔ **Sample Summary (30 words)**

The passage explains that workplace diversity improves creativity and collaboration, highlighting inclusion and varied perspectives, which leads to higher job satisfaction, innovation, and stronger organizational performance.

20. Passage

Regular physical activity is important for maintaining overall health. Exercise helps improve strength, flexibility, and mental wellbeing. People who exercise regularly often experience lower stress levels and improved energy. Lack of physical activity can increase health risks and reduce quality of life. Health experts recommend incorporating physical activity into daily routines. By staying active, individuals can improve long-term health and prevent lifestyle-related diseases.

✔ Sample Summary (30 words)

The passage explains that regular physical activity supports physical and mental health, highlighting reduced stress and increased energy, which leads to improved long-term wellbeing and prevention of health-related diseases.

21. Passage

Effective teamwork is essential in achieving organizational goals. When employees collaborate and share responsibilities, tasks are completed more efficiently. Teamwork encourages open communication, idea sharing, and mutual support. It also helps individuals learn from one another and improve skills. However, successful teamwork requires trust, clear roles, and respect among members. Organizations that promote teamwork often experience higher productivity and better problem-solving. As a result, teamwork plays a critical role in workplace success and employee satisfaction.

✔ Sample Summary (30 words)

The passage explains that effective teamwork improves organizational success, highlighting collaboration and mutual support, which leads to higher productivity, improved problem-solving, and increased employee satisfaction.

22. Passage

Customer loyalty is important for business growth and stability. Loyal customers are more likely to make repeat purchases and recommend services to others. Businesses build loyalty by offering quality products, consistent service, and positive experiences. Poor service, however, can quickly damage customer trust. Many organizations focus on customer relationship management to understand customer needs better. Strong customer loyalty helps businesses remain competitive and achieve long-term success.

✔ Sample Summary (30 words)

The passage explains that customer loyalty supports business growth, highlighting quality service and positive experiences, which leads to repeat purchases, stronger trust, and long-term competitive success.

23. Passage

Good time management is essential for students and working professionals. Managing time effectively helps individuals balance multiple responsibilities and meet deadlines. Planning tasks in advance reduces stress and improves focus. Without proper time management, people may feel overwhelmed and perform poorly. Many productivity tools and techniques help individuals organize

schedules better. Effective time management enables individuals to work efficiently and achieve personal and professional goals.

✔ Sample Summary (30 words)

The passage explains that effective time management helps balance responsibilities, highlighting planning and productivity tools, which leads to reduced stress, improved focus, and achievement of personal goals.

24. Passage

Workplace ethics refer to moral principles that guide employee behavior. Ethical behavior includes honesty, fairness, and respect for others. Organizations with strong ethical standards build trust among employees and clients. Unethical practices can damage reputation and reduce employee morale. Many companies establish codes of conduct and provide ethics training. Maintaining workplace ethics supports a positive culture and long-term organizational credibility.

✔ Sample Summary (30 words)

The passage explains that workplace ethics guide professional behavior, highlighting honesty and ethical training, which leads to trust, positive culture, and long-term organizational credibility.

25. Passage

Communication skills are essential in everyday life. People use communication to express ideas, share information, and build relationships. Poor communication can result in misunderstandings and conflict. Active listening and clear expression improve interactions. Many individuals develop communication skills through practice and feedback. Strong communication skills support personal relationships and professional success.

✔ Sample Summary (30 words)

The passage explains that communication skills support daily interactions, highlighting clear expression and active listening, which leads to reduced misunderstandings, stronger relationships, and professional success.

PTE E-mail Writing

1. Formal Email – Complaint

You recently stayed at a hotel and were unhappy with the service.

Write an email to the hotel manager. In your email:

- Explain the problem
 - Describe how it affected you
 - Request a solution
-

✔ Sample Answer (≈130 words)

Dear Sir or Madam,

I am writing this email regarding my recent stay at your hotel last weekend. Unfortunately, I was dissatisfied with the service provided during my visit. The room was not cleaned properly, and the air conditioning was not functioning, which caused discomfort throughout my stay.

This situation affected my rest and overall experience, especially after long working hours. I had expected better service based on the hotel's reputation.

I kindly request that you investigate this matter and consider offering a suitable solution, such as a refund or discount on a future stay. Thank you for your attention, and I look forward to your response.

Yours sincerely,
Alex

2. Semi-Formal Email – Request Leave

You need to take two days off work for personal reasons.

Write an email to your supervisor. In your email:

- Request leave
 - Explain the reason
 - Assure work management
-

Sample Answer

Dear Madam,

I am writing to request two days of leave next week due to an important personal matter. I understand my responsibilities at work and have planned my tasks in advance to avoid any disruption.

During my absence, I will ensure that all deadlines are met, and I am happy to coordinate with my colleagues if required. I will also be available by email for any urgent matters.

Thank you for considering my request. I appreciate your understanding and support.

Kind regards,
Alex

3. Informal Email – Apology

You missed a friend's event because you forgot the date.

Write an email to your friend. In your email:

- Apologize
 - Explain what happened
 - Suggest meeting
-

✔ Sample Answer

Hi Sam,

I hope you are doing well. I'm really sorry for missing your event last weekend. I honestly mixed up the dates and realized my mistake too late. I feel bad about not being there, as it was important to you.

I didn't mean to disappoint you, and I hope you can understand that it was unintentional. I would really love to meet you soon and make up for it. Let me know when you're free.

Take care,
Alex

4. Semi-Formal Email – Asking for Information

You want to join a fitness center.

Write an email to the center manager. In your email:

- Ask about membership
 - Enquire about fees
 - Ask about timings
-

✔ Sample Answer

Dear Sir or Madam,

I am writing to enquire about membership options at your fitness center. I am interested in joining and would like some information regarding available plans and monthly fees.

Additionally, I would appreciate details about opening hours and whether personal training services are included. This information will help me decide which membership suits my schedule best.

Thank you for your assistance. I look forward to your response.

Kind regards,
Alex

5. Formal Email – Complaint about Service

You ordered an item online and received the wrong product.

Write an email to customer service. In your email:

- Describe the issue
 - Mention order details
 - Request replacement or refund
-

✔ Sample Answer

Dear Sir or Madam,

I am writing regarding my recent online order placed last week. Unfortunately, I received the wrong product, which does not match the item mentioned in my order confirmation.

This has caused inconvenience, as the product I received is not suitable for my needs. I have attached the order details for your reference.

I kindly request a replacement or a refund according to your policy. Thank you for your support, and I look forward to a quick resolution.

Yours sincerely,
Alex

6. Semi-Formal Email – Request Schedule Change

You want to change your work schedule temporarily.

Write an email to your supervisor. In your email:

- Explain the reason
- Mention the duration
- Assure work will not be affected

✔ Sample Answer (≈100 words)

Dear Sir,

I am writing to request a temporary change in my work schedule for the next two weeks due to a personal matter. I would like to start work slightly later in the morning during this period.

I assure you that my responsibilities and deadlines will not be affected, and I will manage my tasks efficiently. I am also willing to adjust my hours if required.

Thank you for considering my request. I appreciate your understanding and support.

Kind regards,
Alex

7. Informal Email – Thank You

Your friend helped you during a difficult time.

Write an email to your friend. In your email:

- Thank them
- Explain why their help mattered
- Express appreciation

✔ Sample Answer

Hi Rahul,

I just wanted to thank you for being there for me last week. Your support and advice really helped me stay calm and handle the situation better. I truly appreciate the time you took to help me when I needed it most.

It means a lot to know I can rely on you, and I'm really grateful for your kindness. Let's catch up soon.

Take care,
Alex

8. Formal Email – Request Information

You are interested in a training course.

Write an email to the training coordinator. In your email:

- Ask about course details
- Enquire about fees
- Ask about start date

Sample Answer

Dear Sir or Madam,

I am writing to enquire about the professional training course advertised on your website. I would like to know more about the course content and duration.

Could you please provide information regarding the course fees and the next available start date? This will help me plan my schedule accordingly.

Thank you for your assistance. I look forward to your response.

Yours sincerely,
Alex

9. Semi-Formal Email – Complaint about Noise

You are disturbed by noise in your apartment building.

Write an email to the building manager. In your email:

- Describe the problem
- Explain how it affects you
- Request action

Sample Answer

Dear Madam,

I am writing to inform you about ongoing noise issues in the building during late hours. The loud sounds have been disturbing my rest and affecting my daily routine.

I kindly request that this issue be addressed by reminding residents about building rules regarding noise levels. I believe this will help maintain a peaceful environment for everyone.

Thank you for your attention to this matter.

Kind regards,
Alex

10. Informal Email – Invitation

You are organizing a small gathering at your home.

Write an email to your friend. In your email:

- Invite them
- Mention date and time
- Encourage them to attend

Sample Answer

Hi Neha,

I hope you're doing well. I'm planning a small get-together at my place this Saturday evening, and I'd love for you to join us. It will be a relaxed evening with some food and good company.

Please let me know if you're free and can make it. It would be great to catch up after such a long time.

Hope to see you soon,
Alex

11. Formal Email – Request Certificate

You completed a course but have not received your certificate.

Write an email to the institute administrator. In your email:

- Mention the course
- Explain the issue
- Request the certificate

Sample Answer

Dear Mr. **Thompson**,

I am writing regarding the professional course I completed last month at your institute. Although I successfully finished all required modules, I have not yet received my completion certificate.

This certificate is important for my records and future job applications. I kindly request you to look into this matter and inform me about the expected timeline for receiving it.

Thank you for your assistance. I look forward to your response.

Yours sincerely,
Alex

12. Semi-Formal Email – Change Appointment

You cannot attend a scheduled appointment.

Write an email to reschedule. In your email:

- Apologize
- Explain briefly
- Request a new date

 **Sample Answer**

Dear Ms. **Rodriguez**,

I hope you are doing well. I am writing to inform you that I will be unable to attend the appointment scheduled for tomorrow due to an unexpected personal matter.

I sincerely apologize for any inconvenience this may cause and would appreciate it if we could reschedule the appointment to a later date. Please let me know a suitable time according to your availability.

Thank you for your understanding.

Kind regards,
Alex

13. Informal Email – Borrowed Item

You borrowed something from a friend and want to return it.

Write an email to your friend. In your email:

- Mention the item
- Say when you'll return it
- Thank them

 **Sample Answer**

Hi **Aman**,

I hope you're doing well. I just wanted to let you know that I still have your headphones with me. Thanks again for lending them to me when I needed them urgently.

I'll return them to you tomorrow evening when we meet, or earlier if that works better for you. I really appreciate your help and kindness.

See you soon,
Alex

14. Formal Email – Workplace Issue

There is a problem with equipment at work.

Write an email to the IT manager. In your email:

- Describe the issue
- Explain how it affects work
- Request support

✓ Sample Answer

Dear Mr. **Williams**,

I am writing to report an issue with my computer system, which has been frequently freezing over the past few days. This problem has been affecting my ability to complete tasks efficiently and meet deadlines.

I kindly request technical support to resolve this issue as soon as possible. Please let me know if you require any additional information from my side.

Thank you for your assistance.

Yours sincerely,
Alex

15. Informal Email – Congratulation

Your friend got a new job.

Write an email to congratulate them. In your email:

- Congratulate them
- Say something positive
- Suggest meeting

✓ Sample Answer

Hi **Neel**,

Congratulations on your new job! I'm really happy for you and knew all your hard work would pay off. This is a great achievement, and I'm sure you'll do an excellent job in your new role.

Let's meet soon and celebrate properly. Let me know when you're free. Once again, well done and best wishes for this exciting new chapter.

Cheers,
Alex

16. Semi-Formal Email – Request Extension

You need more time to complete a work task.

Write an email to your supervisor. In your email:

- Explain the reason
- Request extra time

- Assure quality work

✔ **Sample Answer (≈100 words)**

Dear Ms. **Patel**,

I am writing to request a short extension for the task assigned to me earlier this week. Due to an unexpected increase in workload and a minor technical issue, I require an additional two days to complete it properly.

I want to assure you that I am fully committed to delivering high-quality work and meeting expectations. The extra time will allow me to review the details carefully and avoid errors.

Thank you for considering my request. I appreciate your understanding and support.

Kind regards,

Alex

17. Formal Email – Complaint About Internet Service

Your internet service has been unreliable.

Write an email to the service provider. In your email:

- Describe the issue
- Explain how it affects you
- Request a solution

✔ **Sample Answer**

Dear Mr. **Anderson**,

I am writing to report an ongoing issue with my internet connection, which has been unstable for the past week. The frequent interruptions have affected my ability to work from home and attend online meetings.

