



READING

INTERMEDIATE

دورة القراءة للكبار · متوسط

Connect ideas and meaning



10 LESSONS · PRACTICE · READING CHECK · ANSWER KEY

Sadek Alkhateeb | SpeakUp English

Your reading route

دليل استخدام الكتاب



ابدأ بهذا الكتاب إذا كنت تفهم الجمل والرسائل القصيرة وتستطيع تحديد المعلومة المباشرة.

عشرة دروس متدرجة، مع مفردات عربية وأسئلة فهم وتطبيق مهارة، ثم اختبار وإجابات.

اقرأ النص مرة للفكرة العامة، ومرة ثانية للعثور على الدليل. حاول فهم الكلمة من السياق قبل الرجوع إلى معناها.

أجب في دفتر منفصل. يمكنك الإجابة بالعربية أو الإنجليزية؛ المقصود قياس فهم القراءة.

01 · اقرأ

اقرأ العنوان والنص، وحدّد الموضوع والمعلومات الأساسية.

02 · طبّق

حلّ أسئلة الفهم وتطبيق المهارة قبل فتح الإجابات.

03 · راجع

قارن إجاباتك بالدليل داخل النص، ثم أعد قراءة مواضع الخطأ.

خطة مقترحة: ثلاثة دروس أسبوعيًا، مع وقت إضافي للمراجعة. سرعة التقدم تختلف من شخص لآخر. هذه مستويات داخل المنهج، وليست شهادة مستوى لغوي معتمدة.

Inside this book

محتويات هذا المستوى

01	A Change of Plan	4
02	Using a Shared Workspace	6
03	Choosing a Travel Bag	8
04	Why Orders Arrived Late	10
05	Reading a Customer Reply	12
06	A New Evening Service	14
07	Guessing Meaning from Context	16
08	Two Ways to Learn at Work	18
09	Reading a Service Report	20
10	Read Two Messages Together	22



Reading check **24-25**

Answer key **26-31** · Reading record **32**

الرسوم تعبّر عن فكرة الدرس؛ تعتمد الإجابات على النص المكتوب.

A Change of Plan



READ FOR MEANING

The training team planned to hold a customer service workshop on Monday morning. However, repairs to the meeting room will not finish until Monday afternoon. The workshop will therefore take place on Wednesday, from 9:00 to 12:00, in the same room. Employees who registered for Monday do not need to register again.

Before Wednesday, participants should read the two-page case study attached to the original invitation. They should also send one question to the trainer by Tuesday at noon. The trainer will use these questions to choose examples for the session. Participants may attend without sending a question, but they still need to read the case study.

Anyone who cannot attend on Wednesday should tell their supervisor by Monday at 4:00 p.m. A second session will be arranged next month if at least six people need it. There is no recording of the workshop because the activities involve private customer situations. After the session, everyone will receive a summary of the main ideas. The summary is useful for review, but it does not include every activity.

Understand & apply

مهارة القراءة

ترتيب الأحداث والتمييز بين الموعد القديم والجديد

ابحث عن before و after و instead و unless. سجّل المواعيد النهائية أولاً، ثم اربط كل مهمة بالشخص المسؤول عنها.



KEY WORDS / المفردات

repairs	إصلاحات	participants	مشاركون
therefore	لذلك	supervisor	مشرف
registered	سجّلوا	arranged	يُرتب
attached	مرفق	summary	ملخص

CHECK YOUR UNDERSTANDING

1. Why was the workshop moved?
2. When will the workshop take place?
3. Which preparation is required even if no question is sent?
4. What condition is needed for a second session?
5. Why is the summary not a full replacement for attending?

APPLY THE SKILL

Put the deadlines in order: A Tuesday noon question deadline. B Monday 4:00 p.m. absence notice. C Wednesday workshop. Then state whether re-registration is necessary.

Using a Shared Workspace



READ FOR MEANING

Members can reserve a desk through the workspace website. First, choose a date and a time slot. Then select a desk and confirm the reservation. The system sends a code by email. Keep it, because you will need it to open the entrance door. A desk reservation does not include a meeting room; these rooms must be booked separately.

