

Everyday Problems and Solutions

Vocabulary Lesson, Examples & Practice Questions

Everyday Problems and Solutions

We all have problems in daily life. Maybe your bus is late, your phone stops working, or you forget your keys. Knowing the right words in English helps you **explain your problem** and **find a solution** quickly. In this lesson, you will learn useful vocabulary for talking about everyday problems and what you can do to fix them.

Mini Situation

Read this short conversation:

Tom arrives at work looking stressed. His colleague, Maria, asks him what is wrong.

Maria: "You look tired. Is everything OK?"

Tom: "Not really. I missed my bus this morning, so I was late. Then I realised I forgot my phone at home. It's been a terrible morning!"

Maria: "Oh no! Don't worry. You can borrow my phone if you need it."

Tom: "Thank you! That really helps."

In this situation, Tom has two problems — a missed bus and a forgotten phone. Maria offers a simple solution. In this lesson, you will learn words like these so you can talk about your own everyday problems and solutions.

Key Vocabulary & Meaning Breakdown

1. Everyday Problems

Word / Phrase	Part of Speech & Meaning	Example Sentence	Collocations / Notes
problem	<i>noun</i> — something difficult or wrong that needs to be fixed	I have a problem with my computer. It won't turn on.	have a problem, fix a problem, serious problem
miss	<i>verb</i> — to be too late for something (e.g. a bus or train)	She missed her train and had to wait for the next one.	miss the bus, miss a flight, miss a meeting
forget	<i>verb</i> — to not remember something	He forgot his umbrella and got very wet.	forget your keys, forget a name, forget to call
lose	<i>verb</i> — to not be able to find something	I lost my wallet on the bus this morning.	lose your keys, lose your phone, lose money

Word / Phrase	Part of Speech & Meaning	Example Sentence	Collocations / Notes
break down	<i>phrasal verb</i> — to stop working (machines or vehicles)	My car broke down on the way to work.	the car broke down, the machine broke down
run out of	<i>phrasal verb</i> — to have no more of something left	We ran out of milk, so I went to the supermarket.	run out of time, run out of money, run out of petrol
be late	<i>adjective phrase</i> — to arrive after the expected time	The bus was late, so I missed my appointment.	be late for work, be late for school, arrive late
be stuck	<i>adjective phrase</i> — unable to move or continue	We were stuck in traffic for an hour.	stuck in traffic, stuck in a lift, stuck on a question
spill	<i>verb</i> — to accidentally drop liquid from a container	I spilled coffee on my shirt before the meeting.	spill coffee, spill water, spill a drink
not work	<i>verb phrase</i> — when a machine or device stops functioning	The printer is not working today.	the Wi-Fi is not working, the heating is not working

2. Feelings About Problems

Word / Phrase	Part of Speech & Meaning	Example Sentence	Collocations / Notes
worried	<i>adjective</i> — feeling nervous or anxious about something	She was very worried about the exam results.	worried about, feel worried, look worried
stressed	<i>adjective</i> — feeling pressure and unable to relax	He looked stressed because he had too much work.	feel stressed, be stressed out, look stressed
upset	<i>adjective</i> — feeling sad or unhappy about something	She was upset when she lost her purse.	feel upset, get upset, be upset about
frustrated	<i>adjective</i> — feeling annoyed because something is not working	He felt frustrated because the Wi-Fi was not working.	feel frustrated, get frustrated, frustrated with
embarrassed	<i>adjective</i> — feeling uncomfortable because of a mistake	She was embarrassed when she spilled her drink.	feel embarrassed, be embarrassed about