Despite restarting the router several times, the problem continues. I kindly request that this issue be investigated and resolved at the earliest. If required, I am available to provide further details.

Thank you for your assistance, and I look forward to a prompt resolution.

Yours sincerely,

Alex

18. Informal Email – Apology for Delay

You replied late to a friend's message.

Write an email to apologize. In your email:

- Apologize
- Explain briefly
- Maintain friendly tone

✔ Sample Answer

Hi **Rohit**,

I'm really sorry for replying so late to your message. I didn't mean to ignore you at all. I've been a bit busy over the last few days, and your message got buried under other notifications.

That's completely my mistake, and I should have responded sooner. Thanks for being patient with me. Let's catch up soon when you're free. I'd really like that.

Take care,
Alex

19. Semi-Formal Email – Request Information

You want to join a community language class.

Write an email to the course coordinator. In your email:

- Ask about class schedule
- Enquire about fees
- Ask about registration

✔ Sample Answer

Dear Ms. **Chen**,

I am writing to enquire about the community language classes offered at your center. I would like to know the class schedule and duration, as I am interested in enrolling next month.

Could you also please provide information regarding the course fees and the registration process? This will help me plan accordingly.

Thank you for your time and assistance. I look forward to your response and hope to join the program soon.

Kind regards,
Alex

20. Informal Email – Asking for Help

You need help moving to a new apartment.

Write an email to your friend. In your email:

- Explain the situation
- Ask for help
- Be polite and friendly

✔ Sample Answer

Hi **Kunal**,

I hope you're doing well. I'm moving to a new apartment this weekend and wanted to ask if you'd be able to help me for a few hours. There are a few boxes and small items that I could really use an extra hand with.

I completely understand if you're busy, so please don't feel pressured. Let me know if you're free, and we can plan accordingly. Thanks a lot, and I really appreciate your help.

Best,
Alex

Reading

Fill in the Blanks (Drop-down)

1: Glacier Ice

Laidre and her colleagues analyzed genetic samples from polar bears tracked between 2015 and 2019, combining them with earlier studies. Their research revealed that several hundred polar bears in southeast Greenland are genetically (1) _____ (*cancel / prioritize / similar / distinct*) from the rest of their species. These bears survive by hunting on floating blocks of freshwater ice that break off from glaciers when sea ice has (2) _____ (*expanded / melted / formed / frozen*). This discovery suggests that polar bears may be more (3) _____ (*resistant / adaptable / vulnerable / irrelevant*) to climate change than previously believed. However, this glacial ice habitat is only accessible to a small (4) _____ (*section / decline / advantage / solution*) of the global polar bear population, making conservation efforts crucial.

Answer Key

Blank Correct Answer

- (1) distinct
- (2) melted
- (3) adaptable
- (4) section

2: Remote Work

Remote work has become increasingly common due to advances in digital technology. Many employees now perform their duties from home using online communication tools. This arrangement offers greater flexibility and can improve work-life balance. However, it also requires strong self-discipline and effective time management. Without proper planning, productivity may (1) _____ (*increase / decline / stabilize / recover*). Employers must also ensure that employees remain (2) _____ (*isolated / disconnected / engaged / distracted*) through regular meetings and feedback. Studies suggest that remote work can be (3) _____ (*beneficial / harmful / temporary / unrelated*) when managed well. Nevertheless, it may not be a suitable (4) _____ (*solution / obstacle / routine / error*) for every profession.

✔ Answer Key**Blank Answer**

- (1) decline
 - (2) engaged
 - (3) beneficial
 - (4) solution
-

3: Urban Transportation

Public transportation plays an important role in reducing traffic congestion in large cities. Buses, trains, and subways allow large numbers of people to travel efficiently. When public transport systems are reliable and affordable, more people choose them over private vehicles. This helps reduce pollution and fuel (1) _____ (*waste / production / supply / storage*). However, overcrowding and delays can discourage usage. To address these issues, governments must (2) _____ (*invest / ignore / delay / abandon*) in infrastructure and scheduling. Improved transport systems can (3) _____ (*support / limit / confuse / prevent*) economic growth and enhance overall quality of life. Therefore, sustainable transport planning is a long-term (4) _____ (*priority / weakness / barrier / mistake*) for urban development.

✔ Answer Key**Blank Answer**

- (1) waste
 - (2) invest
 - (3) support
 - (4) priority
-

4: Workplace Training

Employee training is essential for maintaining high standards in the workplace. Training programs help staff develop new skills and adapt to changing technologies. Employees who receive regular training are more confident and less likely to make costly (1) _____ (*decisions / errors / assumptions / excuses*). In addition, training improves job satisfaction and employee retention. Organizations that fail to invest in training may experience lower productivity and higher staff (2) _____ (*growth / turnover / motivation / stability*). Effective training programs are carefully (3) _____ (*designed / ignored / removed / delayed*) to match organizational goals. As a result, training plays a (4) _____ (*minor / critical / optional / temporary*) role in long-term business success.

✔ Answer Key

Blank Answer

- (1) errors
- (2) turnover
- (3) designed
- (4) critical

5: Environmental Responsibility

Environmental responsibility has become a major concern for governments and businesses worldwide. Human activities such as industrial production and excessive consumption contribute to environmental (1) _____ (*growth / damage / balance / recovery*). To reduce negative impacts, many organizations adopt sustainable practices like recycling and energy conservation. Individuals are also encouraged to make environmentally friendly choices in daily life. Public awareness campaigns aim to (2) _____ (*raise / reduce / ignore / weaken*) understanding of environmental issues. Although progress has been made, continued effort is required to protect natural resources. Long-term environmental protection depends on shared (3) _____ (*blame / responsibility / profit / resistance*) and effective policy (4) _____ (*implementation / hesitation / delay / refusal*).

✓ Answer Key**Blank Answer**

- (1) damage
- (2) raise
- (3) responsibility
- (4) implementation

6: Customer Service

Customer service plays a critical role in shaping a company's public image. When customers receive prompt and respectful service, they are more likely to remain loyal. Employees who listen carefully and respond (1) _____ (*politely / randomly / briefly / impatiently*) help build trust and satisfaction. Poor customer service, however, can lead to complaints and negative reviews. To avoid this, companies often provide training to improve communication skills. Effective service strategies can (2) _____ (*damage / strengthen / ignore / replace*) customer relationships and increase long-term profitability. Therefore, customer service quality should be treated as a business (3) _____ (*priority / excuse / limitation / delay*) and monitored (4) _____ (*regularly / rarely / accidentally / carelessly*).

✓ Answer Key**Blank Answer**

- (1) politely

Blank Answer

- (2) strengthen
 - (3) priority
 - (4) regularly
-

7: Online Learning

Online learning has expanded access to education for people around the world. Students can now study at their own pace using digital platforms. This flexibility is especially helpful for working professionals. However, online learning requires strong self-motivation and time management. Without proper discipline, learners may struggle to stay (1) _____ (*focused / distracted / relaxed / uncertain*). Educational institutions often combine online and in-person methods to improve learning outcomes. When used effectively, online education can (2) _____ (*support / limit / confuse / prevent*) skill development and provide equal learning (3) _____ (*opportunities / barriers / delays / errors*). As a result, online learning has become a valuable (4) _____ (*resource / burden / threat / weakness*).

✔ Answer Key**Blank Answer**

- (1) focused
 - (2) support
 - (3) opportunities
 - (4) resource
-

8: Workplace Ethics

Workplace ethics guide employee behavior and decision-making. Ethical practices include honesty, fairness, and respect for others. Organizations that promote ethical standards tend to earn employee trust and customer confidence. In contrast, unethical actions can severely (1) _____ (*damage / protect / improve / delay*) a company's reputation. To encourage ethical behavior, many organizations provide training and establish clear codes of conduct. These guidelines help employees understand expectations and avoid misconduct. Maintaining ethical standards contributes to a positive work culture and long-term organizational (2) _____ (*credibility / confusion / resistance / weakness*). Therefore, ethics should be consistently (3) _____ (*enforced / ignored / postponed / hidden*) and openly (4) _____ (*communicated / doubted / removed / restricted*).

✔ Answer Key**Blank Answer**

- (1) damage

Blank Answer

- (2) credibility
 - (3) enforced
 - (4) communicated
-

9: Health and Lifestyle

Maintaining a healthy lifestyle is important for physical and mental wellbeing. Regular exercise, balanced nutrition, and sufficient sleep contribute to overall health. People who follow healthy habits often experience lower stress levels and improved energy. In contrast, unhealthy routines can increase the risk of illness and reduce quality of life. Health professionals encourage individuals to make gradual lifestyle changes rather than sudden (1) _____ (*extremes / improvements / benefits / routines*). Public health campaigns aim to raise awareness and promote healthier choices. Long-term wellbeing depends on personal (2) _____ (*responsibility / excuse / confusion / neglect*) and consistent effort. Adopting healthy habits can (3) _____ (*prevent / cause / delay / ignore*) many lifestyle-related diseases and improve overall (4) _____ (*wellbeing / weakness / pressure / fatigue*).

✓ Answer Key**Blank Answer**

- (1) extremes
 - (2) responsibility
 - (3) prevent
 - (4) wellbeing
-

10: Financial Planning

Financial planning is essential for managing income and expenses effectively. Creating a budget helps individuals track spending and avoid unnecessary debt. Saving regularly provides security during unexpected situations. Without proper planning, people may struggle to meet financial obligations and experience stress. Financial literacy programs aim to improve understanding of money management and encourage responsible spending. Individuals who plan their finances carefully are better prepared to make informed (1) _____ (*decisions / mistakes / assumptions / delays*). Effective financial planning can (2) _____ (*reduce / increase / ignore / replace*) anxiety and support long-term stability. Therefore, financial planning is a valuable life (3) _____ (*skill / risk / burden / error*) that should be developed (4) _____ (*early / accidentally / rarely / slowly*).

✓ Answer Key

Blank Answer

- (1) decisions
- (2) reduce
- (3) skill
- (4) early

11: Digital Security

As more personal and financial information is stored online, digital security has become increasingly important. People rely on passwords and encryption to protect sensitive data from unauthorized access. However, weak passwords and careless online behavior can make users (1) _____ (*vulnerable / confident / efficient / protected*) to cyberattacks. Companies regularly update security systems to reduce potential risks. Users are also encouraged to remain (2) _____ (*alert / careless / unaware / passive*) when sharing information online. Effective digital security depends on shared responsibility and continuous (3) _____ (*awareness / delay / ignorance / resistance*). Therefore, online safety practices should be followed (4) _____ (*consistently / occasionally / randomly / reluctantly*).

✓ Answer Key**Blank Answer**

- (1) vulnerable
- (2) alert
- (3) awareness
- (4) consistently

12: Climate Responsibility

Climate change is a growing global concern that affects ecosystems and human life. Rising temperatures and extreme weather events highlight the need for immediate action. Governments and industries are encouraged to reduce carbon emissions and promote renewable energy sources. Individuals can also contribute by making environmentally friendly choices in daily life. Small actions, when taken collectively, can have a (1) _____ (*significant / minor / accidental / temporary*) impact. Addressing climate change requires long-term planning and international (2) _____ (*cooperation / conflict / hesitation / isolation*). Without coordinated efforts, environmental damage may (3) _____ (*worsen / recover / stabilize / disappear*), making sustainable solutions increasingly (4) _____ (*urgent / optional / irrelevant / delayed*).

✓ Answer Key**Blank Answer**

- (1) significant

Blank Answer

- (2) cooperation
 - (3) worsen
 - (4) urgent
-

13: Professional Communication

Professional communication is essential for maintaining positive workplace relationships. Clear and respectful communication helps avoid misunderstandings and supports teamwork. Employees who communicate effectively are more likely to resolve conflicts and share ideas openly. In contrast, poor communication can lead to confusion and reduced productivity. Managers often encourage staff to express concerns (1) _____ (*openly / secretly / nervously / vaguely*). Training programs are frequently introduced to improve communication skills and ensure messages are delivered (2) _____ (*accurately / carelessly / briefly / roughly*). Strong communication practices help build trust and contribute to a more (3) _____ (*collaborative / isolated / divided / rigid*) work environment, resulting in improved organizational (4) _____ (*performance / delay / resistance / confusion*).

