

BUSINESS GOALS

TESTS with ANSWERS

PART 1

New faces

1 Complete the conversation using the words in the box.

in at meet study am ('m) an from for ~~is~~ call too

- A Hello, my name (0) *is* David. I'm (1) Poland.
 B Nice to (2) you. (3) me Rosa.
 A Nice to meet you, (4) What do you do?
 B I work (5) Glanex UK. I'm (6) the production department.
 How about you?
 A I'm (7) accountant at NBT International..
 C Hi, I (8) Peter.
 A Hello, Peter. What do you do?
 C I'm a student (9) Bonn University. I (10) Business Management.

2 Make questions for the following answers.

Example

- | | | |
|------------------------|-------------------------|--|
| 0 A What / do? | B I'm a sales manager. | <i>What do you do ...?</i> |
| 1 A Where / from? | B Poland. | |
| 2 A Where / live? | B Brussels. | |
| 3 A What / name? | B Nicola. | |
| 4 A What / department? | B The Sales Department. | |
| 5 A Where / work? | B In Moscow. | |

3 Complete the sentences with the best alternative.

- 0 She works *in* the Finance Department. (in/on/at)
 1 I'd like to you to Simon Morris. (meet/introduce/show)
 2 Mr Smith is director of Uniglass Ltd. (a/an/our)
 3 He in Production. (work/working/works)
 4 This Chloe Johnson. (are/is/am)
 5 Maria is Sales Director. (the/an/one)

Your score /20

1

- 1 from
- 2 meet
- 3 call
- 4 too
- 5 for
- 6 in
- 7 an
- 8 am ('m)
- 9 at
- 10 study

2

- 1 Where are you from?
- 2 Where do you live?
- 3 What's your name?
- 4 What department do you work in?
- 5 Where do you work?

3

- 1 introduce
- 2 a
- 3 works
- 4 is
- 5 the

Around the office

1 Put the words into the correct order.

- A (0) *Where do you live*? (you live do where)
 B In the suburbs, but (1) (to like the live I'd centre in)
 A (2)? (like live they would to where)
 B (3) (the they'd to live in countryside like)
 A (4)? (to future like what you would in do the)
 B (5)..... (marketing I'd work to like in).
 A (6)? (like you to would England in work)
 B No. (7) (wouldn't abroad to like live I)

2 Complete the conversation using the words in the box.

~~do~~ at of in (× 2) by commute on to

- A Where (0) *do* you live?
 B (1) the suburbs (2) Madrid.
 A Do you (3) to work?
 B No, I work (4) home. How about you?
 A I live (5) the coast in Italy, but I work in Rome, (6) the centre of the city. I commute (7) work (8) car.

3 Choose the best word to fill each gap from the alternatives below.

The (0) *factory* was opened in 1990. This is where we manufacture our cars. Ideas about colour and style come from the (1) When the products are finished they are stored in our (2) in Leeds and London before they go to the (3) where the customers can see them. Our (4) is just next door to the factory so the company directors can easily check on the production process. They also visit our (5) around the country every month.

- | | | |
|----------------------|-----------------|------------------|
| A factory | B shop | C warehouse |
| 1 A Head Office | B design studio | C factory |
| 2 A stores | B warehouses | C showrooms |
| 3 A branch offices | B design studio | C showrooms |
| 4 A Head Office | B branch office | C warehouse |
| 5 A Head Offices | B main offices | C branch offices |

Your score /20

1

- 1 I'd like to live in the centre.
- 2 Where would they like to live?
- 3 They'd like to live in the countryside.
- 4 What would you like to do in the future?
- 5 I'd like to work in marketing.
- 6 Would you like to work in England?
- 7 I wouldn't like to live abroad.

2

- 1 in
- 2 of
- 3 commute
- 4 at
- 5 on
- 6 in
- 7 to
- 8 by

3

- 1 B
- 2 B
- 3 C
- 4 A
- 5 C

Products and services

1 Write comparative sentences in the conversation, using the underlined prompts.

A So what do you think of the new mobile phone model?