If you arrive more than thirty minutes after your reserved start time, your desk may be offered to another member. To prevent this, update your arrival time online before the reservation begins. Changing it after the start time does not guarantee that the desk will remain available. Members can cancel without a fee until two hours before the booking.

At the end of your visit, remove your belongings and leave the desk clean. Do not switch off the shared monitor at the wall, because the next user may have booked it for an online meeting. Simply sign out of your own accounts and disconnect your laptop. If you notice damaged equipment, report the desk number to reception. You are not expected to repair anything yourself.

Understand & apply

مهارة القراءة

قراءة التعليمات والشروط والإحالات

الكلمات if و unless و only توضّح شروط التنفيذ. حدّد ما تشير إليه كلمات مثل this و it قبل اختيار الإجراء.



KEY WORDS / المفردات

reserve	يحجز	prevent	يمنع
time slot	فترة زمنية	guarantee	يضمن
entrance	مدخل	belongings	متعلقات
separately	بشكل منفصل	damaged	تالف

CHECK YOUR UNDERSTANDING

1. What does "it" in "Keep it" refer to?
2. Does reserving a desk also reserve a meeting room?
3. What should a member do before the start time if arriving late?
4. A booking begins at 10:00. What is the latest cancellation time without a fee?
5. What should a member report if equipment is damaged?

APPLY THE SKILL

Correct these instructions: 1 Switch off the monitor at the wall. 2 Leave your accounts signed in. 3 Repair broken equipment yourself.

Choosing a Travel Bag



READ FOR MEANING

Rania needs a bag for short business trips. She usually carries a laptop, a notebook and one change of clothes. Most of her journeys involve trains and a fifteen-minute walk, so she wants something easy to carry. She is comparing two bags at a local shop.

The City Pack costs SAR 180 and weighs 0.8 kilograms when empty. It has a padded laptop pocket, two small outside pockets and adjustable shoulder straps. Its material can resist light rain, but the zip is not waterproof. The bag has no wheels. The shop allows returns within seven days if the bag has not been used and still has its label.

The Travel Case costs SAR 240 and weighs 2.3 kilograms. It has wheels and a handle, but no separate laptop pocket. It holds more clothes than the City Pack. Returns are allowed within fourteen days under the same unused condition. Both bags have a one-year repair warranty for manufacturing faults; accidental damage is excluded.

Rania does not need space for a full week of clothes. She likes the longer return period for the Travel Case, but she is more concerned about carrying the bag up station stairs and keeping her laptop separate from other items.

Understand & apply

مهارة القراءة

مقارنة الخيارات وفق الحاجة

حدّد معايير الاختيار قبل قراءة التفاصيل. قد يناسب منتج شخصًا ولا يناسب آخر؛ استند إلى حاجة الشخص والأرقام الواردة.



KEY WORDS / المفردات

padded	مبطّن	label	بطاقة المنتج
adjustable	قابل للتعديل	warranty	ضمان
resist	يقاوم	faults	عيوب
waterproof	مانع للماء	excluded	مستثنى

CHECK YOUR UNDERSTANDING

1. Which bag is lighter, and by how much?
2. Which bag has a separate laptop pocket?
3. Can Rania return either bag after using it on a trip?
4. Does the warranty cover accidental damage?
5. Which bag better matches Rania's stated priorities? Give two reasons.

APPLY THE SKILL

Complete the comparison: 1 The Travel Case costs SAR ____ more. 2 Its return period is ____ days longer. 3 A traveller needing more space for clothes may prefer ____.

Why Orders Arrived Late



READ FOR MEANING

A small online shop received several complaints about late deliveries in April. At first, the owner believed that the delivery company was responsible. However, the team examined the records and found that many parcels had left the shop a day later than planned. The delay started before the delivery company collected them.

The shop had introduced a new packing system. Under the old system, one employee checked an order while another packed it. Under the new system, the same employee did both tasks. This reduced mistakes, but it also took longer during busy periods. As a result, some orders missed the afternoon collection and waited until the following day.