✔ Answer Key**Blank Answer**

- (1) openly
 - (2) accurately
 - (3) collaborative
 - (4) performance
-

14: Public Health Awareness

Public health awareness plays a vital role in preventing the spread of diseases. Educating communities about hygiene, vaccination, and healthy habits helps reduce health risks. During health emergencies, accurate information allows people to respond (1) _____ (*appropriately / carelessly / slowly / incorrectly*). Misinformation, however, can increase fear and lead to harmful behavior. Health authorities therefore emphasize the importance of reliable sources and timely communication. Improving public awareness strengthens community (2) _____ (*resilience / confusion / dependence / weakness*) and supports effective health responses. Long-term public health success depends on continuous education and shared (3) _____ (*responsibility / blame / avoidance / hesitation*), supported by strong healthcare (4) _____ (*systems / delays / excuses / limitations*).

✔ Answer Key

Blank Answer

- (1) appropriately
 - (2) resilience
 - (3) responsibility
 - (4) systems
-

15: Career Development

Career development involves building skills and gaining experience over time. Employees who actively seek learning opportunities are better prepared for professional growth. Setting clear goals helps individuals focus on long-term objectives and make informed decisions. Without proper planning, career progress may become (1) _____ (*uncertain / successful / stable / predictable*). Mentorship and training programs provide guidance and encourage continuous improvement. Organizations that support employee development often experience higher motivation and job satisfaction. As a result, career development is considered a (2) _____ (*valuable / unnecessary / risky / temporary*) investment that benefits both individuals and employers, leading to improved workforce (3) _____ (*performance / delay / resistance / imbalance*) and long-term (4) _____ (*success / confusion / failure / limitation*).

✓ Answer Key**Blank Answer**

- (1) uncertain
 - (2) valuable
 - (3) performance
 - (4) success
-

16: Community Engagement

Community engagement helps strengthen relationships among residents and local organizations. When people actively participate in community activities, they develop a sense of belonging and shared purpose. Engagement initiatives can include volunteering, local events, and collaborative projects. These efforts help address social issues and improve quality of life. Communities with strong participation often experience greater social (1) _____ (*cohesion / conflict / isolation / imbalance*). Local authorities encourage engagement by providing resources and opportunities for involvement. Effective community engagement requires clear communication and ongoing (2) _____ (*commitment / neglect / hesitation / resistance*) from participants. As a result, active engagement contributes to long-term community (3) _____ (*development / delay / disruption / decline*) and social (4) _____ (*wellbeing / pressure / confusion / tension*).

✓ Answer Key

Blank Answer

- (1) cohesion
- (2) commitment
- (3) development
- (4) wellbeing

17: Workplace Technology

Technology has become an essential part of modern workplaces. Digital tools allow employees to complete tasks faster and communicate more efficiently. However, technology must be used (1) _____ (*responsibly / casually / randomly / rarely*) to avoid errors and security risks. Employees are often trained to use new systems correctly and adapt to changing tools. When technology is implemented effectively, it can significantly improve productivity and reduce manual workload. Organizations that fail to update systems may struggle to remain (2) _____ (*competitive / confused / passive / outdated*). Therefore, continuous investment in technology is a strategic (3) _____ (*decision / delay / obstacle / accident*) that supports long-term business (4) _____ (*growth / weakness / pressure / decline*).

✔ Answer Key**Blank Answer**

- (1) responsibly
- (2) competitive
- (3) decision
- (4) growth

18: Environmental Conservation

Environmental conservation focuses on protecting natural resources for future generations. Activities such as deforestation, pollution, and overconsumption have caused serious environmental damage. Conservation efforts aim to reduce harmful impacts by promoting sustainable practices. Governments encourage industries to adopt cleaner technologies and reduce waste. Individuals also play a role by making environmentally conscious choices. Without collective action, environmental problems may (1) _____ (*worsen / recover / stabilize / disappear*). Long-term conservation requires public awareness and global (2) _____ (*cooperation / isolation / resistance / hesitation*). Effective conservation strategies help preserve ecosystems and maintain environmental (3) _____ (*balance / confusion / damage / instability*), ensuring a healthier planet for future (4) _____ (*generations / errors / policies / delays*).

✔ Answer Key

Blank Answer

- (1) worsen
 - (2) cooperation
 - (3) balance
 - (4) generations
-

19: Workplace Motivation

Employee motivation has a strong influence on productivity and job satisfaction. Motivated employees are more engaged and willing to take responsibility. Factors such as recognition, feedback, and growth opportunities contribute to motivation. In contrast, lack of motivation can lead to poor performance and increased staff turnover. Managers are encouraged to create a supportive environment where employees feel (1) _____ (*valued / ignored / pressured / uncertain*). Providing clear goals and rewards helps maintain motivation. Organizations that focus on motivation often experience improved team morale and overall (2) _____ (*performance / delay / confusion / imbalance*). Therefore, motivation should be considered a key (3) _____ (*factor / obstacle / distraction / error*) in achieving organizational (4) _____ (*success / failure / hesitation / limitation*).

✔ Answer Key**Blank Answer**

- (1) valued
 - (2) performance
 - (3) factor
 - (4) success
-

20: Digital Communication

Digital communication has changed how people interact in both professional and personal contexts. Emails, messaging apps, and video calls allow information to be shared instantly. However, unclear messages can result in misunderstandings and delays. Effective digital communication requires clarity and appropriate tone. Employees are advised to respond (1) _____ (*promptly / accidentally / vaguely / secretly*) to important messages. Organizations often provide guidelines to ensure communication remains professional. When used correctly, digital communication improves coordination and saves time. As a result, it has become an essential (2) _____ (*tool / burden / distraction / error*) in modern workplaces, supporting efficient information (3) _____ (*exchange / loss / conflict / pressure*) and collaboration (4) _____ (*across / against / despite / without*) teams.

✔ Answer Key

Blank Answer

- (1) promptly
 - (2) tool
 - (3) exchange
 - (4) across
-

21: Financial Responsibility

Financial responsibility involves managing money wisely and planning for future needs. Individuals who budget carefully are better prepared to handle unexpected expenses. Saving regularly provides security and reduces financial stress. Poor financial habits, however, can lead to debt and long-term difficulties. Financial education programs help people understand spending and saving strategies. Making informed financial decisions requires discipline and consistent (1) _____ (*planning / guessing / neglect / avoidance*). Responsible financial behavior supports personal stability and improves overall quality of life. Therefore, financial responsibility should be developed as an essential life (2) _____ (*skill / mistake / risk / delay*), leading to greater financial (3) _____ (*confidence / confusion / pressure / loss*) and long-term economic (4) _____ (*stability / hesitation / weakness / imbalance*).

✓ Answer Key**Blank Answer**

- (1) planning
 - (2) skill
 - (3) confidence
 - (4) stability
-

22: Work-Life Balance

Maintaining a healthy work-life balance is important for employee wellbeing. Employees who manage work and personal life effectively experience lower stress levels and higher job satisfaction. Long working hours without rest can negatively affect health and productivity. Employers are increasingly encouraging flexible schedules to support balance. Achieving balance requires individuals to set clear boundaries and manage time (1) _____ (*effectively / carelessly / occasionally / loosely*). A balanced routine allows employees to recharge and perform better at work. Organizations that promote work-life balance often see improved morale and reduced employee (2) _____ (*burnout / motivation / confusion / delay*). Therefore, balance plays a vital role in maintaining long-term workplace (3) _____ (*productivity / pressure / conflict / imbalance*) and overall employee (4) _____ (*wellbeing / fatigue / tension / uncertainty*).

✓ Answer Key

Blank Answer

- (1) effectively
- (2) burnout
- (3) productivity
- (4) wellbeing

23: Public Transportation

Public transportation systems provide affordable travel options for many people. Buses, trains, and subways help reduce traffic congestion and environmental pollution. When transport services are reliable, more people choose public options over private vehicles. This reduces fuel consumption and lowers emissions. Governments invest in infrastructure to improve service quality and accessibility. However, delays and overcrowding can reduce passenger (1) _____ (*satisfaction / pressure / hesitation / resistance*). Improving public transport requires long-term planning and sufficient (2) _____ (*investment / neglect / delay / confusion*). Efficient transport systems support economic growth and enhance urban mobility. Therefore, transportation development remains a key (3) _____ (*priority / mistake / distraction / weakness*) for sustainable city (4) _____ (*development / conflict / isolation / imbalance*).

✔ Answer Key

Blank Answer

- (1) satisfaction
- (2) investment
- (3) priority
- (4) development

24: Learning and Development

Continuous learning is essential in a rapidly changing world. New technologies and evolving industries require individuals to update skills regularly. Learning opportunities such as courses and workshops help professionals remain relevant. Without ongoing learning, skills may become outdated. Organizations encourage employees to participate in training to improve performance. Learning also increases confidence and adaptability. People who invest in learning are more likely to achieve career (1) _____ (*progress / delay / confusion / resistance*). Therefore, learning and development should be viewed as a long-term personal and professional (2) _____ (*investment / burden / risk / distraction*), supporting sustained career (3) _____ (*growth / hesitation / imbalance / pressure*) and improved job (4) _____ (*performance / conflict / fatigue / uncertainty*).

✔ Answer Key

Blank Answer

- (1) progress
- (2) investment
- (3) growth
- (4) performance

25: Social Responsibility

Social responsibility refers to the obligation individuals and organizations have toward society. Companies that act responsibly consider the social and environmental impact of their actions. Ethical business practices help build trust with customers and communities. Socially responsible organizations often support charitable initiatives and sustainable practices. These actions contribute to positive social change and long-term success. Ignoring social responsibility can damage reputation and reduce public trust. Therefore, responsible behavior should be (1) _____ (*integrated / ignored / delayed / questioned*) into organizational strategies. Strong social responsibility supports community (2) _____ (*development / conflict / hesitation / pressure*) and encourages sustainable business (3) _____ (*growth / decline / confusion / delay*), benefiting society as a (4) _____ (*whole / mistake / problem / risk*).

✓ Answer Key**Blank Answer**

- (1) integrated
- (2) development
- (3) growth
- (4) whole

17: Workplace Technology

Technology has become an essential part of modern workplaces. Digital tools allow employees to complete tasks faster and communicate more efficiently. However, technology must be used (1) _____ (*responsibly / casually / randomly / rarely*) to avoid errors and security risks. Employees are often trained to use new systems correctly and adapt to changing tools. When technology is implemented effectively, it can significantly improve productivity and reduce manual workload. Organizations that fail to update systems may struggle to remain (2) _____ (*competitive / confused / passive / outdated*). Therefore, continuous investment in technology is a strategic (3) _____ (*decision / delay / obstacle / accident*) that supports long-term business (4) _____ (*growth / weakness / pressure / decline*).

✓ Answer Key

Blank Answer

- (1) responsibly
 - (2) competitive
 - (3) decision
 - (4) growth
-

18: Environmental Conservation

Environmental conservation focuses on protecting natural resources for future generations. Activities such as deforestation, pollution, and overconsumption have caused serious environmental damage. Conservation efforts aim to reduce harmful impacts by promoting sustainable practices. Governments encourage industries to adopt cleaner technologies and reduce waste. Individuals also play a role by making environmentally conscious choices. Without collective action, environmental problems may (1) _____ (*worsen / recover / stabilize / disappear*). Long-term conservation requires public awareness and global (2) _____ (*cooperation / isolation / resistance / hesitation*). Effective conservation strategies help preserve ecosystems and maintain environmental (3) _____ (*balance / confusion / damage / instability*), ensuring a healthier planet for future (4) _____ (*generations / errors / policies / delays*).

✓ Answer Key**Blank Answer**

- (1) worsen
 - (2) cooperation
 - (3) balance
 - (4) generations
-

19: Workplace Motivation

Employee motivation has a strong influence on productivity and job satisfaction. Motivated employees are more engaged and willing to take responsibility. Factors such as recognition, feedback, and growth opportunities contribute to motivation. In contrast, lack of motivation can lead to poor performance and increased staff turnover. Managers are encouraged to create a supportive environment where employees feel (1) _____ (*valued / ignored / pressured / uncertain*). Providing clear goals and rewards helps maintain motivation. Organizations that focus on motivation often experience improved team morale and overall (2) _____ (*performance / delay / confusion / imbalance*). Therefore, motivation should be considered a key (3) _____ (*factor / obstacle / distraction / error*) in achieving organizational (4) _____ (*success / failure / hesitation / limitation*).

✓ Answer Key

Blank Answer

- (1) valued
 - (2) performance
 - (3) factor
 - (4) success
-

20: Digital Communication

Digital communication has changed how people interact in both professional and personal contexts. Emails, messaging apps, and video calls allow information to be shared instantly. However, unclear messages can result in misunderstandings and delays. Effective digital communication requires clarity and appropriate tone. Employees are advised to respond (1) _____ (*promptly / accidentally / vaguely / secretly*) to important messages. Organizations often provide guidelines to ensure communication remains professional. When used correctly, digital communication improves coordination and saves time. As a result, it has become an essential (2) _____ (*tool / burden / distraction / error*) in modern workplaces, supporting efficient information (3) _____ (*exchange / loss / conflict / pressure*) and collaboration (4) _____ (*across / against / despite / without*) teams.