B Well, I think the ZX34 has good / functions / the ZX33, and I think customers will like the fact that
(0) better functions than the ZX33

the screen on the ZX34 big. Also, the video streaming fast / the ZX33.

(1) (2)

A Do you think it will be successful / the ZX33?

(3)

B We certainly hope so. The only problems seem to be that, in the testing stage, some people say it
difficult to use / the ZX33. Another thing is that the buttons small and some people don't like that.

(4) (5)

A What about cost?

B Well, it expensive / the old model, but we think people will be prepared to pay more for better

(6)

quality. We also have to remember that it cheap / other models on the market. We also have a

(7)

good payment plan, which we think people will find convenient.

(8) (9)

2 Choose the best verb to complete the conversation.

A So, Peter, which photocopier do you think we should buy?

B Well, Xcopy (0) produces (produce / can) the cheapest model - it (1)

(has / costs) only £599. It (2) (can / has) a lot of new features and

(3) (has / can) do colour copies too. It (4) (has / make) an
attractive design and (5) (can / offers) do 200 copies in a minute.

A So which Internet service provider do you think we should use?

B Well, BusinessNet is the best. It (6) (offers / costs) £39 per month and they

(7) (provide / produce) broadband connection and free upgrades after a year.

The service (8) (has / can) a lot of different functions, but the fastest connection

will (9) (make / cost) more. They also (10) (offer / can)

discounts if we use the service in all our branches. We (11) (can / make) register
on-line and an engineer will come and install the modem and software the next day.

Your score /20

1

- 1 is bigger
- 2 is faster than the ZX33
- 3 more successful than the ZX33?
- 4 is more difficult to use than the ZX33
- 5 are smaller
- 6 is more expensive than the old model
- 7 is cheaper than other models
- 8 better
- 9 more convenient

2

- 1 costs
- 2 has
- 3 can
- 4 has
- 5 can
- 6 costs
- 7 provide
- 8 has
- 9 cost
- 10 offer
- 11 can

Time Zones

1 In each answer to the questions there is one wrong word. Write the correct word on the right.

- 0 A When did you finish the report?
B In the weekend. *at*
- 1 A What time is it now?
B It's ten before nine.
- 2 A What time is it in Tokyo?
B It's half to five.
- 3 A What did you do at the weekend?
B Well, I had to work in Sunday!
- 4 A When does the plane arrive?
B On half past six.
- 5 A When's the meeting tomorrow?
B It's on the morning.

2 Complete the conversation using the verbs in the box in the correct form.

arrive	have (× 2)	return	finish	leave	give	start
--------	------------	--------	--------	------------------	------	-------

- A So, Sally can you tell me more about our schedule for the trip to Poland?
- B Sure, the flight (0) *leaves* London at 7.30 and we (1) in Warsaw at 9.15. We go straight to the conference. It (2) at 10.00. There are two short presentations and then we (3) lunch at 12.30. I (4) my presentation after that, at 2.30.
- A Right, what time does our plane leave?
- B At 8.30. The conference (5) at 4.30 so we (6) some free time to do some shopping and go sightseeing before catching the plane back home. We (7) to London Heathrow at 8.30 in the evening.

3 Put the words in the correct order to make sentences.

- 0 should meal think we I go the for out evening a in
I think we should go out for a meal in the evening.
- 1 he'll you do think pub the like?
- 2 she'll don't that think restaurant like I
- 3 you what think do?
- 4 good think restaurant idea Chinese do you a is a?
- 5 idea yes a good that's
- 6 not that's sure I'm idea good a
- 7 we I shopping should think go
- 8 agree don't I

Your score /20

1

- 1 to
- 2 past
- 3 on
- 4 at
- 5 in

2

- 1 arrive
- 2 starts
- 3 have
- 4 give
- 5 finishes
- 6 have
- 7 return

3

- 1 Do you think he'll like the pub?
- 2 I don't think she'll like that restaurant.
- 3 What do you think?
- 4 Do you think a Chinese restaurant is a good idea?
- 5 Yes, that's a good idea.
- 6 I'm not sure that's a good idea.
- 7 I think we should go shopping.
- 8 I don't agree.

