

Name _____ Date _____

Section 1: Vocabulary and Grammar

Complete the sentences. Circle the correct letter a, b, c or d. See the example.

Example:

A: Are you Mr Jensen?

B: Yes, I _____.

a am

b 'm not

c do

d are

1 A: Is this the right place for British Airways?

B: Yes, it _____.

a isn't

b are

c is it

d is

2 Roger is _____ Switzerland.

a with

b from

c out

d of

3 A: Do you like coffee?

B: No, I _____.

a don't

b 'm not

c not

d doesn't

4 A: _____ does he work?

B: In a hospital.

- a Why
- b When
- c What
- d Where

5 Are there _____ messages for me?

- a a
- b any
- c an
- d one

6 I'm sorry but I can't _____ the meeting at three o'clock.

- a to attend
- b attended
- c attend
- d attending

7 How _____ do they play golf?

- a usually
- b every
- c often
- d time

8 He _____ in when I rang.

- a wasn't
- b isn't
- c weren't
- d didn't

9 Henry _____ school when he was fifteen years old.

- a has left
- b leave
- c left
- d leaved

10 A: When _____ he phone?

B: At around three o'clock.

- a was
- b did
- c had
- d do

11 Our company _____ 5,000 workers.

- a employs
- b produces
- c invests
- d profits

12 It's hotter today _____ yesterday.

- a as
- b that
- c more
- d than

13 I go to work _____ foot.

- a over
- b to
- c on
- d from

- 14 I _____ on an important project at the moment.
- a going to work
 - b worked
 - c work
 - d 'm working
- 15 I _____ a profit this year.
- a set up
 - b made
 - c put
 - d ran
- 16 I _____ the report yet. I need a couple more hours.
- a didn't finish
 - b don't finish
 - c haven't finished
 - d 'm not finishing
- 17 A: Can I have extension 315?
B: I'll just _____ you through.
- a put
 - b connect
 - c call
 - d play
- 18 Do you know when _____?
- a does the meeting start
 - b does start the meeting
 - c the meeting starts
 - d starts the meeting

- 19 Could I _____ a message?
- a speak
 - b leave
 - c tell
 - d say
- 20 You can stay if you want but you _____.
- a don't have to
 - b mustn't
 - c not have to
 - d haven't
- 21 Who _____ the first email?
- a did send
 - b does send
 - c sent
 - d was send
- 22 I'll _____ with the email straight away.
- a send
 - b deal
 - c go
 - d write
- 23 It's the _____ meal I've ever eaten!
- a expensive than
 - b more expensive
 - c expensivest
 - d most expensive

- 24 I'll have breakfast sent _____ to your room.
- a up
 - b out of
 - c in
 - d at
- 25 Prices have remained _____ in the first quarter.
- a increase
 - b stable
 - c same
 - d steadily
- 26 35,000 people _____ in the last five years.
- a were been laid off
 - b lay off
 - c are laid off
 - d have been laid off
- 27 I'm writing to _____ the refund for damaged goods.
- a claim
 - b tackle
 - c take
 - d book
- 28 It cost one hundred euros! What a complete _____ of money.
- a invest
 - b spent
 - c waste
 - d lot

- 29 He _____ me that he was happy in his new department.
- a said
 - b told
 - c spoke
 - d asked
- 30 We _____ less time travelling if we worked from home.
- a spend
 - b 'd spend
 - c would spent
 - d are spending
- 31 Does the conference centre have Internet _____?
- a access
 - b location
 - c centre
 - d transfer
- 32 Sorry, I didn't _____ that. Could you say it again?
- a pick
 - b explain
 - c catch
 - d miss
- 33 Would you mind _____, please?
- a not to smoke
 - b not smoking
 - c didn't smoking
 - d if not smoking

- 34 I agree with you up to a _____.
- a question
 - b position
 - c point
 - d view
- 35 You _____ be tired after your long journey.
- a can
 - b let
 - c must
 - d ought
- 36 Let's move _____ to the next point of my presentation.
- a about
 - b up
 - c for
 - d on
- 37 I'm sorry, but can I just _____ in here?
- a come
 - b interrupt
 - c move
 - d speak
- 38 I've been working here _____.
- a during three years
 - b for three years
 - c since three years
 - d three years ago