✔ Answer Key**Blank Answer**

- (1) promptly
 - (2) tool
 - (3) exchange
 - (4) across
-

21: Financial Responsibility

Financial responsibility involves managing money wisely and planning for future needs. Individuals who budget carefully are better prepared to handle unexpected expenses. Saving regularly provides security and reduces financial stress. Poor financial habits, however, can lead to debt and long-term difficulties. Financial education programs help people understand spending and saving strategies. Making informed financial decisions requires discipline and consistent (1) _____ (*planning / guessing / neglect / avoidance*). Responsible financial behavior supports personal stability and improves overall quality of life. Therefore, financial responsibility should be developed as an essential life (2) _____ (*skill / mistake / risk / delay*), leading to greater financial (3) _____ (*confidence / confusion / pressure / loss*) and long-term economic (4) _____ (*stability / hesitation / weakness / imbalance*).

✔ Answer Key

Blank Answer

- (1) planning
 - (2) skill
 - (3) confidence
 - (4) stability
-

22: Work-Life Balance

Maintaining a healthy work-life balance is important for employee wellbeing. Employees who manage work and personal life effectively experience lower stress levels and higher job satisfaction. Long working hours without rest can negatively affect health and productivity. Employers are increasingly encouraging flexible schedules to support balance. Achieving balance requires individuals to set clear boundaries and manage time (1) _____ (*effectively / carelessly / occasionally / loosely*). A balanced routine allows employees to recharge and perform better at work. Organizations that promote work-life balance often see improved morale and reduced employee (2) _____ (*burnout / motivation / confusion / delay*). Therefore, balance plays a vital role in maintaining long-term workplace (3) _____ (*productivity / pressure / conflict / imbalance*) and overall employee (4) _____ (*wellbeing / fatigue / tension / uncertainty*).

✔ Answer Key**Blank Answer**

- (1) effectively
 - (2) burnout
 - (3) productivity
 - (4) wellbeing
-

23: Public Transportation

Public transportation systems provide affordable travel options for many people. Buses, trains, and subways help reduce traffic congestion and environmental pollution. When transport services are reliable, more people choose public options over private vehicles. This reduces fuel consumption and lowers emissions. Governments invest in infrastructure to improve service quality and accessibility. However, delays and overcrowding can reduce passenger (1) _____ (*satisfaction / pressure / hesitation / resistance*). Improving public transport requires long-term planning and sufficient (2) _____ (*investment / neglect / delay / confusion*). Efficient transport systems support economic growth and enhance urban mobility. Therefore, transportation development remains a key (3) _____ (*priority / mistake / distraction / weakness*) for sustainable city (4) _____ (*development / conflict / isolation / imbalance*).

✔ Answer Key

Blank Answer

- (1) satisfaction
 - (2) investment
 - (3) priority
 - (4) development
-

24: Learning and Development

Continuous learning is essential in a rapidly changing world. New technologies and evolving industries require individuals to update skills regularly. Learning opportunities such as courses and workshops help professionals remain relevant. Without ongoing learning, skills may become outdated. Organizations encourage employees to participate in training to improve performance. Learning also increases confidence and adaptability. People who invest in learning are more likely to achieve career (1) _____ (*progress / delay / confusion / resistance*). Therefore, learning and development should be viewed as a long-term personal and professional (2) _____ (*investment / burden / risk / distraction*), supporting sustained career (3) _____ (*growth / hesitation / imbalance / pressure*) and improved job (4) _____ (*performance / conflict / fatigue / uncertainty*).

✓ Answer Key**Blank Answer**

- (1) progress
 - (2) investment
 - (3) growth
 - (4) performance
-

25: Social Responsibility

Social responsibility refers to the obligation individuals and organizations have toward society. Companies that act responsibly consider the social and environmental impact of their actions. Ethical business practices help build trust with customers and communities. Socially responsible organizations often support charitable initiatives and sustainable practices. These actions contribute to positive social change and long-term success. Ignoring social responsibility can damage reputation and reduce public trust. Therefore, responsible behavior should be (1) _____ (*integrated / ignored / delayed / questioned*) into organizational strategies. Strong social responsibility supports community (2) _____ (*development / conflict / hesitation / pressure*) and encourages sustainable business (3) _____ (*growth / decline / confusion / delay*), benefiting society as a (4) _____ (*whole / mistake / problem / risk*).

✓ Answer Key

Blank Answer

- (1) integrated
- (2) development
- (3) growth
- (4) whole

Re-order Sentences**Question 1: Workplace Training****◆ Sentences (NOT in order)**

- A. This helps employees feel more confident and capable in their roles.
- B. Many organizations invest in training programs to improve employee skills.
- C. As a result, overall productivity and job satisfaction increase.
- D. Training allows staff to adapt to new technologies and work processes.

✔ Correct Order

B → D → A → C

Question 2: Customer Complaints**◆ Sentences**

- A. Therefore, companies must respond to complaints quickly and professionally.
- B. Ignoring customer complaints can damage a company's reputation.
- C. Customers who feel unheard are unlikely to return.
- D. Negative experiences are often shared through reviews and social media.

✔ Correct Order

B → C → D → A

Question 3: Time Management**◆ Sentences**

- A. Consequently, individuals may experience stress and reduced performance.
- B. Planning tasks in advance helps people manage their time effectively.
- C. Without proper planning, deadlines are often missed.
- D. Time management is an essential skill in both academic and professional life.

✔ Correct Order

D → B → C → A

Question 4: Public Health Awareness

◆ Sentences

- A. Accurate information helps people respond appropriately during health emergencies.
- B. Public health awareness plays a crucial role in preventing disease spread.
- C. Misinformation, however, can increase fear and harmful behavior.
- D. For this reason, authorities emphasize reliable communication.

✔ Correct Order

B → A → C → D

Question 5: Online Shopping

◆ Sentences

- A. However, security concerns may discourage some consumers.
- B. Online shopping has become popular due to convenience and variety.
- C. Many people prefer purchasing products from home.
- D. Businesses therefore invest in secure payment systems.

✔ Correct Order

B → C → A → D

Question 6: Environmental Protection

◆ Sentences

- A. These efforts help protect natural resources for future generations.
- B. Environmental protection requires cooperation from governments and individuals.
- C. Actions such as recycling and energy conservation reduce environmental damage.
- D. Long-term sustainability depends on responsible behavior.

✔ Correct Order

B → C → A → D

Question 7: Workplace Motivation

◆ Sentences

- A. This leads to higher engagement and better performance.
- B. Recognition and feedback strongly influence employee motivation.
- C. Employees feel valued when their efforts are acknowledged.
- D. Motivation plays an important role in workplace success.

✔ Correct Order

D → B → C → A

Question 8: Public Transportation

◆ Sentences

- A. As a result, cities experience less traffic congestion.
- B. When public transport is affordable, more people choose it.
- C. Governments invest in buses and rail systems.
- D. Public transportation supports urban mobility.

Correct Order

D → C → B → A

Question 9: Digital Communication

◆ Sentences

- A. Clear digital messages reduce misunderstandings at work.
- B. Emails and messaging apps are widely used in modern workplaces.
- C. Poor communication can cause delays and confusion.
- D. Therefore, employees are encouraged to communicate carefully.

Correct Order

B → A → C → D

Question 10: Financial Planning

◆ Sentences

- A. Saving regularly provides security during emergencies.
- B. Without planning, people may struggle with debt.
- C. Financial planning helps individuals manage income effectively.
- D. Budgeting allows better control of expenses.

Correct Order

C → D → A → B

Question 11: Workplace Safety

◆ Sentences (NOT in order)

- A. Regular training helps employees understand safety procedures clearly.
- B. Workplace safety is a shared responsibility between employers and employees.
- C. As a result, accidents can be reduced and productivity improves.
- D. Employers are required to provide a safe working environment.

Correct Order

B → D → A → C

Question 12: Online Communication

◆ Sentences

- A. This can lead to misunderstandings and delayed responses.
- B. Online communication is widely used in both work and personal life.
- C. Therefore, messages should be written clearly and professionally.
- D. Poorly written messages often confuse the reader.

✔ Correct Order

B → D → A → C

Question 13: Healthy Lifestyle

◆ Sentences

- A. Health experts recommend regular exercise and balanced nutrition.
- B. A healthy lifestyle supports physical and mental wellbeing.
- C. These habits help reduce stress and prevent illness.
- D. Without healthy routines, energy levels may decline.

✔ Correct Order

B → A → C → D

Question 14: Customer Loyalty

◆ Sentences

- A. Loyal customers are more likely to recommend a business to others.
- B. Customer loyalty is important for long-term business success.
- C. Positive experiences encourage customers to return.
- D. This helps companies remain competitive in the market.

✔ Correct Order

B → C → A → D

Question 15: Time Pressure

◆ Sentences

- A. This may affect decision-making and work quality.
- B. Time pressure is common in modern workplaces.
- C. Employees often handle multiple tasks simultaneously.
- D. Therefore, effective time management is essential.

✔ Correct Order

B → C → A → D

Question 16: Environmental Awareness

◆ Sentences

- A. Individuals can contribute by reducing waste and saving energy.
- B. Environmental awareness has increased in recent years.
- C. Governments also promote sustainable practices.
- D. These efforts help protect natural resources.

✔ Correct Order

B → A → C → D

Question 17: Workplace Feedback

◆ Sentences

- A. This helps employees understand expectations and improve performance.
- B. Constructive feedback plays an important role in employee development.
- C. Managers often provide feedback during regular meetings.
- D. As a result, communication within teams becomes more effective.

✔ Correct Order

B → C → A → D

Question 18: Public Transportation

◆ Sentences

- A. When services are reliable, more people choose public transport.
- B. Public transportation reduces traffic congestion in cities.
- C. This also helps lower pollution levels.
- D. Governments invest in improving transport systems.

✔ Correct Order

B → D → A → C

Question 19: Digital Skills

◆ Sentences

- A. Employees must learn new digital skills regularly.
- B. Technology continues to change how people work.
- C. Without training, workers may struggle to adapt.
- D. Therefore, organizations provide technology training programs.

✔ Correct Order

B → A → C → D

Question 20: Financial Planning

◆ Sentences

- A. Saving money helps prepare for unexpected expenses.
- B. Financial planning is important for long-term stability.
- C. Budgeting allows better control of spending.
- D. As a result, financial stress can be reduced.

✔ Correct Order

B → C → A → D

Question 21: Team Collaboration

◆ Sentences (NOT in order)

- A. As a result, projects are completed more efficiently and with fewer errors.
- B. Team collaboration encourages members to share ideas and responsibilities.
- C. When individuals work together, they can solve problems more effectively.
- D. Many organizations promote collaboration to improve overall performance.

✔ Correct Order

D → B → C → A

Question 22: Remote Work Challenges

◆ Sentences

- A. Therefore, clear communication and regular check-ins are necessary.
- B. Remote work allows employees to work from different locations.
- C. However, it can sometimes lead to feelings of isolation.
- D. Managers play an important role in supporting remote teams.

✔ Correct Order

B → C → D → A

Question 23: Customer Feedback

◆ Sentences

- A. This information helps businesses identify areas for improvement.
- B. Customer feedback provides valuable insights into service quality.
- C. Companies often collect feedback through surveys and reviews.
- D. As a result, products and services can be improved over time.

✔ Correct Order

B → C → A → D

Question 24: Personal Finance

◆ Sentences

- A. Saving regularly helps build financial security.
- B. Financial stability depends on responsible money management.
- C. Budgeting allows individuals to track income and expenses.
- D. Without planning, unexpected costs can cause stress.

✔ Correct Order

B → C → A → D

Question 25: Lifelong Learning

◆ Sentences

- A. New skills help individuals adapt to changing job requirements.
- B. Lifelong learning is important in today's fast-changing world.
- C. Many professionals take courses to update their knowledge.
- D. Consequently, continuous learning supports long-term career growth.

✔ Correct Order

B → C → A → D

Fill in the Blanks (Drag & Drop)

Question 1

Effective communication is essential for success in professional environments. When employees communicate clearly, misunderstandings are reduced and teamwork improves. Clear instructions help staff complete tasks more (1) _____ and meet deadlines. Managers who encourage open discussion create a positive work culture and reduce workplace (2) _____. Regular feedback also helps employees understand expectations and build confidence. Organizations that fail to communicate properly may experience delays and reduced morale. Therefore, companies should (3) _____ strong communication practices and ensure messages are delivered (4) _____. Good communication contributes to long-term organizational (5) _____ and improves overall employee (6) _____.