On the phone

1 Complete the conversation.

- A Hello, Listra Electronics. (0) *can* I help you?
 B Can I (1) to Sven Lindstom, please?
 A Who's (2), please?
 B (3) is Peter Eckhardt.
 A Just a (4) I'll (5) you through.
 B Thanks.

2 Complete the conversation using *should* or *shouldn't* and a verb from the box.

get ~~know~~ say answer practise call use

- A Welcome to UniTex International. I'm sure you'll enjoy working here.
 B What (0) *should* I *know* about office practice?
 A Well yes, when you answer the phone you (1) always your name and the name of the company.
 B (2) I always the phone in English?
 A Yes, and you (3) this so your pronunciation is good.
 B OK. What about calling people at home?
 A You (4) anyone at home after 8.00. It's not a good idea to disturb them. You should leave a message for them. Talking of messages, you (5) voicemail during office hours. Always answer the phone.
 A How do I transfer calls?
 B Let me show you. It's a little difficult. I think the company (6) a new phone system!

3 Put the sentences into the correct order to make a telephone conversation.

- A And can I have your telephone number? F Sorry, could you say that again, please?
 B Can you spell that, please? G Can I have your name, Please?
 C Sure, S-I-N-G-H. H It's 0189 675473.
 D Yes, it's Mr Singh. I Hello. I'm calling to ask about a quotation.
 E P&T Ltd. Can I help you? J Sure, I'll say it more slowly. 0189 675473.

0 E	1	2	3	4	5	6	7	8	9
-----	---	---	---	---	---	---	---	---	---

Your score /20

1

- 1 speak
- 2 calling / speaking
- 3 this
- 4 moment
- 5 put

2

- 1 should / say
- 2 should / answer
- 3 should / practise
- 4 shouldn't / call
- 5 shouldn't / use
- 6 should / get

3

- 1 I
- 2 G
- 3 D
- 4 B
- 5 C
- 6 A
- 7 H
- 8 F
- 9 J

Placing an order

1 Put A's words into the correct order.

- 0 A help/I/you/Can? *Can I help you?*
B I'd like to place an order please.
- 1 A us/you/have/do/account/ with/an?
B Yes, the account number is 4566. I'd like to order some new ArcTech PCs.
- 2 A many/you/need/ how/do?
B Three. How much are they?
- 3 A £699. that everything is?
B Yes, that's all.
- 4 A as/you/we'll/invoice/usual.
B That's fine, thank you.

2 Complete the sentences with the best alternative.

- A (0) How *many* people work in your office? (many / much)
B (1) five of us. (there is / there are)
- A How (2) money is there in the business account? (many / much)
B There is a (3) I think it will be enough. (few / little)
- A How (4) phones are there? (many / much)
B (5) many at the moment, but we can get some more. (there aren't / there isn't)
- A How (6) furniture do we need for the new office? (much / many)
B We need (7) of chairs. I'll get some brochures. (a few / a lot)
- A How (8) new software did we buy last year? (much / many)
B (9) We had to upgrade our PCs. (much / a lot)

3 Complete the conversations using the words in the box.

sorry	check	send	order	is	went	promised	wanted
-------	-------	------	-------	----	------	----------	-------------------

- A We (0) *wanted* 20 boxes. We only got 19.
B We'll (1) another one tomorrow.
- A I didn't (2) these items.
B I'll (3) with the salesperson.
- A There are two problems. The first problem is he (4) a 15% discount, but we only got 10%.
B I'm very (5) about that.
- A Our delivery (6) late.
B It (7) out today. It'll be there tomorrow.

Your score	/20
------------	-----

1

- 1 Do you have an account with us?
- 2 How many do you need?
- 3 £699. Is that everything?
- 4 We'll invoice you as usual.