The team decided to keep the final accuracy check but prepare boxes and labels earlier. It also asked a second employee to help during the busiest hour. In the next two weeks, fewer parcels missed collection. The owner was pleased, although she noted that the shop had received fewer orders during that period. She therefore planned to review the process again during a busy week before deciding whether the problem was fully solved.

Understand & apply

مهارة القراءة

فهم السبب والنتيجة وعدم الخلط بينهما

ابحث عن *because* و *as a result* و *led to*. مَيِّز المشكلة الأصلية من آثارها، واقراً ما إذا كان الحل يعالج السبب فعلاً.



KEY WORDS / المفردات

complaints	شكاوى	reduced	قلّل
responsible	مسؤول	accuracy	دقة
parcels	طرود	process	إجراء أو عملية
introduced	طبّق لأول مرة	fully	تماماً

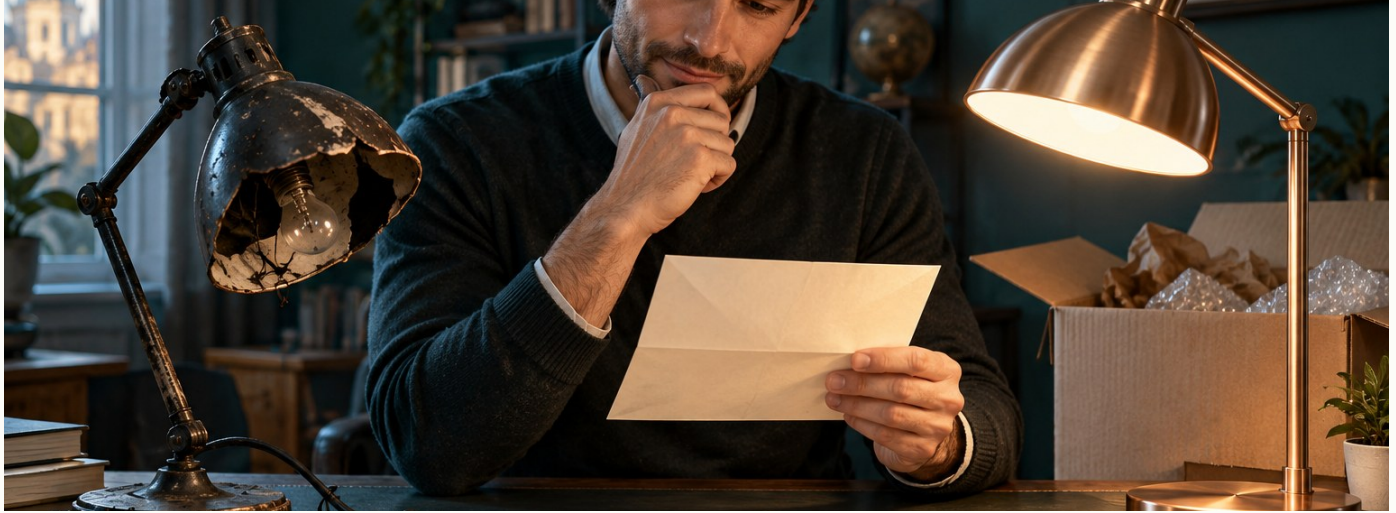
CHECK YOUR UNDERSTANDING

1. Who did the owner initially blame?
2. Where did many delays begin?
3. What benefit did the new packing system have?
4. Name one change made to reduce delays.
5. Why was a busy-week review still needed?

APPLY THE SKILL

Label each item cause, effect or response: 1 Some parcels waited an extra day. 2 One employee did both tasks during busy periods. 3 Boxes were prepared earlier.

Reading a Customer Reply



READ FOR MEANING

Dear Mr Hassan,

Thank you for explaining the problem with your desk lamp. I am sorry that the replacement cable did not solve it. We understand that being unable to use a new product is frustrating. Our technician has reviewed the photographs you sent and recommends replacing the whole lamp rather than sending another cable.

We can deliver a replacement next Tuesday between 10:00 a.m. and 2:00 p.m. The driver will collect the faulty lamp at the same time. Please include the power cable, but you do not need to return the original box. There will be no delivery charge. To accept this arrangement, please reply by Thursday at 6:00 p.m. and confirm the collection address.