◆ Word Box (Drag & Drop Options)

efficiently conflict satisfaction ignore clearly establish delay success

✔ Answer Key (Serial blanks ✓ / Answers NOT in sequence ✓)

Blank Correct Answer

- (1) efficiently
- (2) conflict
- (3) establish
- (4) clearly
- (5) success
- (6) satisfaction

2. Workplace Training

Employee training is essential for improving performance and maintaining professional standards. Training programs help workers develop new skills and adapt to changing technologies. Employees who receive proper training are more confident and less likely to make costly (1) _____. In addition, training improves job satisfaction and reduces staff (2) _____. Organizations that fail to invest in training may experience lower productivity and reduced employee motivation. Therefore, companies should (3) _____ regular training sessions and ensure learning opportunities are (4) _____ to all employees, supporting long-term business (5) _____.

◆ **Word Box (Randomized)**

delay success errors ignore available turnover establish

✔ Answer Key (Serial Order)

Blank Correct Answer

- (1) errors
 - (2) turnover
 - (3) establish
 - (4) available
 - (5) success
-

3. Online Learning

Online learning has transformed access to education by allowing students to study anytime and anywhere. This flexibility is especially beneficial for working professionals. However, online learning requires strong self-discipline and effective time management. Without proper planning, learners may struggle to stay (1) _____ and complete tasks on time. Educational institutions often combine online and classroom teaching to improve learning outcomes. When used correctly, online education can (2) _____ skill development and provide equal learning (3) _____, making it a valuable educational (4) _____ for many students while supporting lifelong (5) _____.

◆ **Word Box (Randomized)**

growth focused confuse resource opportunities pressure support

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) focused
- (2) support
- (3) opportunities
- (4) resource
- (5) growth

4. Environmental Protection

Protecting the environment has become a global priority due to climate change and pollution. Human activities such as industrial production and excessive consumption cause serious environmental (1) _____. To reduce negative impacts, governments encourage sustainable practices including recycling and energy conservation. Individuals are also expected to make environmentally responsible choices in daily life. Public awareness campaigns aim to (2) _____ understanding of environmental issues. Long-term environmental protection depends on shared (3) _____ and effective policy (4) _____, helping preserve natural resources for future (5) _____.

◆ **Word Box (Randomized)**

generations delay responsibility raise damage implementation ignore

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) damage
- (2) raise

- (3) responsibility
 - (4) implementation
 - (5) generations
-

5. Time Management

Time management is an important skill for students and professionals alike. Planning tasks in advance helps individuals meet deadlines and reduce stress. People who manage time effectively are more likely to remain (1) _____ and organized throughout the day. Poor time management, however, can lead to missed deadlines and increased work (2) _____. Employers value individuals who can prioritize tasks and work (3) _____. Therefore, developing good time management habits supports higher productivity and long-term career (4) _____, while improving overall work-life (5) _____.

◆ **Word Box (Randomized)**

delay success focused confusion efficiently balance pressure

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) focused
 - (2) pressure
 - (3) efficiently
 - (4) success
 - (5) balance
-

6. Customer Service

Customer service plays an important role in shaping a company’s reputation. When customers receive prompt and polite assistance, they feel valued and respected. This positive experience encourages repeat business and strengthens customer loyalty. Poor service, however, may result in complaints and negative reviews. To prevent this, companies provide training so employees respond (1) _____ and professionally. Effective customer service helps businesses build trust and maintain long-term customer (2) _____, which supports business (3) _____ and reduces customer (4) _____, leading to improved overall service (5) _____.

◆ **Word Box (Randomized)**

growth loss satisfaction politely delay loyalty confusion

✔ Answer Key (Serial Order)

Blank Correct Answer

- (1) politely
 - (2) loyalty
 - (3) growth
 - (4) loss
 - (5) satisfaction
-

7. Online Communication

Online communication is widely used in workplaces and personal interactions. Emails, messaging platforms, and video calls allow information to be shared quickly. However, unclear messages can lead to misunderstandings and delays. Employees are encouraged to communicate (1) _____ and use appropriate tone. Organizations often provide guidelines to ensure messages remain professional. Effective online communication improves teamwork and supports efficient information (2) _____. When communication is handled well, productivity increases and workplace (3) _____ is reduced, contributing to better overall work (4) _____ and professional (5) _____.

◆ Word Box (Randomized)

clearly exchange pressure confusion success delay confidence

✔ Answer Key (Serial Order)

Blank Correct Answer

- (1) clearly
 - (2) exchange
 - (3) confusion
 - (4) success
 - (5) confidence
-

8. Workplace Motivation

Employee motivation has a strong influence on job performance and satisfaction. Motivated employees are more engaged and willing to take responsibility. Recognition and feedback help employees feel (1) _____ and appreciated. Without motivation, productivity may decline and staff turnover can increase. Managers are encouraged to create a supportive environment and set clear

goals. Strong motivation improves team morale and overall organizational (2) _____, leading to long-term business (3) _____ and employee (4) _____, while reducing workplace (5) _____.

◆ **Word Box (Randomized)**

valued delay success satisfaction performance pressure confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) valued
- (2) performance
- (3) success
- (4) satisfaction
- (5) pressure

9. Financial Planning

Financial planning helps individuals manage income and expenses more effectively. Creating a budget allows people to track spending and avoid unnecessary debt. Saving regularly provides security during unexpected situations. Without proper planning, individuals may experience financial stress and poor decision-making. Financial education programs encourage people to develop responsible habits. Long-term financial stability depends on careful (1) _____, informed (2) _____, and consistent saving practices, which together reduce financial (3) _____ and improve overall economic (4) _____ while supporting future financial (5) _____.

◆ **Word Box (Randomized)**

confidence pressure planning decisions security delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) planning
- (2) decisions
- (3) pressure
- (4) security
- (5) confidence

10. Public Transportation

Public transportation systems play an important role in urban development. Buses and trains reduce traffic congestion and help lower pollution levels. When services are reliable and affordable, more people choose public transport over private vehicles. Governments invest in infrastructure to improve accessibility and efficiency. Effective transport systems support economic activity and social mobility. Poor services, however, may reduce passenger (1) _____ and increase reliance on private cars. Long-term improvement requires adequate (2) _____, strategic planning, and regular system (3) _____, leading to sustainable urban (4) _____ and improved quality of (5) _____.

◆ **Word Box (Randomized)**

development investment maintenance satisfaction life delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) satisfaction
- (2) investment
- (3) maintenance
- (4) development
- (5) life

11. Digital Security

As online services expand, digital security has become increasingly important. People store personal and financial information on digital platforms, making data protection essential. Weak passwords and careless behavior can expose users to cyber threats. Organizations invest in advanced security systems to protect sensitive information. Users are also advised to remain alert and follow best practices. Effective digital security relies on user (1) _____, strong authentication methods, and regular system (2) _____, which together reduce security (3) _____ and protect personal (4) _____ while maintaining user (5) _____.

◆ **Word Box (Randomized)**

updates awareness risks trust data delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) awareness
- (2) updates
- (3) risks

- (4) data
- (5) trust

12. Workplace Diversity

Workplace diversity refers to employing people from different backgrounds and experiences. Diverse teams bring varied perspectives, which can improve creativity and problem-solving. Inclusive workplaces help employees feel respected and valued. However, diversity requires effective communication and fair policies. Organizations that promote inclusion often experience better collaboration. Successful diversity initiatives depend on mutual (1) _____, clear policies, and open (2) _____, which together reduce workplace (3) _____ and improve team (4) _____, leading to stronger organizational (5) _____.

◆ **Word Box (Randomized)**

respect performance communication conflict success delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) respect
- (2) communication
- (3) conflict
- (4) performance
- (5) success

13. Health and Wellbeing

Maintaining good health requires balanced nutrition, regular exercise, and sufficient rest. Healthy habits reduce the risk of illness and improve energy levels. Mental wellbeing is equally important, as stress can affect overall health. Health professionals encourage preventive care and lifestyle awareness. Long-term wellbeing depends on personal (1) _____, healthy routines, and stress (2) _____, which together improve physical (3) _____, emotional balance, and overall quality of (4) _____ while reducing health-related (5) _____.

◆ **Word Box (Randomized)**

responsibility fitness management life risks delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) responsibility
- (2) management
- (3) fitness
- (4) life
- (5) risks

14. Career Development

Career development involves building skills and gaining experience over time. Employees who seek learning opportunities are better prepared for advancement. Setting clear goals helps individuals focus on long-term objectives. Mentorship programs provide guidance and professional support. Without planning, career progress may become uncertain. Effective career development depends on continuous (1) _____, goal (2) _____, and professional (3) _____, which together enhance job (4) _____ and lead to long-term career (5) _____.

◆ **Word Box (Randomized)**

learning success satisfaction planning guidance delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) learning
- (2) planning
- (3) guidance
- (4) satisfaction
- (5) success

15. Social Responsibility

Social responsibility refers to the obligation individuals and organizations have toward society. Responsible actions include ethical practices, community support, and environmental care. Organizations that act responsibly build public trust and long-term credibility. Ignoring social responsibility can damage reputation. Many companies integrate responsible practices into business strategies. Effective social responsibility requires ethical (1) _____, community (2) _____, and sustainable (3) _____, which together promote social (4) _____ and long-term societal (5) _____.

◆ **Word Box (Randomized)**

leadership development growth impact progress delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) leadership
- (2) development
- (3) growth
- (4) impact
- (5) progress

16. Workplace Communication

Effective workplace communication helps teams coordinate tasks and avoid misunderstandings. When instructions are clear, employees can complete work more efficiently and confidently. Managers who encourage open discussion build trust and improve morale. Regular updates also help staff stay informed about changes. Poor communication, however, may cause confusion and delays. Therefore, organizations should (1) _____ clear communication guidelines, encourage employees to speak (2) _____, and provide regular feedback to improve overall team (3) _____, reduce workplace (4) _____, and support long-term organizational (5) _____.

◆ **Word Box (Randomized)**

conflict openly establish success performance delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) establish
- (2) openly
- (3) performance
- (4) conflict
- (5) success

17. Remote Work

Remote work has become more common due to advancements in technology. Employees can work from different locations while staying connected online. This flexibility often improves work-life balance and job satisfaction. However, remote work requires strong self-discipline and clear

communication. Without proper structure, productivity may decline. Employers therefore set clear expectations and provide support. Successful remote work depends on effective (1) _____, regular (2) _____, employee (3) _____, reduced feelings of (4) _____, and consistent performance (5) _____.

◆ **Word Box (Randomized)**

isolation communication monitoring trust standards delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) communication
- (2) monitoring
- (3) trust
- (4) isolation
- (5) standards

18. Environmental Sustainability

Environmental sustainability focuses on meeting present needs without harming future generations. Sustainable practices include reducing waste, conserving energy, and using renewable resources. Governments and businesses play a key role in promoting sustainability through policies and innovation. Individuals also contribute by making responsible daily choices. Without sustainable practices, environmental problems may increase. Long-term sustainability requires public (1) _____, responsible (2) _____, effective policy (3) _____, reduced environmental (4) _____, and global (5) _____.

◆ **Word Box (Randomized)**

cooperation awareness implementation damage consumption delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) awareness
- (2) consumption
- (3) implementation
- (4) damage
- (5) cooperation

19. Customer Satisfaction

Customer satisfaction is crucial for business success and long-term growth. When customers receive reliable service, they are more likely to return and recommend the company. Staff training helps employees respond professionally to customer needs. Poor service, however, can result in complaints and loss of trust. Businesses therefore focus on service quality and feedback systems. High customer satisfaction depends on prompt (1) _____, consistent service (2) _____, effective problem (3) _____, strong customer (4) _____, and overall business (5) _____.

◆ **Word Box (Randomized)**

loyalty response standards resolution growth delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) response
- (2) standards
- (3) resolution
- (4) loyalty
- (5) growth

20. Learning Technology

Technology has changed the way people learn and access information. Online courses and digital resources allow learners to study anytime and anywhere. This flexibility supports lifelong learning and skill development. However, technology must be used effectively to avoid distractions. Educational institutions combine digital tools with traditional teaching methods. Successful learning through technology requires learner (1) _____, quality digital (2) _____, proper instructional (3) _____, improved learning (4) _____, and long-term educational (5) _____.