2

- 1 there are
- 2 much
- 3 a little
- 4 many
- 5 there aren't
- 6 much
- 7 a lot
- 8 much
- 9 a lot

3

- 1 send
- 2 order
- 3 check
- 4 promised
- 5 sorry
- 6 is
- 7 went

Making a reservation

1 Complete the conversations using the phrases in the box.

I'd like is fine would you like is it do you want can I have
 would you like to be fine kind of ~~I'd like to~~

Conversation 1

- A (0) *I'd like to* book a room, please.
 B Certainly. When (1) stay?
 A On 17 December, if possible.
 B (2) a single or a double?
 A A single room (3)
 B (4) your name please?

Conversation 2

- A (5) to rent a car, please.
 B How many days (6) the car?
 A Just for two days.
 B What (7) car would you like?
 A A small one will (8)
 How much (9)?
 B £60 a day.

2 Complete the conversation with the superlative form of the adjective.

- A So which do you think is (0) *the best* (good) car?
 B Well, the people carrier is (1) (big).
 A Yes, but it's (2) (expensive), too.
 B OK, so we could go for the hatchback – it's (3) (cheap) and
 (4) (economical).
 A Yes, but it's also (5) (slow)! Why don't we choose the saloon?
 It's (6) (comfortable).

3 Match a definition on the left with a word on the right.

0 A small car	A Business class
1 You do this when you leave a hotel	B A people carrier
2 Expensive seats on a plane	C A two-door
3 A room with a bathroom	D Check out
4 A car for a family	E A return
5 A two-way journey	F En-suite

0 C	1	2	3	4	5
-----	---	---	---	---	---

Your score /20

1

- 1 would you like to
- 2 would you like
- 3 is fine
- 4 can I have
- 5 I'd like
- 6 do you want
- 7 kind of
- 8 be fine
- 9 is it

2

- 1 the biggest
- 2 the most expensive
- 3 the cheapest
- 4 the most economical
- 5 the slowest
- 6 the most comfortable

3

- 1 D
- 2 A
- 3 F
- 4 B
- 5 E

Getting around

1 In each answer to the questions there is one wrong word. Write the correct word on the right.

- 0 How do you go to work?
On train. *by*
- 1 A How can I get to King's Cross?
 B Take the first train by platform two.
- 2 A Where's the post office?
 B Turn left on the end of the street.
- 3 A Are you hungry?
 B No, I had some food in the plane.
- 4 A How are you going to get to the station?
 B I think I'll go with taxi.
- 5 A Excuse, me where's the nearest chemist?
 B Come out from the hotel and it's on the left.
- 6 A How do I get to Westminster?
 B Get out the train at the next stop.

2 Put the sentences in the correct order to make two conversations.

- A The marketing department. I have an appointment at two o'clock.
 B And can I have your name, please?
 C Please take a seat. I'll tell Ms Compton you're here.
- D I'd like to see Celia Compton, please.
 E What department is she in?
 F It's Marko Dravic from PTC International.
 G Good morning. Can I help you?

0 G	1	2	3	4	5	6
-----	---	---	---	---	---	---

- H Hello. My name's David Neal. I'm here to see Steven Sanderson.
 I Yes, at ten o'clock.
- J Just a moment please. I'll call him. What was your name again?
 K Do you have an appointment?
 L David Neal.

7	8	9	10	11
---	---	---	----	----

3 Complete the sentences with the best alternative.

- 0 We need to check these figures with the *Accounts* department. (Accounts / Accounting)
- 1 We need to recruit a new sales assistant, could you ask the department to start advertising? (Personal / Personnel)
- 2 The department has just launched a new advertising campaign. (Markets / Marketing)
- 3 There's going to be high demand for the new product. Has the department increased its targets? (Selling / Sales)

Your score	/20
------------	-----

1

- 1 Take the first train by platform two. *from*
- 2 Turn left on the end of the street. *at*
- 3 No, I had some food in the plane. *on*
- 4 I think I'll go with taxi. *by*
- 5 Come out from the hotel and it's on the left. *of*
- 6 Get out the train at the next stop. *off*

2

- 1 D
- 2 E
- 3 A
- 4 B
- 5 F
- 6 C
- 7 H
- 8 K
- 9 I
- 10 J
- 11 L

3

- 1 Personnel
- 2 Marketing
- 3 Sales

About the company

1 Complete the conversations with the correct form of the verb.

- 0 A *Have you met* (meet) the new technician?
 1 B Yes, I (meet) met him yesterday.
 2 A our income (increase) last year?
 3 B No, it (stay) the same.
 4 A you (book) the conference hall?
 5 B Yes, I (do) it yesterday.
 6 A you (go) to Italy last month?
 7 B No, I (go) there in October.
 8 A you (use) videoconferencing before?
 9 B Yes, I (used) it three or four times.