3. Solutions and Helpful Actions

Word / Phrase	Part of Speech & Meaning	Example Sentence	Collocations / Notes
solution	<i>noun</i> — a way to fix a problem	We found a good solution to the problem.	find a solution, offer a solution, a simple solution
fix	<i>verb</i> — to repair something that is broken	Can you fix the broken chair?	fix a problem, fix a machine, fix a mistake
repair	<i>verb / noun</i> — to make something work again	They repaired my phone at the shop.	repair a car, repair a device, need a repair
borrow	<i>verb</i> — to take something from someone for a short time and return it	Can I borrow your umbrella? It's raining.	borrow money, borrow a book, borrow a pen
ask for help	<i>verb phrase</i> — to request assistance from another person	If you don't understand, you should ask for help.	ask for help, ask someone for help, need help
call	<i>verb</i> — to telephone someone	I called the doctor when I felt very ill.	call the police, call a taxi, call customer service
replace	<i>verb</i> — to put something new in the place of something old or broken	We need to replace the old battery in the remote.	replace a battery, replace a part, replace something
try again	<i>verb phrase</i> — to make another attempt after a failure	The website was down, so I tried again later.	try again later, try again tomorrow
complain	<i>verb</i> — to say that something is wrong or that you are not happy	She complained to the manager about the cold food.	complain about, complain to someone, make a complaint
return	<i>verb</i> — to take something back to a shop or person	He returned the broken item to the shop.	return an item, return to the shop, return a product

Collocations & Useful Expressions

Learning words together as natural pairs helps you use English more fluently. Here are common collocations for everyday problems and solutions:

miss + the bus / the train / a flight

I missed the bus, so I walked to the office.

lose + your keys / your wallet / your phone

She lost her keys and couldn't get into the house.

run out of + money / time / petrol / milk

We ran out of petrol on the motorway. It was a big problem!

break down (for cars and machines)

The washing machine broke down last night.

fix + a problem / a mistake / a machine

The engineer came to fix the problem with the heating.

ask + for help / for directions / for advice

Don't be afraid to ask for help when you need it.

call + a doctor / the police / a plumber / a taxi

The pipe was leaking, so we called a plumber.

borrow + money / a pen / an umbrella

Can I borrow a pen? I forgot mine at home.

make + a complaint / a phone call / a mistake

She made a complaint about the noisy neighbours.

find + a solution / your keys / an answer

We found a solution to the problem very quickly.

Important Differences & Confusing Words

Lose vs. Miss

These two words are both common problems, but they have different meanings.

Lose means you cannot find an object. You do not know where it is.

I lost my glasses. I can't find them anywhere.

Miss means you arrive too late for something, such as a bus, train, or appointment.

I missed the bus because I woke up late.

Remember: you **lose** things (objects), but you **miss** events or transport.

Fix vs. Repair

Fix is more informal and is used in everyday conversation.

Can you fix my bike? The wheel is broken.

Repair is slightly more formal and is common in shops and professional contexts.

The mechanic repaired the car engine.

Both words have the same basic meaning. In daily life, you can usually use either one.

Borrow vs. Lend

These two words cause a lot of confusion for learners at A2 level.

Borrow — you take something from another person.

Can I borrow your pen? (= I want to take it from you.)

Lend — you give something to another person.

Can you lend me your pen? (= I want you to give it to me.)

A simple way to remember: you **borrow** from someone, and you **lend** to someone.

Problem vs. Trouble

Problem is used for a specific thing that is wrong or difficult.

There is a problem with my internet connection.

Trouble is often used in general situations and common fixed phrases.

I'm having trouble with my computer.

He was in trouble because he forgot the meeting.

Use **have trouble + -ing verb**: *I'm having trouble finding the station.*

Use **have a problem + with + noun**: *I have a problem with the heating.*

Common Mistakes

✗ I missed my keys this morning.

✓ **I lost my keys this morning.** — Use *lost* when you cannot find an object. Use *missed* for transport or events.

✗ Can I lend your umbrella?

✓ **Can I borrow your umbrella?** — You *borrow* something from someone. You *lend* something to someone.

✗ My car broke.

✓ **My car broke down.** — For vehicles and machines that stop working, always use the phrasal verb *break down*.

✗ I have a trouble with my phone.

✓ **I'm having trouble with my phone.** — We say *have trouble* (not *a trouble*) in English.

✗ She was embarrassed because she lost the bus.

✓ **She was embarrassed because she missed the bus.** — We *miss* the bus, not *lose* it.

✗ He called to the doctor.

✓ **He called the doctor.** — We say *call someone* (no preposition *to* after *call*).

✗ I forgot my umbrella at home yesterday, so I got wet. Next time I will remember it.

✓ **I left my umbrella at home yesterday.** — When you know exactly where something is, use *leave*, not *forget*. Use *forget* when you do not remember something at all.