If Tuesday is unsuitable, we can arrange another date, although the next available appointment may be the following week. Alternatively, you may request a refund. In that case, we will first collect the lamp and then process the refund within five working days of receiving it. Please tell us which option you prefer so that we can close your case only after the agreed action is complete.

Kind regards,
Mariam
Customer Support

Understand & apply

مهارة القراءة

تمييز الاعتذار والعرض والشرط

قد تتضمن الرسالة الودية شروطاً دقيقة. افصل بين ما يعرضه المرسل وما يجب أن يفعله العميل للاستفادة منه.



KEY WORDS / المفردات

replacement	بديل	arrangement	ترتيب
frustrating	محبط	unsuitable	غير مناسب
faulty	معطل	alternatively	بدلاً من ذلك
charge	رسوم	refund	استرداد المبلغ

CHECK YOUR UNDERSTANDING

1. Why is the company offering a whole new lamp?
2. What must be returned with the faulty lamp?
3. When must Mr Hassan reply to accept Tuesday?
4. When does the five-working-day refund period begin?
5. Which phrase shows the case will not be closed immediately?

APPLY THE SKILL

Match each purpose to a detail: apology / offer / condition. 1 A replacement can arrive Tuesday. 2 "I am sorry." 3 Reply by Thursday and confirm the address.

A New Evening Service



READ FOR MEANING

The Riverside Learning Centre will open two evenings a week during a three-month trial. From May, the building will remain open until 9:00 p.m. on Mondays and Wednesdays. The existing daytime timetable will stay the same. Visitors will be able to use the reading area and computers, but the advice desk will close at its usual time of 5:00 p.m.

The centre received requests from residents who work during the day. Its manager said the evening opening was intended to make the building easier to use for this group. She described it as “a practical improvement that people have been waiting for.” One local resident welcomed the change, while another said Friday opening would be more useful for his family.

The centre has not promised to keep the new hours permanently. Staff will count evening visitors and ask them which services they used. They will also record the additional staffing cost. At the end of the trial, the management team will compare these results before making a decision. The manager encouraged residents to send suggestions, including those who do not attend, so that the review would include reasons why some people stayed away.

Understand & apply

مهارة القراءة

تمييز الوقائع من الآراء وتحديد الفكرة الرئيسية

الواقعة يمكن التحقق منها، والرأي يعبر عن حكم أو تفضيل. انتبه لمن يقول العبارة؛ نقل رأي شخص لا يجعله حقيقة مثبتة.



KEY WORDS / المفردات

trial	تجربة محدودة	permanently	بصورة دائمة
residents	سكان	additional	إضافي
intended	مقصود	compare	يقارن
improvement	تحسين	suggestions	اقتراحات

CHECK YOUR UNDERSTANDING

1. What is the main purpose of the text?
2. Which service will not remain open until 9:00?
3. Is “a practical improvement” a neutral fact or the manager’s opinion?
4. Name two things staff will record.
5. Why ask people who do not attend for suggestions?

APPLY THE SKILL

Mark fact stated in the text or opinion: 1 The trial lasts three months. 2 Friday would be more useful for one resident’s family. 3 Monday closing time during the trial is 9:00 p.m.

Guessing Meaning from Context



READ FOR MEANING

When Leena joined a small design company, she found its internal messages difficult to follow. Some were concise: they gave the essential information in only two or three lines. Others were lengthy and repeated the same request in several different ways. Leena preferred the shorter messages, provided that they still explained what action was needed.

The company also used a shared folder to archive completed work. Once a project was finished, its files were moved there for future reference rather than deleted. Leena initially worried that archived documents were no longer available, but a colleague showed her how to search for them.

During her first week, Leena received an urgent request to amend a poster. The customer had changed the opening time of an event, so Leena needed to correct that detail before printing. The request was not to redesign the whole poster. It was to make one small but important change.

By Friday, she had started keeping a vocabulary notebook. Instead of writing only an Arabic translation, she recorded the sentence in which each word appeared and added a simple explanation. This helped her notice how familiar words could have a particular meaning in a workplace context.