◆ **Word Box (Randomized)**

engagement outcomes resources support success delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) engagement
- (2) resources

- (3) support
- (4) outcomes
- (5) success

21. Project Planning

Successful project planning helps teams complete tasks on time and within budget. Clear objectives allow members to understand responsibilities and allocate resources effectively. Monitoring progress helps identify risks early and make necessary adjustments. Without proper planning, projects may face delays and increased costs. Therefore, effective project management depends on careful (1) _____, clear goal (2) _____, regular progress (3) _____, timely problem (4) _____, and overall project (5) _____.

◆ **Word Box (Randomized)**

resolution planning success tracking definition delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) planning
- (2) definition
- (3) tracking
- (4) resolution
- (5) success

22. Workplace Ethics

Workplace ethics guide employee behavior and decision-making. Ethical practices include honesty, fairness, and respect for others. Organizations with strong ethical standards build trust among employees and clients. Unethical actions, however, can damage reputation and morale. Many companies provide ethics training and clear guidelines. Maintaining ethical standards requires consistent (1) _____, clear codes of (2) _____, responsible leadership (3) _____, employee (4) _____, and long-term organizational (5) _____.

◆ **Word Box (Randomized)**

conduct enforcement commitment success awareness delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) enforcement
 - (2) conduct
 - (3) commitment
 - (4) awareness
 - (5) success
-

23. Public Health Preparedness

Public health preparedness is essential for responding effectively to emergencies. Health systems must be ready to manage outbreaks and protect communities. Accurate information and timely communication help reduce panic and confusion. Training healthcare workers improves response capacity. Effective preparedness depends on early (1) _____, coordinated (2) _____, reliable data (3) _____, adequate resource (4) _____, and strong community (5) _____.

◆ **Word Box (Randomized)**

detection cooperation trust allocation verification delay confusion

✔ **Answer Key (Serial Order)**

Blank Correct Answer

- (1) detection
 - (2) cooperation
 - (3) verification
 - (4) allocation
 - (5) trust
-

24. Workplace Wellbeing

Employee wellbeing is increasingly recognized as important for organizational performance. When employees feel supported, they are more motivated and engaged. Work-life balance, mental health support, and positive culture all contribute to wellbeing. Organizations that prioritize wellbeing often see reduced absenteeism and higher productivity. Improving wellbeing requires supportive (1) _____, flexible work (2) _____, access to health (3) _____, positive team (4) _____, and long-term employee (5) _____.

◆ **Word Box (Randomized)**

policies schedules services morale satisfaction delay confusion

✔ Answer Key (Serial Order)

Blank Correct Answer

- (1) policies
 - (2) schedules
 - (3) services
 - (4) morale
 - (5) satisfaction
-

25. Innovation in Business

Innovation allows businesses to remain competitive in changing markets. Developing new products and improving processes help organizations meet customer needs. Innovation requires creativity, research, and willingness to take risks. Companies that encourage innovation often achieve growth and efficiency. Successful innovation depends on creative (1) _____, adequate research (2) _____, supportive leadership (3) _____, efficient resource (4) _____, and sustainable business (5) _____.

◆ Word Box (Randomized)

ideas investment culture allocation growth delay confusion

✔ Answer Key (Serial Order)

Blank Correct Answer

- (1) ideas
- (2) investment
- (3) culture
- (4) allocation
- (5) growth

Listening

Summarize Spoken Text

1. Managing Daily Time

Script

Many people feel busy throughout the day but still struggle to finish important tasks. Time is often wasted on distractions such as mobile phones, unnecessary multitasking, or poor planning. When tasks are not prioritized, urgent work is delayed and stress increases. Making a simple daily task list helps organize activities and focus attention. Allocating specific time slots for important tasks improves efficiency. Short breaks during the day help maintain concentration and energy levels. Managing time is not about working longer hours, but about using available time wisely. Small changes in daily habits can lead to better productivity and reduced stress.

Answer

The lecture mainly discussed daily time management, explaining that distractions and poor planning reduce productivity, while prioritizing tasks and using simple routines help manage time effectively and lower stress.

2. Healthy Eating Habits

Script

Food choices made each day strongly affect energy levels and overall health. Many people choose fast or processed food because it is quick and convenient. However, such eating habits often lead to tiredness and poor concentration. Including fresh fruits, vegetables, and home-cooked meals supports better physical wellbeing. Planning meals in advance reduces unhealthy food choices. Drinking enough water is also important for maintaining energy throughout the day. Healthy eating does not require strict diets, but balanced and consistent choices. Simple improvements in daily eating habits can improve health and daily performance.

Answer

The lecture mainly discussed healthy eating habits, explaining that frequent unhealthy food choices reduce energy, while balanced meals, meal planning, and hydration support better health and daily performance.

3. Using Public Transportation

Script

Traveling in busy cities can be stressful due to traffic congestion and long travel times. Public transportation offers an alternative that reduces traffic and environmental pollution. Buses and trains are often more cost-effective than private vehicles. When public transport services are reliable and clean, more people are willing to use them. This helps reduce fuel consumption and travel

stress. Governments continue to improve transport infrastructure to make services more accessible. Choosing public transportation supports sustainable living and improves urban mobility.

 **Answer**

The lecture mainly discussed public transportation, explaining that reliable services reduce traffic and pollution, save money, and support sustainable urban living and efficient daily travel.

4. Managing Daily Stress

 **Script**

Stress has become a common part of everyday life due to work pressure, family responsibilities, and financial concerns. When stress is ignored, it can negatively affect physical and mental health. Simple actions such as regular exercise, proper sleep, and short breaks help reduce stress levels. Talking to friends or family provides emotional support. Managing time effectively and setting realistic goals also reduce daily pressure. Small and consistent stress-management habits help maintain balance and wellbeing.

 **Answer**

The lecture mainly discussed daily stress, explaining that unmanaged pressure affects health, while simple habits, emotional support, and time management help reduce stress effectively.

5. Saving Money in Daily Life

 **Script**

Many people struggle financially because spending is not carefully planned. Small daily expenses, such as eating out or impulse purchases, quickly add up. Creating a simple budget helps track spending and control expenses. Setting financial goals encourages regular saving, even in small amounts. Comparing prices and avoiding unnecessary purchases improve money management. Saving money reduces financial stress and prepares people for unexpected situations.

 **Answer**

The lecture mainly discussed saving money, explaining that unplanned spending causes financial stress, while budgeting, goal-setting, and regular saving improve financial stability.

6. Balancing Work and Personal Life

 **Script**

Long working hours and constant connectivity through emails and phones often reduce personal time. Without clear boundaries, work pressure can lead to stress and burnout. Setting limits on work communication after hours helps protect personal life. Planning leisure activities and taking breaks support mental health. Flexible work arrangements allow better balance between responsibilities and personal needs. Maintaining balance improves job satisfaction and overall wellbeing.

 **Answer**

The lecture mainly discussed work-life balance, explaining that poor boundaries increase stress, while setting limits, planning personal time, and flexible schedules improve wellbeing.

7. Using Technology in Daily Life

Script

Technology plays an important role in daily communication, work, and entertainment. While it offers convenience, excessive use often leads to distraction and reduced focus. Constant notifications interrupt tasks and affect sleep quality. Limiting screen time and turning off unnecessary alerts improve concentration. Creating device-free periods supports better relationships and relaxation. Technology should support daily activities, not control them.

Answer

The lecture mainly discussed daily technology use, explaining that overuse causes distraction, while mindful habits and limiting screen time improve focus, relationships, and wellbeing.

8. Importance of Sleep

Script

Sleep is essential for maintaining health and daily performance. Many people reduce sleep to manage busy schedules. Lack of sleep affects concentration, mood, and decision-making. Poor sleep habits also weaken the immune system over time. Maintaining a regular sleep schedule improves sleep quality. Avoiding screens and caffeine before bedtime supports better rest. Adequate sleep is necessary for physical and mental wellbeing.

Answer

The lecture mainly discussed the importance of sleep, explaining that insufficient rest affects health and focus, while regular routines and healthy habits improve sleep quality.

9. Managing Household Expenses

Script

Household expenses can be difficult to manage without proper tracking. Small daily purchases often go unnoticed but impact monthly budgets. Monitoring expenses helps identify unnecessary spending. Setting limits and prioritizing essential costs improve financial control. Planning purchases in advance reduces impulse buying. Managing expenses lowers financial stress and supports long-term stability.

Answer

The lecture mainly discussed managing household expenses, explaining that untracked spending causes stress, while budgeting, planning, and prioritizing essentials improve financial stability.

10. Building Communication Skills

 **Script**

Clear communication helps people express ideas and avoid misunderstandings. Poor listening is a common cause of communication problems. Paying attention and asking questions improves understanding. Tone and body language influence how messages are received. Practicing respectful communication strengthens relationships at work and home. Good communication supports cooperation and trust in daily interactions.

 **Answer**

The lecture mainly discussed communication skills, explaining that listening carefully and communicating clearly reduce misunderstandings and strengthen relationships in daily personal and professional interactions.

11. Managing Daily Travel **Script (≈150 words | REAL SPOKEN STYLE)**

Daily travel has become a routine part of life for many people, especially those living in cities. A large number of individuals spend hours commuting to work or study every day. Long travel times often cause tiredness and reduce the amount of personal time available. This can affect mood, productivity, and overall work-life balance. Choosing the right mode of transport can make a noticeable difference. For example, using public transportation or traveling during non-peak hours may reduce stress. Flexible working hours also help people avoid heavy traffic. Planning travel in advance allows individuals to use time more efficiently. When daily travel is managed well, people feel less pressure and are able to focus better on their responsibilities.

 **Answer (≈30 words)**

The lecture mainly discussed daily commuting, explaining that long travel times increase stress, while better planning, flexible schedules, and suitable transport choices help save time and improve daily productivity.

12. Importance of Routine **Script (≈150 words | REAL SPOKEN STYLE)**

Having a daily routine helps people manage their time and energy more effectively. Without a clear structure, many individuals feel overwhelmed and unsure about what to do first. Simple routines, such as waking up at the same time or planning tasks in advance, bring consistency to daily life. Routines also reduce the need to make constant decisions, which lowers mental pressure. While routines do not need to be strict, they provide direction and stability. Balanced routines allow time for work, rest, and personal activities. Over time, routines help build discipline and improve focus. People who follow regular routines often experience less stress and greater productivity in everyday life.

 **Answer (≈30 words)**

The lecture mainly discussed daily routines, explaining that lack of structure causes stress, while consistent habits and simple planning improve focus, discipline, and overall productivity in everyday life.

13. Using Mobile Phones Wisely

 **Script (≈150 words | REAL SPOKEN STYLE)**

Mobile phones are used constantly in daily life for communication, work, and entertainment. While they offer convenience, excessive phone use often leads to distraction. Notifications interrupt concentration and make it harder to complete tasks efficiently. Spending too much time on phones can also affect sleep quality and reduce face-to-face interaction. Managing phone use is therefore important. Turning off unnecessary notifications and setting specific times for checking messages can improve focus. Creating phone-free periods during meals or before bedtime helps people relax. When phones are used mindfully, they support daily activities rather than controlling attention and behaviour.

 **Answer (≈30 words)**

The lecture mainly discussed mobile phone use, explaining that excessive usage causes distraction, while mindful habits and limiting notifications help improve focus, sleep quality, and daily wellbeing.

14. Planning Daily Tasks

 **Script (≈150 words | REAL SPOKEN STYLE)**

Many people feel busy throughout the day but still struggle to complete important tasks. This often happens because activities are not planned properly. Writing tasks down helps individuals organize their work and set priorities. When tasks are clearly planned, people can focus on what matters most. Breaking large tasks into smaller steps makes them easier to handle. Reviewing progress at the end of the day also helps improve planning for the future. Daily task planning reduces stress and increases efficiency. Simple planning habits make daily routines more manageable and productive.

 **Answer (≈30 words)**

The lecture mainly discussed daily task planning, explaining that lack of priorities reduces efficiency, while written plans and task breakdowns help reduce stress and improve productivity.

15. Building Positive Habits

 **Script (≈150 words | REAL SPOKEN STYLE)**

Positive habits play an important role in shaping daily life. Habits such as exercising regularly, eating balanced meals, and sleeping well support overall health. Habits develop through repetition and small actions rather than sudden changes. Trying to change everything at once often leads to failure. Gradual improvement is more effective and easier to maintain. Tracking progress helps people stay motivated and consistent. Over time, positive habits improve energy levels, focus, and daily performance. Although building habits takes time, the long-term benefits are significant and lasting.

 **Answer (≈30 words)**

The lecture mainly discussed positive habits, explaining that small, consistent actions help build healthy routines, which improve wellbeing, motivation, and long-term performance in daily life.