Everyday Problems and Solutions: Quick Summary & Review

In this lesson, you learned vocabulary to talk about **everyday problems and solutions** in English. Here are the key points to remember:

- Use **lose** for objects you cannot find (e.g. keys, wallet, phone).
- Use **miss** for transport or events you are too late for (e.g. the bus, a meeting).
- Use **break down** when a car or machine stops working.
- Use **run out of** when you have no more of something (e.g. money, milk, time).
- Use **borrow** when you take something from someone, and **lend** when you give something to someone.

- Common solutions include: **fix it, call someone, ask for help, borrow something, return an item, try again.**
- Useful feelings words: **worried, stressed, upset, frustrated, embarrassed.**
- Remember common collocations: *miss the bus, lose your keys, run out of time, find a solution, make a complaint.*

Now practise **everyday problems and solutions** vocabulary in the exercises below.

Everyday Problems and Solutions – Practice Test

A2 | Practice Exercises: Multiple Choice, Fill-in-the-Gap, Fill-in-the-Blank, Matrix Matching & Sorting

Part 1: Multiple Choice (Questions 1–10)

1 My phone battery is dead. I need to _____ it before I go out.

- A** repair
- B** charge
- C** replace
- D** switch

2 There is a _____ in the kitchen pipe, so water is coming out on the floor.

- A** break
- B** leak
- C** crack
- D** hole

3 I forgot my umbrella today and it started to rain. I got completely _____.

- A** dirty
- B** wet
- C** cold
- D** lost

4 The supermarket was closed, so I had to _____ a different shop to buy food.

- A** find
- B** look
- C** search
- D** check

5 My key doesn't work. I can't _____ the door to my apartment.

- A** close
- B** open
- C** enter
- D** lock

6 I missed the bus this morning. What is the opposite of 'missed' in this sentence?

- A** lost
- B** caught
- C** took
- D** found

7 The light in the living room stopped working. I need to _____ the light bulb.

- A** fix
- B** change
- C** repair
- D** clean

8 I have a terrible headache. I'm going to _____ some medicine.

- A** drink
- B** eat
- C** take
- D** use

9 I spilled coffee on my shirt. I need to _____ it as soon as possible.

- A** wash
- B** iron
- C** dry
- D** brush

10 My wallet is _____ — I think I left it at the restaurant.

- A** gone
- B** lost
- C** away
- D** forgotten

Part 2: Fill in the Gap (Questions 11–20)

11 My phone battery is dead. I need to find a ___ to charge it.

- A** socket
- B** window
- C** drawer

12 I forgot my umbrella and got very wet. Next time, I will ___ the weather forecast before I leave.

- A** check
- B** cook
- C** pack

13 The supermarket was closed, so I could not buy food. I decided to ___ something at home with what I had.

- A** cook
- B** post
- C** fix

14 I missed the bus this morning. I had to ___ a taxi to get to work on time.

- A** take
- B** carry
- C** drive

15 There is a problem with the tap in the bathroom — water is coming out and I cannot stop it. I need to call a ___.

- A** plumber
- B** teacher
- C** postman

16 I lost my keys, so I could not open the door. I had to ___ a locksmith.

- A** call
- B** write
- C** visit

17 My bag was too heavy to carry, so I decided to ___ some things and leave them at home.

- A** leave out
- B** pick up
- C** carry on

18 I could not read the small text on the menu, so the waiter helped me by bringing a ___ menu.

- A** large-print
- B** cold
- C** broken

19 My shirt has a stain on it. I need to ____ it before I can wear it again.

- A** wash
- B** iron
- C** sell

20 The light in my room stopped working. I need to ____ the light bulb.

- A** change
- B** clean
- C** move

Part 3: Fill in the Blank (Questions 21–30)

21 My phone battery is dead. I need to find a _____ so I can turn it on again.

22 The sink in the bathroom is blocked. We need to call a _____ to fix it.

23 I left my umbrella at home and now it is raining. I am completely _____.

24 The light in the kitchen stopped working. We need to change the _____.

25 I missed the bus this morning because I woke up _____.

26 My jacket has a big _____ on it because I spilled coffee this morning.

27 The supermarket was closed, so I could not buy food. I had to order a _____ instead.

28 I lost my house keys, so I could not get inside. I had to wait for my flatmate to _____ the door.

29 The Wi-Fi is not working. I need to _____ the router to fix the connection.

30 My bag was very heavy, so I asked a friend to _____ me carry it to the car.

Part 4: Matrix / Match Values (Questions 31–40)

31 Match each everyday problem on the left with its most likely solution on the right.

MATCHING OPTIONS:

- A** Charge it with a cable. **B** Leave them near a heater to dry.
C Take some medicine and rest. **D** Make a sandwich or buy some food.