Understand & apply

مهارة القراءة

استنتاج معنى كلمة من الشرح والمقابلة والمثال

لا تتوقف عند كل كلمة جديدة. ابحث عن شرح بعدها، أو مثال، أو كلمة مضادة بعد but. اختبر المعنى المقترح داخل الجملة.



KEY WORDS / المفردات

concise	موجز	reference	رجوع لاحق
essential	أساسي	urgent	عاجل
lengthy	مطوّل	amend	يعدّل
archive	يحفظ للأرشفة	particular	محدد

CHECK YOUR UNDERSTANDING

1. What clue explains “concise”?
2. Does “archive” mean delete in this text? Give evidence.
3. What did Leena need to amend?
4. Why was a complete redesign unnecessary?
5. What did she record besides a translation?

APPLY THE SKILL

Choose the closest meaning in this context: 1 lengthy (long / late), 2 urgent (needing quick action / expensive), 3 amend (correct or change / remove forever).

Two Ways to Learn at Work



READ FOR MEANING

Some employees prefer short online courses because they can study whenever their schedule allows. They can pause a lesson, review an example and return to difficult sections. This flexibility is especially useful for people whose working hours change from week to week. However, studying alone requires planning, and questions may remain unanswered until a trainer replies.

Classroom workshops offer a different advantage. Participants can ask questions immediately and learn from other people's experiences. A trainer can notice confusion and explain a point in another way. On the other hand, everyone must attend at the same time, and the pace may be too fast for some participants or too slow for others.

A company choosing between these options should consider the skill being taught. A short update about a new form might work well online. A workshop may be more useful when employees need to practise a difficult conversation and receive feedback. Cost also matters, but the cheapest option is not necessarily effective if people cannot use what they learn.

For this reason, one team decided to combine the two approaches. Staff read a short guide before attending a practical session. The meeting then focused on applying the information rather than repeating material that everyone could read independently.

Understand & apply

مهارة القراءة

فهم المقارنة والتنازل بين فكرتين

كلمات **however** و **although** تعلن اختلافًا أو تنازلًا. قد يعترف الكاتب بميزة لخيار لا يفضلّه. اقرأ الفقرة كاملة قبل تحديد موقفه.



KEY WORDS / المفردات

flexibility	مرونة	pace	سرعة التقدم
requires	يتطلب	feedback	ملاحظات للتطوير
immediately	فورًا	effective	فعّال
confusion	عدم فهم	approaches	طرائق

CHECK YOUR UNDERSTANDING

1. Give one advantage of online courses.
2. Give one advantage of workshops.
3. What should guide the choice besides cost?
4. Does the writer say one method is always best?
5. Why did the team ask staff to read before meeting?

APPLY THE SKILL

Complete with the logical connector: **however** / **for this reason** / **although**.
 1 Online study is flexible; ____, it requires planning.
 2 The team wanted practical time. ____, it sent a guide first.

Reading a Service Report



READ FOR MEANING

A service team compared its performance in June and July. In June, it received 200 requests and answered 150 within one day. In July, it received 300 requests and answered 210 within one day. The number of quick replies increased, but the proportion of requests answered within one day fell from 75% to 70%.

The team leader initially described July as a clear improvement because sixty more customers received a quick reply. A colleague agreed that this was useful, but pointed out that total demand had increased by one hundred requests. She argued that the team should report both the number and the percentage, so readers could see the full picture.

The report also listed customer satisfaction: 80% in June and 90% in July. However, only twenty customers answered the June survey, compared with one hundred in July. The team did not know whether those who replied were similar to those who did not. It therefore described the satisfaction results as encouraging feedback from respondents, rather than proof that every customer's experience had improved.

For the next month, the team planned to track waiting times as well as response speed. A quick first reply can be helpful, but it does not necessarily mean that the customer's problem has been solved.

Understand & apply

مهارة القراءة

قراءة الأعداد والنسب مع حجم المجموعة

العدد يجيب عن كم، والنسبة تجيب عن أي جزء من المجموع. اقرأ حجم المجموعة قبل مقارنة النتائج. جميع الأرقام هنا تخص حالة تدريبية داخل النص.