2 Complete the sentences using *yet*, *so*, *because* or *already*.

- 0 Have you installed the new software? Not *yet*
- 1 Can you invoice the customer? I've done it. I sent it last Friday.
 2 The new model has a lot of new features it is more expensive than the old model.
 3 I haven't finished the report so can I give you it on Monday?
 4 We're recruiting more staff next year we need a bigger office.
 5 She got a bonus she reached her sales target.

3 Choose the best alternative from the list below to complete the information.

InfoPlas Inc. are not in a very good situation. Their profits went (0) *down* and their costs (1) last year. They (2) a new factory and this was much more expensive than they planned and they have (3) a new product recently that has not been successful. They wanted to (4) their product range, but their competitors are too strong. They have decided to (5) their workforce, and hope some workers will (6) voluntarily.

- | | | |
|---------------|-------------------|-------------|
| 0 A decreased | B down | C reduced |
| 1 A increased | B expanded | C raised |
| 2 A made | B built | C produced |
| 3 A developed | B expanded | C increased |
| 4 A raise | B expand | C go up |
| 5 A go down | B fall | C reduce |
| 6 A remove | B change | C leave |

Your score	/20
------------	-----

1

- 1 met
- 2 did / increase
- 3 stayed
- 4 have / booked
- 5 did
- 6 did / go
- 7 went
- 8 have / used
- 9 have used

2

- 1 already
- 2 so
- 3 yet
- 4 so
- 5 because

3

- 1 A
- 2 B
- 3 A
- 4 B
- 5 C
- 6 C

1 Complete the conversation using the verbs in the box in the correct form.

book	try	do (× 2)	meet	calculate	organise
------	-----	----------	------	-----------	----------

A So what (0) *do* you *do*

B I'm a Conference Organiser. I (1) conferences all over Europe for large multi-national companies. I (2) costs, (3) the rooms, send out the invitations to the participants and generally plan the conference schedule.

A And what (4) you at the moment?

B We (5) a conference for a company in Spain. Right now, I (6) to find a venue. I (7) a hotel manager last week to talk about it.

2 Put the answers to the questions into the correct order.

0 When do you start work?
usually start 8 o'clock I at *I usually start at 8 o'clock*

1 When does the staff shop open?
all It's time the open

2 Is he a good employee?
sometimes but mornings he's the late in Yes,

3 Do you often travel abroad?
time I to to from Germany go time.

4 Do you always work in the office?
work I at don't Yes, all home from

5 Shall we call the boss?
Mondays the rarely in He's office on

6 Do you do a lot of overtime?
weekends but at never Yes, I work

3 Choose the correct verb in the conversations.

A Are you going to (0) *have* lunch now? (have / go)

B I can't, I have to (1) shopping. (get / go)

A Why don't you (2) a break? (take / make)

B I can't I (3) a meeting now. (have / go)

A What time did you (4) back? (leave / get)

B Very late. I didn't (5) work until 8 o'clock. (leave / get)

A How do you (6) to work? (take / get)

B I usually (7) the train. (take / go)

Your score	/20
------------	-----

1

- 1 organise
- 2 calculate
- 3 book
- 4 are / doing
- 5 are organising
- 6 am trying
- 7 met

2

- 1 It's open all the time.
- 2 Yes, but he's sometimes late in the mornings. / Yes, but sometimes he's late in the mornings.
- 3 I go to Germany from time to time.
- 4 Yes, I don't work from home at all.
- 5 He's rarely in the office on Mondays.
- 6 Yes, but I never work at weekends.