Item / Phrase	Write Match Letter (A, B, C...)
My phone battery is dead.	[]
I have a headache.	[]
My shoes are wet.	[]
I am very hungry.	[]

32 Match each word on the left with its correct meaning on the right.

MATCHING OPTIONS:

- A** Having nothing inside **B** Not working or in pieces
C Not in the right place; lost

Item / Phrase	Write Match Letter (A, B, C...)
Broken	[]
Missing	[]
Empty	[]

33 Match each problem on the left with the correct verb that describes what to do about it on the right.

MATCHING OPTIONS:

- A** Close the window. **B** Clean it.
C Turn it down or switch it off. **D** Turn down the volume.

Item / Phrase	Write Match Letter (A, B, C...)
The room is very dirty.	[]
The light is too bright.	[]
The music is too loud.	[]
The window is open and it is cold.	[]

34 Match each word on the left with its correct synonym on the right.

MATCHING OPTIONS:

A Locate

B Assist

C Repair

Item / Phrase	Write Match Letter (A, B, C...)
Fix	[]
Find	[]
Help	[]

35 Match each sentence beginning on the left with the correct ending on the right.

MATCHING OPTIONS:

A decided to walk to the station.

B took it to a repair shop.

C called the bank to cancel my card.

D got very wet in the rain.

Item / Phrase	Write Match Letter (A, B, C...)
I lost my wallet, so I	[]
The bus was late, so I	[]
I forgot my umbrella, so I	[]
My laptop stopped working, so I	[]

36 Match each everyday problem word on the left with the correct definition on the right.

MATCHING OPTIONS:

A An unexpected event that causes damage or injury

B When something happens later than expected

C When you tell someone you are not happy about something

Item / Phrase	Write Match Letter (A, B, C...)
Delay	[]
Accident	[]
Complaint	[]

37 Match each problem on the left with the best place to go for help on the right.

MATCHING OPTIONS:

A Go to the post office.

B Go to the police station.

C Go to the dentist.

D Go to the clinic or hospital.

Item / Phrase	Write Match Letter (A, B, C...)
I feel sick and need to see a doctor.	[]
I need to report a stolen bag.	[]
I need to send a letter urgently.	[]
My tooth hurts a lot.	[]

38 Match each word on the left with the word it collocates with most naturally on the right.

MATCHING OPTIONS:

A A problem

B Your keys

C The bus

D A mistake

Item / Phrase	Write Match Letter (A, B, C...)
Make	[]
Solve	[]
Lose	[]
Miss	[]

39 Match each problem description on the left with the correct adjective that describes how the person feels on the right.

MATCHING OPTIONS:

A Confused

B Annoyed

C Guilty

Item / Phrase	Write Match Letter (A, B, C...)
I cannot sleep because of the noise next door.	[]
I got lost in a new city and did not know anyone.	[]
I forgot my friend's birthday.	[]

40 Match each phrase on the left with its correct meaning on the right.

MATCHING OPTIONS:

- A** To have no more of something left **B** When a machine or vehicle stops working
C To solve or organise a problem **D** To return something to its owner

Item / Phrase	Write Match Letter (A, B, C...)
Run out of something	[]
Break down	[]
Give back	[]
Sort out	[]

Part 5: Sort the Values (Questions 41–50)

41 Arrange the words to make a correct sentence.

working today. phone not My is

.....

42 Arrange the words to make a correct sentence.

plumber because broken. need call the tap to is I a

.....

43 Arrange the words to make a correct sentence.

couldn't morning. find keys this She her

.....

44 Arrange the words to make a correct sentence.

supermarket. milk, went ran out the We of so to I

.....

45 Arrange the words to make a correct sentence.

solution manager. best talk your The is to to

.....

46 Arrange the words to make a correct sentence.

forgot

charge

night.

phone

last

his

He

to

47 Arrange the words to make a correct sentence.

headache.

should

drink

water

more

have

You

you

if

a

48 Arrange the words to make a correct sentence.

checkout.