KEY WORDS / المفردات

proportion	نسبة من المجموع	survey	استبيان
demand	طلب	respondents	مجيئون
percentage	نسبة مئوية	proof	دليل حاسم
satisfaction	رضا	track	يتابع

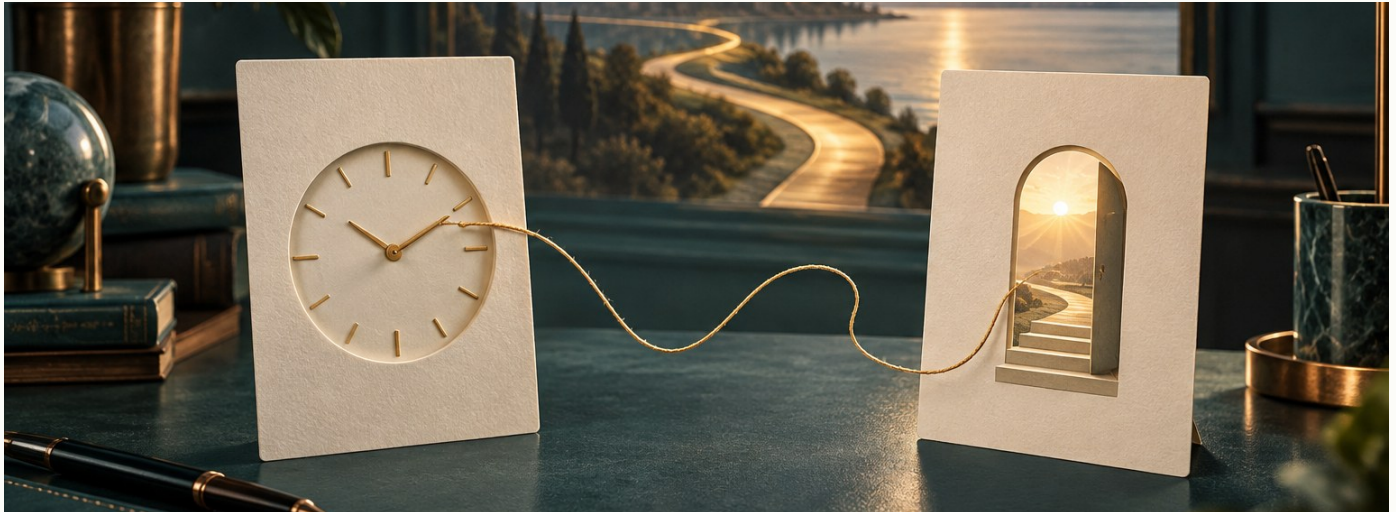
CHECK YOUR UNDERSTANDING

1. How many more requests received a one-day reply in July?
2. Which month had the higher one-day reply percentage?
3. Why can an increase in the count hide a fall in the percentage?
4. How many people answered the June satisfaction survey?
5. Why will the team also track waiting times?

APPLY THE SKILL

Calculate unanswered-within-one-day requests: 1 June: 200 minus 150. 2 July: 300 minus 210. 3 Did the one-day reply rate rise or fall?

Read Two Messages Together



READ FOR MEANING

Message A sent on Sunday

The supplier will deliver ten office chairs on Thursday morning. Please make sure the main entrance is clear. The delivery includes assembly, which should take about one hour. Payment is due after the chairs have been checked. If any item is damaged, record the problem before signing the delivery form. Contact Salma in administration with any questions.

Message B sent on Tuesday

The supplier has confirmed a change to Thursday's delivery. Eight chairs will arrive between 1:00 and 3:00 p.m.; the remaining two will follow on Sunday. The total price is unchanged. Assembly is still included. Because the main entrance will be used for maintenance on Thursday afternoon, the driver must use the side entrance. Salma will be away, so please contact Kareem instead. All other checking and payment instructions remain as stated in Sunday's message.