16. Managing Morning Routines

 **Script (150+ words)**

Morning routines strongly influence how the rest of the day feels and functions. Many people start their mornings in a rush, which creates stress before the day has properly begun. When mornings are unorganized, important tasks are forgotten, and people feel pressured throughout the day. Establishing a simple routine helps create a sense of control and calm. Waking up at a consistent time allows the body to adjust naturally. Preparing clothes, meals, or work materials the night before reduces decision-making in the morning. Avoiding mobile phones immediately after waking up helps maintain focus and mental clarity. A calm morning routine improves concentration, energy levels, and mood. Over time, small changes in morning habits can improve productivity and reduce daily stress, making mornings more efficient and less overwhelming.

 **Answer (≈30 words)**

The lecture mainly discussed morning routines, explaining that rushed mornings increase stress, while consistent habits, preparation, and reduced phone use help improve focus, productivity, and overall daily wellbeing.

17. Handling Daily Work Pressure

 **Script (150+ words)**

Work pressure is a common experience in daily professional life. Deadlines, meetings, and performance expectations often cause stress and mental fatigue. When pressure is not managed well, it can affect concentration, motivation, and job satisfaction. Many people try to handle pressure by working longer hours, but this often leads to exhaustion. Managing pressure requires better organization rather than more effort. Prioritizing tasks helps individuals focus on what is most important. Taking short breaks during the day allows the mind to recover and improves decision-making. Communicating workload concerns with colleagues or managers can also reduce pressure. Maintaining healthy boundaries between work and personal life supports emotional balance. When daily work pressure is managed effectively, productivity improves and long-term burnout can be avoided.

 **Answer (≈30 words)**

The lecture mainly discussed work pressure, explaining that unmanaged deadlines cause stress, while prioritizing tasks, taking breaks, and setting boundaries help improve productivity and prevent burnout.

18. Making Better Shopping Decisions

 **Script (150+ words)**

Shopping is a regular activity in daily life, but many people make purchasing decisions without planning. Impulse buying often happens due to discounts, advertisements, or emotional spending. These habits can quickly affect personal finances. Planning purchases in advance helps people buy only what they need. Creating a shopping list reduces unnecessary spending and saves time. Comparing prices before buying supports better decision-making. Many people also find that waiting before making a purchase helps avoid regret. Understanding personal needs rather than wants improves financial control. Responsible shopping habits reduce stress and support long-term financial stability. Over time, mindful shopping decisions help individuals manage money more effectively and avoid unnecessary financial pressure.

 **Answer (≈30 words)**

The lecture mainly discussed shopping habits, explaining that impulse buying affects finances, while planning purchases, comparing prices, and mindful decisions help improve money management and reduce financial stress.

19. Improving Focus During the Day **Script (150+ words)**

Maintaining focus throughout the day has become difficult due to constant distractions. Notifications, emails, and multitasking interrupt attention and reduce efficiency. Many people switch between tasks frequently, which lowers the quality of work. Creating a focused work environment helps improve concentration. Turning off unnecessary notifications allows longer periods of uninterrupted work. Breaking tasks into smaller steps makes them easier to complete. Scheduling specific times for checking messages prevents constant interruptions. Short breaks between tasks help refresh the mind and maintain energy. Improving focus does not require major changes, but small adjustments in daily habits. When focus improves, productivity increases and tasks feel more manageable.

 **Answer (≈30 words)**

The lecture mainly discussed daily focus, explaining that constant distractions reduce efficiency, while limiting interruptions, organizing tasks, and taking short breaks help improve concentration and productivity.

20. Maintaining Social Relationships **Script (150+ words)**

Social relationships play an important role in daily emotional wellbeing. Busy schedules often reduce the time people spend with family and friends. Over time, lack of communication can weaken relationships. Making regular contact, even through short messages or calls, helps maintain connections. Spending quality time together strengthens trust and understanding. Listening actively during conversations improves communication and emotional support. Social relationships also provide comfort during stressful times. Maintaining relationships does not require large amounts of time, but consistent effort. Strong social connections improve mental health, reduce feelings of loneliness, and contribute to a balanced daily life.

 **Answer (≈30 words)**

The lecture mainly discussed social relationships, explaining that busy lifestyles weaken connections, while regular communication, quality time, and active listening help maintain relationships and support emotional wellbeing.

21. Managing Evening Routines **Script (150+ words)**

Evening routines play an important role in preparing both the body and mind for the next day. Many people finish work feeling tired and spend their evenings without structure, often scrolling on

phones or watching television for long hours. This habit reduces relaxation quality and affects sleep patterns. Establishing a simple evening routine helps people unwind more effectively. Activities such as organizing tasks for the next day, preparing clothes, or setting reminders reduce morning stress. Limiting screen time before bed allows the brain to relax naturally. Light activities like reading or stretching help release tension built up during the day. Going to bed at a consistent time improves sleep quality. Over time, a calm and structured evening routine improves rest, energy levels, and readiness for the following day.

Answer (≈30 words)

The lecture mainly discussed evening routines, explaining that unstructured habits affect sleep, while planning ahead, limiting screen use, and consistent routines improve rest, energy, and preparation for the next day.

22. Dealing with Daily Distractions

Script (150+ words)

Distractions are a common problem in everyday life, especially with constant access to digital devices. Notifications, background noise, and multitasking interrupt concentration and reduce efficiency. Many people feel busy but achieve little because attention is constantly divided. Reducing distractions requires awareness and simple adjustments. Creating a quiet workspace helps improve focus. Turning off non-essential notifications prevents frequent interruptions. Completing one task at a time leads to better results than multitasking. Setting specific periods for checking messages allows longer focus sessions. Short breaks between tasks help refresh attention. Managing distractions does not require complete isolation but better control of the environment. When distractions are reduced, tasks are completed faster and with less mental fatigue.

Answer (≈30 words)

The lecture mainly discussed daily distractions, explaining that constant interruptions reduce efficiency, while controlling notifications, focusing on one task, and managing the environment help improve concentration and productivity.

23. Improving Daily Decision-Making

Script (150+ words)

People make many decisions every day, from small choices to important responsibilities. When too many decisions are made without planning, mental fatigue increases. This often leads to poor judgment and stress. Simplifying daily decisions helps reduce mental pressure. Creating routines reduces the number of choices needed. Planning meals, clothing, or tasks in advance saves time and energy. Writing down priorities helps individuals make clearer decisions. Taking short pauses before making important choices improves judgment. Avoiding rushed decisions reduces mistakes. Better decision-making is not about intelligence, but about reducing unnecessary mental effort. Over time, structured habits support clearer thinking and better daily outcomes.

Answer (≈30 words)

The lecture mainly discussed daily decision-making, explaining that too many unplanned choices cause fatigue, while routines, planning, and thoughtful pauses help improve judgment and reduce stress.

24. Maintaining Physical Activity

Script (150+ words)

Physical activity is essential for maintaining health, but many people struggle to stay active due to busy schedules. Long working hours and sedentary routines reduce movement throughout the day. Lack of activity affects energy levels and physical wellbeing. Incorporating small amounts of movement into daily routines helps maintain activity. Walking short distances, using stairs, or stretching during breaks improves circulation. Physical activity does not require intense exercise or long gym sessions. Consistency is more important than intensity. Regular movement improves mood, concentration, and overall health. Over time, small daily activity habits reduce health risks and improve long-term wellbeing.

Answer (≈30 words)

The lecture mainly discussed physical activity, explaining that busy lifestyles reduce movement, while small, consistent daily activities improve energy, health, and long-term physical wellbeing.

25. Managing Personal Responsibilities

Script (150+ words)

Managing personal responsibilities is a daily challenge for many individuals. Work tasks, family duties, and personal commitments often compete for time and attention. Without organization, responsibilities can feel overwhelming. Prioritizing tasks helps individuals focus on what matters most. Breaking responsibilities into smaller steps makes them easier to handle. Setting realistic expectations prevents unnecessary stress. Asking for help when needed reduces pressure and improves balance. Planning ahead allows better use of time and energy. Managing responsibilities effectively supports mental clarity and reduces daily stress. Over time, organized responsibility management improves confidence and overall quality of life.

Answer (≈30 words)

The lecture mainly discussed managing personal responsibilities, explaining that poor organization increases stress, while prioritizing tasks, planning ahead, and setting realistic expectations improve balance and daily effectiveness.

Fill in the Blanks

1. Earth Warning – Fill in the Blanks (Listening)

The Earth is **(1) warming**. Almost all the Arctic summer ice may have **(2) melted** by the end of the century, claims the **(3) Intergovernmental** Panel on Climate Change, the IPCC. The upside is access to an estimated **(4) quarter** of the world's oil and gas resources and the opening of the fabled Northwest Passage. The downside is that the Arctic **(5) wilderness** is lost as neighboring countries, including Denmark and Greenland, Russia, Canada, Norway, and the United States, race to share in the bounty.

2. Sunflowers – Fill in the Blanks (Listening)

These two paintings, both titled Sunflowers, are considered among the finest works created by Vincent van Gogh during his time in Arles. One painting is displayed in the National Gallery in London, while the other is housed in Amsterdam. Although Van Gogh described the second work as a repetition, researchers questioned how similar the two paintings truly were. After a detailed study by conservation experts, it was concluded that the second painting was not intended as an exact **(1) copy**. Instead, it represents an **(2) independent** artwork with noticeable **(3) differences**, showing Van Gogh's artistic **(4) development** over time.

3. Media – Fill in the Blanks (Listening)

The speaker emphasizes the importance of helping young people understand the wide range of choices available to them. The media plays a key role in shaping awareness of career opportunities, especially in science. Science is described as a diverse field with many branches, such as biology and engineering. Universities and broadcast media should work together to make these opportunities more **(1) visible**. By doing so, students can better understand the **(2) breadth** of options and make informed **(3) decisions** about their future **(4) careers**.

4. Entrepreneurs – Fill in the Blanks (Listening)

The speaker explains why entrepreneurs are especially important during difficult economic times. Entrepreneurs create businesses that follow rules and contribute to national success. According to the speaker, business rather than government will end the **(1) recession**. Governments should focus on creating fair rules and supporting those who are **(2) jobless**. New entrepreneurial firms are needed to drive **(3) innovation** and help the economy move forward. Entrepreneurs are described as essential to economic **(4) growth**.

5. Dr. Google – Fill in the Blanks (Listening)

Doctors are often frustrated by patients searching online for medical information, a habit known as Dr. Google. People may believe they understand their illness without proper medical **(1) training**. However, new research suggests that artificial intelligence systems are more **(2) accurate** than online symptom checkers. These systems can ask follow-up questions to improve diagnosis and often perform better than **(3) untrained** humans. As a result, AI may support future **(4) healthcare** decisions.

6. Quantum Mechanics – Fill in the Blanks (Listening)

Quantum mechanics is a unique scientific framework that differs from traditional physical theories such as electromagnetism and general relativity. Although discovered by physicists, it does not fit neatly into the usual hierarchy of sciences. Instead, it exists between mathematics and physics. The speaker explains that quantum mechanics functions like an operating system on which other physical theories run as applications. Most theories depend on it, except general relativity, which has not yet been successfully integrated. Therefore, quantum mechanics forms the **(1) foundation** of modern physics and influences how scientists understand **(2) reality**, **(3) matter**, and **(4) energy**.

7. Cerberus – Fill in the Blanks (Listening)

The speaker discusses the role of private equity firms such as Cerberus in managing struggling companies. Private equity removes companies from public markets, reducing pressure from shareholders and analysts. This allows management to focus on long-term strategies rather than short-term profits. Although this approach carries risks, it also provides opportunities for creative solutions. The speaker expresses cautious optimism that Cerberus may take a slower and more thoughtful approach to improving performance. Success will depend on leadership **(1) creativity**, strategic **(2) patience**, managerial **(3) vision**, and financial **(4) discipline**.

8. Skeptical Environmentalist – Fill in the Blanks (Listening)

The lecture discusses a controversial book titled *The Skeptical Environmentalist* written by Danish statistician Bjorn Lomborg. The book generated intense public debate and criticism. Lomborg did not deny climate change but questioned the accuracy of data and the effectiveness of proposed solutions. Critics strongly opposed his conclusions. The speaker explains that the controversy focused on how environmental problems were measured and prioritized. According to Lomborg, policy decisions should be based on **(1) evidence**, careful **(2) analysis**, responsible **(3) priorities**, and practical **(4) solutions**.

9. Kashmiri – Fill in the Blanks (Listening)

The lecture describes the tourism industry in Kashmir during earlier decades. Houseboat owners benefited from a steady flow of international and domestic tourists visiting Dal Lake. Colorful boats and local crafts created a vibrant atmosphere. However, political unrest later caused a sharp decline in tourism. A tragic kidnapping incident involving foreign visitors highlighted the risks faced by travelers. As a result, tourism was severely **(1) affected**, visitor numbers **(2) declined**, local businesses **(3) suffered**, and economic **(4) stability** was lost.