- 39 So, let's sum _____ what we've discussed so far.
- a about
 - b up
 - c with
 - d for
- 40 I _____ from you.
- a look forward to hear
 - b looking forward to hear
 - c look forward to hearing
 - d look forward for hearing
- 41 How are things _____ you?
- a with
 - b to
 - c at
 - d of
- 42 I think it's _____ of fish with cream.
- a cooked
 - b made
 - c done
 - d prepared
- 43 I'm sorry for the _____ in getting back to you with the quote.
- a wait
 - b hold
 - c late
 - d delay

- 44 I suggested _____ the whole thing forward by a week.
- a bringing
 - b to bring
 - c that bring
 - d we bringing
- 45 With _____, I think your estimate is a little too low.
- a frank
 - b respect
 - c honesty
 - d unfortunately
- 46 Could you go _____ the main points again?
- a through
 - b across
 - c down
 - d in
- 47 She _____ the report by next Monday!
- a won't finished
 - b won't have finish
 - c won't be finished
 - d won't have finished
- 48 Are you saying they've fallen _____ of projections again?
- a down
 - b decrease
 - c short
 - d rapidly

- 49 What would you _____ if they hadn't called?
- a done
 - b have done
 - c did
 - d do
- 50 I've just _____ the most amazing job!
- a landed
 - b run
 - c set
 - d caught

Section 2: Reading

Read the following three texts. Follow the instructions for each text.

Reading A

Read the text. Then decide if the statements are true or false. Circle *T* (true) or *F* (false).

It's easy to write and send an email. You type it onto a computer screen, press a button and off it goes. But the speed of the process is also a problem, because we don't think a lot about what we write. This can often cause our email messages to be grammatically incorrect, badly organized and full of spelling and typing errors. As a result, the person who receives the email can find it difficult to read and understand. Messages that are hard to understand can cause expensive mistakes if someone makes a decision to spend money based on unclear information. In addition, managers now read hundreds of emails each day, some of which are not relevant to them, and this adds to the stress of their jobs. So perhaps emails are not the simple things we think they are.

- 1 It doesn't take long to write and send an email. T / F
- 2 Emails usually contain one type of mistake. T / F
- 3 Some emails cause problems which cost a lot of money. T / F
- 4 Every day, managers read a hundred emails. T / F
- 5 Managers' jobs are not as stressful because of emails. T / F

Reading B

Read the text. Complete the sentences below with the best word or phrase. Circle the correct letter *a*, *b* or *c*.

A hard sell is often seen as offensive in Japan. Japanese businesspeople may think that you are trying to convince them because your product is no good. It is better to use a low-key sales pitch and give them objective information. Don't say that your product is 'the best on the market'. You are more likely to persuade them if you say, 'We sold more than two million units last year. As you know, our closest competitor sold less than a million.'

The Japanese are not accustomed to aggressive American techniques that use a 'winning' argument to try to persuade people to buy something. Remember that if people find out that you have not been completely honest about your product, they won't believe you in future, and what you say will lose influence.

It may not be essential when it comes to selling your products in Japan or other overseas markets, but it certainly helps if you are aware of the culture in general, not just the business culture. Find out about a country before you go there, and that way you can avoid embarrassing your hosts – and yourself. Most travel guides give plenty of information on the culture of countries around the world, so there is no excuse for not knowing what is expected of you. And your hosts will like you all the more for it!

- 6 A hard sell is likely to _____ Japanese businesspeople.
a upset b convince c please
- 7 Japanese businesspeople prefer _____ to general opinions.
a aggressive techniques b persuasive information
c facts and figures
- 8 People will stop believing you _____ you tell the truth about your product.
a if b when c unless
- 9 It is _____ to know about the culture in overseas markets if you want to sell there.
a useful b necessary c hard
- 10 Your hosts will _____ you if you know about their culture.
a embarrass b excuse c appreciate

Reading C

Read the text. Are the statements true or false, according to the text, or is the information not given? Circle *T* (true), *F* (false) or *NI* (no information).

A recent news report tells the story of an anthropologist who discovered a lost tribe in the Amazon. Their way of life had hardly changed since the Stone Age and they had never seen a car or met a foreigner. What shocked the anthropologist most about the natives, however, was not their strange social customs or mysterious religious rituals, but the fact that several of them were wearing Manchester United football shirts!

Whether or not that report is true, what is certain is that Manchester United stopped being just a famous football team several years ago and became a highly successful multinational corporation. The words 'football' and 'club' were actually dropped from the players' badges in 2000 in an effort to strengthen the corporate image. With a successful stock market flotation in 1991 and a current market value of over £1.4 bn, Manchester United is as much a triumph of the media as of great soccer.