Kareem asks the reception team to prepare a single updated note for the driver and the employee receiving the chairs. He wants the note to include the arrival window, the correct entrance and the person to contact. He also reminds the employee that a later message changes only the details it explicitly updates.

Understand & apply

مهارة القراءة

جمع المعلومات من مصدرين وحل الاختلاف

تحقق من التاريخ والمرسل وما إذا كانت الرسالة الثانية تعدّل الأولى. احتفظ بالمعلومات التي لم تُغيّر، وحدّث التفاصيل المعدّلة فقط.



KEY WORDS / المفردات

supplier	مورّد	unchanged	دون تغيير
assembly	تركيب	maintenance	صيانة
due	مستحق	instead	بدلاً من ذلك
remaining	متبقي	explicitly	صراحة

CHECK YOUR UNDERSTANDING

1. How many chairs will arrive on Thursday?
2. Which entrance should the driver use?
3. Who is the updated contact person?
4. Has the payment instruction changed?
5. Which message controls the Thursday arrival time, and why?

APPLY THE SKILL

Prepare an updated three-item note using short answers: 1 Thursday arrival window. 2 Date for the remaining chairs. 3 What to do if an item is damaged.

Reading check

اختبار نهاية المستوى



A company is testing a shared bicycle service between its two office buildings. The buildings are close enough to walk between, but employees carrying small items often take a taxi because the walking route is indirect. The company hopes bicycles will provide another option. The trial will last six weeks, and eight bicycles will be available from 8:00 a.m. to 5:00 p.m.

Employees must book a bicycle online and return it to either office within two hours. Helmets are provided at reception. A bicycle should not be used to carry large boxes; employees should continue to request the company delivery service for those. Anyone who notices a mechanical problem must report it and choose another bicycle rather than attempt a repair.

After the first week, forty trips had been recorded. Thirty users completed a survey, and twenty-four said they would use the service again. The project team described this as positive early feedback. However, heavy rain affected two days of the trial, and the team had not yet asked employees who had never used a bicycle why they stayed away.

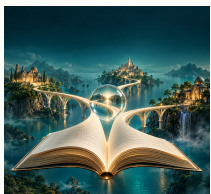
On the second Monday, an update announced that bicycles could be kept for three hours instead of two. Operating hours remained unchanged. The update also reminded users to record returns online, because staff had found several bicycles physically back at the office but still marked as unavailable in the system. At the end of the trial, managers will review usage, user comments and maintenance costs before deciding whether to continue.

Show what you understand

أجب قبل مراجعة الحلول

لكل سؤال درجتان، والمجموع عشرون درجة. في السؤال ذي الجزأين تُحسب درجة لكل جزء. اعتمد على النص، ويمكنك الرجوع إليه أثناء الإجابة.

01. What is the main purpose of the trial?
02. Why do some employees use taxis despite the short distance?
03. What should employees use for large boxes?
04. What must a user do after noticing a mechanical problem? Give two actions.
05. What percentage of survey respondents would use the service again?
06. Why does that result not describe every employee's view?
07. After the update, how long can a bicycle be kept?
08. Did the service's closing time change?
09. Why were some returned bicycles shown as unavailable?
10. Name two types of evidence for the final review.



النتيجة المقترحة للانتقال: ١٦ من ٢٠، مع القدرة على تفسير الدليل. هذه عتبة إرشادية للمراجعة داخل المنهج؛ راجع مواضع الخطأ إذا احتجت دعمًا إضافيًا.

Review with evidence

إجابات الفهم والتطبيق

01 A Change of Plan



1. The meeting room repairs will not finish until Monday afternoon.
2. Wednesday, 9:00 to 12:00.
3. Reading the case study.
4. At least six people must need it.
5. It does not include every activity; participants also miss the workshop activities.

Skill practice: B, A, C. Re-registration is not necessary for employees already registered.

02 Using a Shared Workspace



1. The code sent by email.
2. No; meeting rooms require a separate booking.
3. Update the arrival time online.
4. 8:00.
5. The desk number, to reception.

Skill practice: 1 Do not switch it off at the wall. 2 Sign out of your accounts. 3 Report the desk number to reception; do not repair it yourself.