There

queue

long

the

is

at

a

49 Arrange the words to make a correct sentence.

receptionist

booking.

asked

help

with

the

to

me

my

I

50 Arrange the words to make a correct sentence.

working,

customer

service.

called

Wi-Fi

The

was

not

she

so

Answer Key & Explanations

Everyday Problems and Solutions | A2

Part 1: Multiple Choice

1. **B** Correct Answer: charge ✓ Explanation: When a phone battery is dead, you need to charge it — this means you connect it to electricity to give it power. I always charge my phone before I travel.
2. **B** Correct Answer: leak ✓ Explanation: A leak means liquid is coming out of a pipe or container where it should not. There is a leak in the bathroom — call the plumber!
3. **B** Correct Answer: wet ✓ Explanation: If you are in the rain without an umbrella, you get wet — your clothes and body are covered in water. She got very wet because she forgot her umbrella.
4. **A** Correct Answer: find ✓ Explanation: To find means to discover or locate something you need. I couldn't find a shop that was open late at night. The other words need prepositions: look for, search for.
5. **B** Correct Answer: open ✓ Explanation: When a key doesn't work, you cannot open the door — you cannot move it to get inside. I lost my key and couldn't open the front door.
6. **B** Correct Answer: caught ✓ Explanation: Caught is the opposite of missed when talking about transport. I ran fast and caught the bus just in time. We use catch a bus/train to mean we arrived in time to get on it.
7. **B** Correct Answer: change ✓ Explanation: When a light bulb stops working, we change it — we take out the old one and put in a new one. Can you change the light bulb in the bedroom? It's broken.
8. **C** Correct Answer: take ✓ Explanation: We always use the verb take with medicine in English. She took some medicine for her headache and felt better. We do not say drink medicine or eat medicine.
9. **A** Correct Answer: wash ✓ Explanation: When you spill something on your clothes, you need to wash them to remove the stain. I washed my shirt immediately after I spilled juice on it.
10. **B** Correct Answer: lost ✓ Explanation: When you cannot find something and you do not know where it is, it is lost. I lost my keys yesterday and had to call a locksmith. Forgotten describes a memory problem, not a missing object.

Part 2: Fill in the Gap

11. **A** Correct Answer: socket ✓ Explanation: A socket is a point on the wall where you plug in an electrical device to charge it. Is there a socket near my seat?
12. **A** Correct Answer: check ✓ Explanation: To check something means to look at it to get information. Always check the weather before going out.

13. **A** Correct Answer: cook ✓ Explanation: To cook means to prepare food using heat. When the shop is closed, cooking at home is a good solution. I cooked dinner with pasta and vegetables.
14. **A** Correct Answer: take ✓ Explanation: We use take with transport like taxis, buses, and trains. I had to take a taxi because I missed the bus.
15. **A** Correct Answer: plumber ✓ Explanation: A plumber is a person who repairs water pipes and taps. The plumber fixed the broken tap quickly.
16. **A** Correct Answer: call ✓ Explanation: To call someone means to contact them by phone. When you are locked out, calling a locksmith is the solution. I called a locksmith and he opened the door.
17. **A** Correct Answer: leave out ✓ Explanation: To leave out means to not include something. Removing items from a heavy bag is a common everyday solution. I left out two books to make my bag lighter.
18. **A** Correct Answer: large-print ✓ Explanation: A large-print menu has bigger text, which helps people who cannot read small letters easily. The restaurant had a large-print menu for older guests.
19. **A** Correct Answer: wash ✓ Explanation: To wash clothes means to clean them with water and soap. Washing removes stains. I washed my shirt and the stain came out.
20. **A** Correct Answer: change ✓ Explanation: To change a light bulb means to take out the old one and put in a new one. Can you change the light bulb? It is not working.

Part 3: Fill in the Blank

21. **charger** Correct Answer: charger ✓ Explanation: A charger is the device you use to give power back to a dead battery. Can I borrow your charger? My phone is at 0%.
22. **plumber** Correct Answer: plumber ✓ Explanation: A plumber is the person who repairs water pipes, sinks, and drains. The plumber came and fixed the blocked pipe in an hour.
23. **wet** Correct Answer: wet ✓ Explanation: When rain falls on you without an umbrella, you become wet. I forgot my umbrella and arrived at school completely wet.
24. **bulb** Correct Answer: bulb ✓ Explanation: A bulb is the glass part inside a lamp that produces light. When it stops working, you replace it. Can you change the bulb? I can't see anything in here.
25. **late** Correct Answer: late ✓ Explanation: When you do not wake up at the right time, you wake up late and can miss your bus or train. I woke up late and missed my morning bus.
26. **stain** Correct Answer: stain ✓ Explanation: A stain is a dirty mark left on fabric when you spill food or drink. She tried to remove the stain from her white shirt.