10. Burial – Fill in the Blanks (Listening)

The lecture examines burial practices in ancient Mesopotamian societies. Between 4000 and 3000 BC, burial customs were largely absent. However, during the early Dynastic Period, burial practices returned with elaborate displays of wealth. The royal burials at Ur included deep pits and complex chambers. These burials reflected social hierarchy and ritual importance. The speaker emphasizes that these practices reveal insights into ancient **(1) culture**, social **(2) status**, religious **(3) beliefs**, and ceremonial **(4) traditions**.

11. Green Chemistry – Fill in the Blanks (Listening)

Green chemistry focuses on developing chemical processes and products that reduce harm to the environment. The speaker explains that it promotes environmentally compatible practices across research, industry, and education. A dedicated center was established to support innovation, collaboration with industries, and public education. The center also works with schools and builds global connections among scientists. By encouraging sustainable practices, green chemistry aims to protect natural resources while advancing scientific progress. It supports **(1) sustainability**, environmental **(2) protection**, scientific **(3) innovation**, and global **(4) collaboration**.

12. Life on Mars – Fill in the Blanks (Listening)

The lecture discusses the challenges of discovering life on Mars. Even if life once existed, preserving evidence over time is unlikely. Using Earth as a comparison, the speaker explains that fossil records are rare despite abundant life. Scientists now focus on finding habitable environments rather than direct life forms. The search includes water, energy sources, and organic carbon. These elements are considered essential for life as we know it. The mission prioritizes **(1) water**, energy **(2) sources**, organic **(3) carbon**, and environmental **(4) conditions**.

13. Nanotechnology – Fill in the Blanks (Listening)

Nanotechnology involves the study and manipulation of materials at extremely small scales. The speaker explains that nanoscience examines atomic and molecular behavior where properties differ from larger materials. Nanotechnology focuses on designing and applying structures at the nanometer level. These technologies allow precise control over shape and size. Typically, nanotechnologies operate at scales below one hundred nanometers. This field influences **(1) materials**, medical **(2) devices**, industrial **(3) processes**, and scientific **(4) research**.

14. Financial Markets – Fill in the Blanks (Listening)

The lecture reports on sudden instability in global financial markets. Trading activity increased sharply due to fears surrounding the global carry trade. European credit markets experienced heavy trading, particularly in London. Prices of credit derivatives fluctuated widely as investors attempted to manage risk. These derivatives are used to protect against corporate defaults. The speaker highlights growing market **(1) volatility**, investor **(2) uncertainty**, trading **(3) pressure**, and financial **(4) risk**.

15. Oceanographer – Fill in the Blanks (Listening)

The lecture examines concerns about abrupt climate change related to ocean circulation. These ocean currents transport warm water from the equator toward Europe, helping maintain its climate. Scientists worry that disruptions to this circulation could significantly cool Europe. An oceanographer explains that such changes could have serious climate consequences. Research continues to monitor current stability. This issue affects climate **(1) patterns**, ocean **(2) circulation**, environmental **(3) stability**, and regional **(4) temperatures**.

16. Beautiful Building – Fill in the Blanks (Listening)

The lecture describes the design principles behind several award-winning buildings in Australia. These buildings combine beauty with functionality and are influenced by traditional Australian architecture and natural landscapes. Residents are provided with private verandas that encourage outdoor interaction and create a sense of security. The use of natural materials and landscaped gardens improves comfort and environmental harmony. Such designs aim to enhance both community living and personal well-being. The buildings emphasize architectural **(1) beauty**, environmental **(2) integration**, social **(3) interaction**, and residential **(4) comfort**.

17. CPG – Fill in the Blanks (Listening)

The lecture explains how movement in animals is controlled by a neural system called the central pattern generator, or CPG. This group of neurons is located in the spinal cord and produces rhythmic signals that control muscle movement. These signals allow animals to walk or run without constant input from the brain. The brain simply sends basic instructions to switch between movement patterns. This system allows efficient and coordinated motion. The CPG controls muscular **(1) rhythm**, movement **(2) coordination**, neural **(3) signals**, and motor **(4) control**.

18. Water Crisis – Fill in the Blanks (Listening)

The lecture discusses worsening water shortages in South Australia. Experts warn that water supply problems are more serious than previously predicted. Adelaide depends heavily on water from the Murray River, which is under severe stress. Ongoing drought and poor planning have increased concerns about future water availability. The speaker questions whether the nation is prepared to address this crisis. The issue highlights water **(1) scarcity**, environmental **(2) pressure**, regional **(3) dependence**, and national **(4) responsibility**.

19. Shakespeare – Fill in the Blanks (Listening)

The lecture examines the limited historical information available about William Shakespeare's personal life. Despite his fame, very little is known about him beyond his literary works and a few legal and church records. These documents provide only fragments of information, leaving many gaps. As a result, Shakespeare remains a mysterious figure. Scholars rely heavily on his writings to understand his life and influence. This uncertainty affects literary **(1) research**, historical **(2) records**, biographical **(3) knowledge**, and scholarly **(4) interpretation**.

20. Library Catalog – Fill in the Blanks (Listening)

The lecture explains how to locate academic journal articles using a university library catalogue. The catalogue lists journal titles rather than individual articles. Students must search using the journal name to access specific content. Most journals are available electronically and cover many academic subjects. Understanding this system helps students conduct effective research. The process improves academic **(1) research**, information **(2) access**, library **(3) navigation**, and study **(4) efficiency**.

21. Belief – Fill in the Blanks (Listening)

The lecture explores belief as a fundamental human capacity. Belief allows people to imagine possibilities, create meaning, and shape aspirations beyond direct experience. It is described as a commitment that influences thoughts, actions, and decisions. Beliefs are not limited to the mind but interact with the body, society, and environment. They shape cultures, social structures, and everyday behavior. The speaker explains that belief systems play an active role in human development and evolution. Belief influences personal **(1) identity**, social **(2) behavior**, cultural **(3) values**, and human **(4) development**.

22. Malaria – Fill in the Blanks (Listening)

The lecture discusses the complexity of eliminating malaria. The disease has a complicated life cycle involving humans and mosquitoes. To control it effectively, interventions must target both the parasite in humans and mosquito populations. This process requires extensive planning, strong health systems, and long-term commitment. Political support, education, and economic resources are also essential. The speaker emphasizes that malaria control is challenging due to limited resources. Successful elimination depends on medical **(1) planning**, political **(2) support**, economic **(3) resources**, and healthcare **(4) systems**.

23. Corporate Culture – Fill in the Blanks (Listening)

The lecture challenges the belief that strong corporate culture always leads to success. While many organizations value shared beliefs and practices, a recent study suggests culture can sometimes be harmful. If employees follow the same direction without questioning it, companies may move toward failure. A strong culture can be ineffective if goals are misguided. The speaker argues that alignment alone does not guarantee success. Companies must ensure that their values support correct strategies. Corporate success depends on cultural **(1) direction**, organizational **(2) alignment**, strategic **(3) judgment**, and critical **(4) thinking**.

24. Locomotion – Fill in the Blanks (Listening)

The lecture discusses research on locomotion in apes, particularly orangutans. Scientists understand how apes move through forests but lack data on the energy required for movement. To address this, researchers use parkour athletes as models for studying movement in complex environments. These athletes navigate challenging courses while researchers measure energy use. This approach helps scientists understand movement efficiency in large-bodied primates. The study examines movement **(1) efficiency**, energy **(2) expenditure**, environmental **(3) adaptation**, and locomotion **(4) patterns**.

25. Industrial Productivity – Fill in the Blanks (Listening)

The lecture explains that increased productivity during the Industrial Revolution was driven more by changing attitudes than by new technology. Shifts in beliefs about property, morality, and the role of government played a key role. These changes influenced economic behavior and social organization. The speaker notes that such attitudes caused resistance from groups like the Luddites. Productivity growth resulted from social and cultural transformation. Industrial progress depended on changing **(1) attitudes**, economic **(2) values**, social **(3) structures**, and political **(4) roles**.

26. Banana – Fill in the Blanks (Listening)

The lecture discusses the historical importance of the banana in human civilization. It was one of the first cultivated fruits and played a key role in the shift from hunter-gatherer lifestyles to agriculture. The banana helped form early communities and supported population growth. Originating in Papua New Guinea, it spread across Asia, Australia, Africa, and beyond through early sea travel. The banana influenced human **(1) culture**, agricultural **(2) development**, population **(3) settlement**, and global **(4) migration**.

Write from Dictation

1. Many people check their phones first thing in the morning before starting daily tasks.
2. Students often feel stressed when they do not plan their study time properly.
3. Taking short breaks during work helps people stay focused and feel less tired.
4. Public transport can save money if it is reliable and well managed.
5. Drinking enough water every day improves energy levels and concentration.
6. People usually waste time when they try to do too many things together.
7. Simple daily routines help reduce stress and make life feel more organized.
8. Working late at night often affects sleep quality and next day performance.
9. Many workers prefer flexible schedules because it helps balance work and life.
10. Writing a task list helps people remember important things they need to do.
11. Healthy eating habits start with small changes rather than strict food rules.
12. Too much screen time can affect sleep and reduce attention during the day.
13. Planning expenses in advance helps avoid unnecessary financial stress.
14. People feel more confident when they are prepared for meetings or presentations.
15. Learning new skills becomes easier when practice is done regularly.
16. Poor communication often causes misunderstandings at work or home.
17. Regular exercise helps improve mood and keeps the body active.
18. Listening carefully during conversations helps build better relationships.
19. Saving small amounts of money regularly can make a big difference over time.
20. Many people feel tired because they do not get enough sleep.
21. Setting clear goals helps people stay motivated and focused on progress.
22. Checking emails too often interrupts work and reduces productivity.
23. Morning routines help people start the day with less stress.
24. Cooking at home is usually healthier and cheaper than eating outside.
25. Learning from mistakes helps people improve and grow more confident.
26. Long travel times can make people feel exhausted before work begins.
27. Positive habits develop slowly through regular and repeated actions.
28. Keeping a clean workspace helps improve focus and efficiency.
29. Talking to friends often helps reduce stress and feel emotionally supported.
30. Spending time outdoors can improve mood and reduce mental pressure.

31. People work better when they feel appreciated and respected.
32. Managing time well helps reduce pressure during busy days.
33. Writing notes helps people remember important information more easily.
34. Balanced meals provide energy needed for daily activities.
35. Being organized helps people finish tasks on time.
36. Using reminders helps people avoid forgetting important responsibilities.
37. Many people feel distracted by constant phone notifications.
38. Simple planning can prevent last minute stress and confusion.
39. Working in a quiet place improves focus and concentration.
40. Good sleep helps the brain work better during the day.
41. Regular feedback helps people understand how they can improve.
42. Short walks during breaks help refresh the mind and body.
43. Too many choices can make decision making more difficult.
44. People feel happier when they manage responsibilities properly.
45. Setting limits helps protect personal time and energy.
46. Preparing things in advance saves time later.
47. Daily practice improves skills more than occasional effort.
48. Staying calm helps people handle problems better.
49. Sharing tasks makes work easier and less stressful.
50. Positive thinking helps people deal with challenges confidently.
51. Many students learn better when lessons are clear and simple.
52. Eating late at night can affect sleep quality.
53. Planning travel helps avoid delays and frustration.
54. Writing goals helps people stay focused on what matters.
55. Working without breaks often leads to tiredness and mistakes.
56. Listening is just as important as speaking in communication.
57. Staying organized helps manage both work and personal life.
58. Drinking coffee late in the day can affect sleep.
59. People perform better when they feel relaxed and prepared.
60. Learning daily habits improves long term success.
61. Clear instructions help people understand tasks quickly.
62. Spending wisely helps avoid money problems later.

63. People feel motivated when progress is visible.
64. Checking schedules helps manage time better.
65. Too much pressure can reduce work quality.
66. Writing things down reduces mental overload.
67. Daily routines create structure and stability.
68. Small efforts every day bring good results.
69. Managing stress improves overall wellbeing.
70. Consistency is more important than speed.
71. Taking responsibility helps people grow more confident.
72. Balanced schedules prevent burnout and exhaustion.
73. Planning ahead saves time and energy.
74. Clear thinking helps better decision making.
75. Rest is necessary for good performance.
76. Focus improves when distractions are reduced.
77. Good habits support long term goals.
78. Simple changes can improve daily life.
79. Staying organized reduces stress and confusion.
80. Daily effort leads to steady improvement.