Review with evidence

إجابات الفهم والتطبيق

03 Choosing a Travel Bag



1. The City Pack, by 1.5 kilograms.
2. The City Pack.
3. No; both return policies require it to be unused.
4. No.
5. The City Pack: it is lighter for stairs and has a separate laptop pocket.

Skill practice: 1 60; 2 7; 3 the Travel Case.

04 Why Orders Arrived Late



1. The delivery company.
2. At the shop, before parcels were collected.
3. It reduced mistakes.
4. Preparing boxes and labels earlier, or adding a second employee during the busiest hour.
5. The improved two-week period had fewer orders, so lower demand may have helped.

Skill practice: 1 Effect; 2 Cause; 3 Response.

Review with evidence

إجابات الفهم والتطبيق

05 Reading a Customer Reply



1. The replacement cable did not solve the problem, and the technician recommends replacing the lamp.
2. The power cable.
3. By Thursday at 6:00 p.m.
4. When the company receives the lamp.
5. "only after the agreed action is complete."

Skill practice: 1 Offer; 2 Apology; 3 Condition.

06 A New Evening Service



1. To explain the new evening-opening trial and how it will be reviewed.
2. The advice desk.
3. The manager's opinion.
4. Any two: visitor numbers, services used, additional staffing cost.
5. To understand why some people stayed away.

Skill practice: 1 Fact; 2 Opinion or personal judgement attributed to a resident; 3 Fact.

Review with evidence

إجابات الفهم والتطبيق

07 Guessing Meaning from Context



1. The messages give essential information in only two or three lines.
2. No; files are kept for future reference and can be searched.
3. The event's opening time on the poster.
4. Only one detail had changed.
5. The original sentence and a simple explanation.

Skill practice: 1 long; 2 needing quick action; 3 correct or change.

08 Two Ways to Learn at Work



1. Flexible timing, pausing lessons or reviewing difficult sections.
2. Immediate questions, shared experience or live clarification.
3. The skill being taught and whether people can apply it.
4. No; the best choice depends on the need.
5. So the session could focus on application rather than repeating readable information.

Skill practice: 1 however; 2 for this reason. although is unused.

Review with evidence

إجابات الفهم والتطبيق

09 Reading a Service Report



1. 60.
2. June, 75% compared with 70%.
3. Because total requests increased faster than quick replies.
4. 20.
5. A quick first reply does not necessarily mean the problem is solved.

Skill practice: 1 50; 2 90; 3 It fell by 5 percentage points, from 75% to 70%.

10 Read Two Messages Together



1. Eight.
2. The side entrance.
3. Kareem.
4. No; payment remains due after the chairs have been checked.
5. Message B; it is later and explicitly changes the time to 1:00–3:00 p.m.

Skill practice: 1 Thursday, 1:00–3:00 p.m. 2 Sunday. 3 Record the problem before signing the delivery form.

Reading check answers

التصحيح وتحديد الخطوة التالية

01. To test bicycles as another way to travel between the offices.
02. The walking route is indirect, especially when they carry items.
03. The company delivery service.
04. Report it and choose another bicycle; one point each.
05. 80%, calculated as 24 out of 30.
06. Only users who answered were included; non-users had not been asked.
07. Three hours.
08. No; it remained 5:00 p.m.
09. Their returns had not been recorded online.
10. Any two: usage, user comments, maintenance costs; one point each.



امنح درجتين للإجابة الصحيحة المكتملة ودرجة واحدة للإجابة الجزئية ذات الصلة، وصفراً للإجابة الخاطئة. تُقبل صياغة مختلفة إذا حافظت على المعنى واستندت إلى النص. دوّن سبب كل خطأ ثم أعد قراءة الفقرة المناسبة.

Keep your progress visible

سجلّ قراءتك ومراجعتك



بعد كل درس سجلّ ما فهمته وما يحتاج إلى مراجعة. الهدف أن تستطيع الاستشهاد من النص، لا حفظ الإجابة فقط.

Lesson	Date	My next review
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____

Read carefully. Notice the evidence. Keep going.