27. **takeaway|takeout** Correct Answer: takeaway / takeout ✓ Explanation: A takeaway (British) or takeout (American) is food that you order from a restaurant and eat at home. The shops were shut, so we ordered a takeaway for dinner.
28. **open** Correct Answer: open ✓ Explanation: When you lose your keys, you cannot enter your home alone. Someone else must open the door for you. I lost my keys, so my flatmate had to open the door.
29. **restart** Correct Answer: restart ✓ Explanation: When the internet has a problem, a simple solution is to restart the router, which means turning it off and on again. Try to restart the router if the Wi-Fi stops working.
30. **help** Correct Answer: help ✓ Explanation: When something is too difficult to do alone, you ask someone to help you. Can you help me carry these heavy boxes, please?

Part 4: Matrix / Match Values

31. My phone battery is dead.: A • I have a headache.: C • My shoes are wet.: B • I am very hungry.: D

Correct Matches: •
My phone battery is dead. → Charge it with a cable. • I have a headache. → Take some medicine and rest. • My shoes are wet. → Leave them near a heater to dry. • I am very hungry. → Make a sandwich or buy some food. ✓
Explanation:
Each problem has a simple, practical solution.
We charge a phone, take medicine for a headache, dry wet shoes near heat, and eat when we are hungry. These are common everyday

32. Broken: B • Missing: C • Empty: A

Correct Matches: • Broken → Not working or in pieces • Missing → Not in the right place; lost • Empty → Having nothing inside  Explanation: These adjectives describe common problems. Something broken needs to be repaired, something missing needs to be found, and something empty needs to be refilled. For example, "My pen is broken," "My keys are missing," "The bottle is empty."

33. The room is very dirty.: B • The light is too bright.: C • The music is too loud.: D • The window is open and it is cold.: A

Correct Matches: •
The room is very dirty. → Clean it.
• The light is too bright. → Turn it down or switch it off. • The music is too loud. → Turn down the volume.
• The window is open and it is cold. → Close the window. ✓

Explanation:
Common phrasal verbs and actions help fix daily problems. We clean dirty spaces, turn down bright lights or loud music, and close open windows when it is cold. "Turn down" means to reduce the level of something.

- 34.** **Fix: C • Find: A • Help: B** Correct Matches: • Fix → Repair • Find → Locate • Help → Assist  Explanation: These are useful synonyms in everyday language. Fix and repair both mean to make something work again, for example "Can you fix my bike?" Find and locate mean to discover where something is. Help and assist mean to support someone with a problem.

35. I lost my wallet, so I: C • The bus was late, so I: A • I forgot my umbrella, so I: D • My laptop stopped working, so I: B

Correct Matches: • I lost my wallet, so I → called the bank to cancel my card. • The bus was late, so I → decided to walk to the station. • I forgot my umbrella, so I → got very wet in the rain. • My laptop stopped working, so I → took it to a repair shop. ✓

Explanation: These are cause-and-effect sentences using so to show a result. Losing a wallet → cancel the card; a late bus → walk; no umbrella → get wet; broken laptop → repair shop. This structure is very common in spoken A2 English.

36. Delay: B • Accident: A • Complaint: C

Correct Matches: • Delay → When something happens later than expected • Accident → An unexpected event that causes damage or injury • Complaint → When you tell someone you are not happy about something  Explanation: These are important nouns for describing problems. A delay means waiting longer than planned, for example "There was a delay at the airport." An accident is unexpected and often harmful. A complaint is used when you want to express that something was wrong, for example in a hotel or shop.

37. I feel sick and need to see a doctor.: D • I need to report a stolen bag.: B • I need to send a letter urgently.: A • My tooth hurts a lot.: C

Correct
Matches: • I
feel sick
and need to
see a
doctor. →
Go to the
clinic or
hospital. • I
need to
report a
stolen bag.
→ Go to the
police
station. • I
need to
send a
letter
urgently. →
Go to the
post office.
• My tooth
hurts a lot.
→ Go to the
dentist. ✓
Explanation:
Knowing
where to go
for help is
essential at
A2 level.
We visit a
clinic or
hospital
when we
are ill, the
police
station to
report
crime, the
post office
for postal
services,
and the
dentist for
tooth
problems.