'Top clubs have grown on the back of television contracts', says Richard Baldwin of accountants Deloitte and Touche. With this also comes merchandising. Manchester United's megastore stocks 1,500 different items, is constantly packed, and merchandising outlets as far away as Singapore, Hong Kong and Sydney attract thousands of fans who couldn't even tell you where Manchester is on the map. 'United look and behave very much like a traditional business from a corporate point of view,' says Nigel Hawkins, a financial analyst. 'They have a strong brand and have worked to maximize it by bringing in good people.' They certainly have. One sponsorship deal alone – with Vodaphone – netted Manchester £36 million, and American insurance group AIG just paid £56.5 million for a similar four-year deal.

- 11 The story about the lost tribe may not be factually correct. T / F / NI
- 12 The Manchester United football team is not as famous as it used to be. T / F / NI
- 13 The media were certain that the Manchester United flotation would be a great success. T / F / NI
- 14 Fans in overseas countries know more about Manchester United's products than its location. T / F / NI
- 15 Manchester United's best sponsorship deal so far has been with AIG. T / F / NI

Section 3: Listening

Listening A

Listen twice to the message on an answer machine. Complete the notes below. Use one word or a number.

Name of caller:	<i>Mr</i> (1) _____
Called about:	<i>The progress</i> (2) _____
Message:	<i>He can't come on</i> (3) _____
	<i>Call him after</i> (4) _____ <i>p.m.</i>
Phone number:	(5) _____

Listening B

Listen twice to an advertisement. Are the following statements true or false? Circle *T* (true) or *F* (false).

- | | | |
|----|---|-------|
| 6 | At gifts2U.com, you can choose from more than 900 presents. | T / F |
| 7 | You can order your gifts by phone or online. | T / F |
| 8 | For delivery the next day, you can't order your gift after midday. | T / F |
| 9 | The company delivers sooner if you pay ten dollars. | T / F |
| 10 | The company will refund your money if someone returns a gift they don't like. | T / F |

Listening C

Listen twice to a speaker talking about negotiating. For each question, circle the statement (a, b or c) which is the best summary of what the speaker believes.

11 The speaker believes a successful negotiation is when both sides:

- a exploit each other's problems.
- b find a solution to each other's problems.
- c look for differences in their problems.

12 The speaker believes that most negotiators:

- a want to get the best deal for themselves.
- b look for an ideal solution for themselves.
- c think negotiating is a good way to do business.

13 The speaker believes that most negotiators:

- a use techniques that are too difficult.
- b are familiar with the same techniques.
- c don't work at learning new techniques.

14 The speaker believes that you should always:

- a avoid personal questions.
- b get something in return for giving something.
- c agree to discuss everything.

15 The speaker believes that you shouldn't agree to anything:

- a until the next day.
- b during a negotiation.
- c if you are under time pressure.

Section 4: Speaking

A

Business and work

- What's your job?
- What time do you start / finish work?
- How often do you use English in your job, for example, for emails or on the telephone?
- When did you join your company / organization?
- Tell me about ... something you are working on at the moment.

Social and travel

- Can you spell your name for me?
- Where are you from?
- Do you live in a house or an apartment?
- How many brothers and sisters do you have?
- Tell me about ... the things you like to do in your free time.

B

Business and work

- What sort of company / organization do you work for? What are its main activities?
- How long have you worked for your company / organization?
- What does your job involve?
- Do you like or dislike your work? Why?
- Tell me about ... a manager or a colleague you work with.

Social and travel

- How much time off work do you get each year? Do you travel for your job?
- Which countries have you visited on holiday / for work? Did you like them?
- What's the weather like in your country?
- What kind of food is typical in your country?
- Tell me about ... what you did last weekend.

C

Business and work

- What opinion do you think the general public / your competitors have of your company / organization?
- What's the hardest thing about your job? And the easiest?
- What would you do if you were the boss of your company / organization?
- What do you think you will be doing in five years' time?
- Tell me about ... the meetings you attend and how effective they are.

Social and travel

- What kind of things do you talk about with clients?
- What topics do you avoid when talking with clients?
- How can businesspeople cope with stress when they're travelling and away from home?
- What would you do if you won a million euros and didn't have to work?
- Tell me about ... a film you've seen or a novel you've read recently.