3

- 1 go
- 2 take
- 3 have
- 4 get
- 5 leave
- 6 get
- 7 take

Small talk

1 Complete the conversations using the words in the box.

well I'm love new know business ~~nice~~ meet before fine this

Conversation 1

A Hi, Franz, it's (0)*nice*..... to see you again.
 B And you, Monica. How's (1)?
 A (2) thanks. How are you?
 B Very (3) Shall we go for a drink?
 4 A I'd (4) to.

Conversation 2

A Hello. Are you (5) here?
 B Yes, how did you (6)?
 A I haven't seen you (7)
 B Right. (8) is my first day.
 A Welcome! (9) Hugo.
 B I'm Nick. Nice to (10) you.

2 In each sentence there is one wrong word. Write the correct word on the right.

- 0 A How long did you worked here?*have*.....?
 1 B Since about two years.
 2 A How long have Jane worked in Warsaw?
 3 B For 2001.
 4 A I didn't know you had a new car. How long did you had it?
 5 B Not long. I had had it for about a month.

3 Match a question with the best response and an extra comment.

- | | |
|---|---|
| 0 A Where are you from? | B <i>Japan. I live in a big city in the north</i> |
| 1 A What do you think of the new design? | B |
| 2 A I think the new computer system is a good idea. | B |
| 3 A How long have you lived in New York? | B |
| 4 A What do you think of the new offices? | B |
| 5 A Have you been to Paris before? | B |

Response	Comment
They're fantastic!	I really like the colours.
2 years.	I hope I'll get some time to look around.
Me too.	I live in a big city in the north.
No, never.	How about you?
It's great.	I really like the new meeting rooms.
Japan.	It'll be much more efficient.

Your score /20

1

- 1 business
- 2 fine
- 3 well
- 4 love
- 5 new
- 6 know
- 7 before
- 8 this
- 9 I'm
- 10 meet

2

- 1 Since about two years. for
- 2 How long have Jane worked in Warsaw? has
- 3 For 2001. Since
- 4 How long did you had it? have
- 5 I had had it for about a month. have

3

- 1 It's great. I really like the colours.
- 2 Me too. It'll be much more efficient.
- 3 2 years. How about you?
- 4 They're fantastic! I really like the new meeting rooms.
- 5 No, never. I hope I'll get some time to look around.

Getting Personal

1 Fill the gaps with a preposition, where one is needed.

A What do you do?

B I work (0) *for* a financial services company.

A What did you study?

B I studied (1) business administration (2) the University of York.

A How do you get (3) work?

B (4) bike.

A Where do you work?

B I work (5) a bank (6) Madrid.

A Where did you go to University?

B I graduated (7) Heidelberg University. I did a degree (8) law.

A What do you want to do after you finish (9) university?

B I'd like to start (10) my own business.

A When did you finish your degree?

B I graduated (11) 2002.

2 Underline the best alternative to make a conversation.

A (0) Have you ever been / did you ever go to Portugal?

B (1) Yes, I did / have. (2) I lived / have lived in Porto for a few months in 1994.

A Really? (3) Did you like / have you liked it?

B Yes, it was great. Have you been there?

A (4) No, I haven't / didn't.

3 Expand the sentences to make a conversation.

0 A you / ever / go scuba diving? *Have you ever been scuba diving?*

1 B Yes I

2 A Really? When / you do that?

3 B I do / course when I / be / on holiday / Australia / 2000.
.....

4 A / you / enjoy / it?

5 B Oh yes, it / be / amazing.

Your score	/20
------------	-----

1

- 1 –
- 2 at
- 3 to
- 4 by
- 5 in/for
- 6 in
- 7 from
- 8 in
- 9 –
- 10 –
- 11 in

2

- 1 have
- 2 lived
- 3 Did you like it?
- 4 haven't

3

- 1 Yes, I have.
- 2 Really? When did you do that?
- 3 I did a course when I was on holiday in Australia in 2000.
- 4 Did you enjoy it?
- 5 Oh yes, it was amazing.