38. Make: D • Solve: A • Lose: B • Miss: C

Correct Matches: • Make → A mistake • Solve → A problem • Lose → Your keys • Miss → The bus  Explanation: These are very common verb + noun collocations in English. We say "make a mistake" (not do a mistake), "solve a problem," "lose your keys," and "miss the bus." Learning collocations helps you sound natural in English.

39. I cannot sleep because of the noise next door.: B • I got lost in a new city and did not know anyone.: A • I forgot my friend's birthday.: C

Correct
Matches: • I cannot sleep because of the noise next door. → Annoyed • I got lost in a new city and did not know anyone. → Confused • I forgot my friend's birthday. → Guilty ✓
Explanation:
These adjectives describe feelings caused by problems. Annoyed means slightly angry, often because of something irritating like noise. Confused means you do not understand or know what to do. Guilty means you feel bad because you did something wrong, for example "I feel guilty about

forgetting
her
birthday."

40. Run out of something: A • Break down: B • Give back: D • Sort out: C

Correct Matches: • Run out of something → To have no more of something left • Break down → When a machine or vehicle stops working • Give back → To return something to its owner • Sort out → To solve or organise a problem ✓ Explanation: These are very useful phrasal verbs for talking about everyday problems. For example, "We ran out of milk," "The car broke down on the motorway," "Can you give back my pen?" and "I need to sort out this problem quickly." Phrasal verbs are very common in everyday spoken English.

Part 5: Sort the Values

41. Correct Answer: My phone is not working today. ✓ Explanation: In present continuous negative sentences, the subject comes first (My phone), followed by the verb to be (is), then not, the -ing verb (working), and the time word (today).

42. Correct Answer: I need to call a plumber because the tap is broken. ✓ Explanation: The main clause I need to call a plumber uses need + to + infinitive. The conjunction because introduces the reason clause the tap is broken, which follows a simple subject + verb + adjective pattern.

43. Correct Answer: She couldn't find her keys this morning. ✓ Explanation: In past ability sentences, the subject (She) is followed by the modal couldn't, then the base verb (find), the object (her keys), and the time expression (this morning) at the end.

44. Correct Answer: We ran out of milk, so I went to the supermarket. ✓ Explanation: The phrasal verb ran out of describes a problem (no more milk). The conjunction so connects it to the solution (I went to the supermarket), showing a cause-and-effect relationship.

45. Correct Answer: The best solution is to talk to your manager. ✓ Explanation: This sentence uses the structure subject + is + to-infinitive to give advice or suggest a solution. The best solution is the subject and to talk to your manager is the complement explaining the action.

46. Correct Answer: He forgot to charge his phone last night. ✓ Explanation: The verb forgot is followed by to + infinitive (to charge). The object (his phone) comes after the verb, and the time expression (last night) is placed at the end of the sentence.

- 47.** Correct Answer: You should drink more water if you have a headache. ✅ Explanation: The modal should is used to give advice and is followed by the base form of the verb (drink). The conditional clause if you have a headache explains the situation requiring the advice.
- 48.** Correct Answer: There is a long queue at the checkout. ✅ Explanation: The structure There is + noun phrase is used to describe something that exists in a place. A long queue is the noun phrase and at the checkout is the prepositional phrase showing location.
- 49.** Correct Answer: I asked the receptionist to help me with my booking. ✅ Explanation: The verb asked is followed by an object (the receptionist) and then to + infinitive (to help). The prepositional phrase with my booking explains what kind of help was needed.
- 50.** Correct Answer: The Wi-Fi was not working, so she called customer service. ✅ Explanation: The first clause uses the past continuous negative (was not working) to describe an ongoing problem. The conjunction so connects this to the solution (called customer service), which uses the simple past.

Score Guide

45–50 Correct	Excellent! You have mastered this topic.
38–44 Correct	Very good! Review the rules you missed.
30–37 Correct	Good start. Re-read the lesson and examples.
0–29 Correct	Study the lesson again before retaking the test.