1 Complete the conversations using the words in the box.

much	suggest	sounds	have	should	afraid	good	recommend
------	--------------------	--------	------	--------	--------	------	-----------

A I (0) *suggest* the chicken.

A You (4) try the steak.

B OK, I'll (1) that.

B I don't like red meat (5)

A The curry is (2) here.

A I (6) the lamb.

B (3) delicious. I'll try it.

B I'm (7) I don't eat meat.

2 Complete answers to the questions using the passive.

0 A Does the new system work?

B Yes, it / test last week. *Yes, it was tested last week*

1 A Where do the raw materials come from?

B They / import

2 A Was there a problem with the order?

B No, the goods / deliver on time.

3 A Do you eat steak in your country?

B Yes, it / serve with salad.

4 A Where is this beer from?

B It / produce in the Czech Republic.

3 There is a word missing in each sentence. Add the word in the correct place.0 A Would you like ^{to} see a film?

1 B Yes, I'd love. Where shall we meet?

2 A Would you like to sightseeing?

3 B Oh thank you, but I another appointment.

4 A Would you like to go out dinner?

5 B Oh I'm sorry. I have a lot work to do.

6 A Would you like to go to theatre tonight?

7 B Yes, I like that. What time does the play start?

8 A You like to have a drink?

9 B Oh I sorry, I'm meeting some friends tonight.

Your score /20

1

- 1 have
- 2 good
- 3 sounds
- 4 should
- 5 much
- 6 recommend
- 7 afraid

2

- 1 They're imported.
- 2 No, the goods were delivered on time.
- 3 Yes, it's served with salad.
- 4 It's produced in the Czech Republic.

3

- 1 Yes, I'd love to.
- 2 Would you like to go sightseeing?
- 3 Oh thank you, but I have another appointment.
- 4 Would you like to go out for dinner?
- 5 I have a lot of work to do.
- 6 Would you like to go to the theatre tonight?
- 7 Yes, I'd like that.
- 8 Would you like to have a drink?
- 9 Oh I'm sorry, I'm meeting some friends tonight.

Getting help

1 Complete the conversation using the words the box.

print don't enter go do download take log on ~~first~~ fill click next

A So how do I claim my travel expenses?

B OK, (0) *first*, (1) a claims form from the intranet. Don't ask the secretary for one - it's easier to do it yourself. (2) to the system and then (3) your password.

A Right.

B Then (4) to the finance page and (5) on the link to the expenses form.

A Here?

B Yes, then (6) that form and (7) it in.
(8) forget to attach your receipts. They won't process the claim without them.

A OK.

B (9), take it to your line-manager. She will check it and sign it.

A Right. Do I leave it with her?

B No, don't (10) that! (11) it straight to the finance office yourself - it will be quicker!

A Great, thanks a lot.

2 Expand the sentences to make suggestions.

Example

0 I've got too much work to do.

Why / ask somebody / help you? *Why don't you ask somebody to help you?*

1 I'm not feeling very well.

/ think / should / go / doctor.

2 I can't connect to the Internet.

Why / call the technician?

3 I need some time off this afternoon to go shopping.

/ don't think / should go without tell / your boss.

4 My mobile phone calls are very expensive.

Why / you change operator?

5 The model isn't selling very well.

/ think / should increase advertising.

6 I can't finish this report.

Why / try extend / deadline?

7 I have to entertain the visitors.

Why / take / meal?

8 This product is faulty.

/ think / should send / back / manufacturer.

9 I'm going to ask for a pay rise.

/ don't think / should do that until you / speak / your boss about it.
.....

Your score /20

1

- 1 download
- 2 log on
- 3 enter
- 4 go
- 5 click
- 6 print
- 7 fill
- 8 don't
- 9 next
- 10 do
- 11 take

2

- 1 I think you should go to the doctor.
- 2 Why don't you call the technician?
- 3 I don't think you should go without telling your boss.
- 4 Why don't you change operator?
- 5 I think we should increase advertising.
- 6 Why don't you try to extend the deadline?
- 7 Why don't you take them for a meal?
- 8 I think you should send it back to the manufacturer.
- 9 I don't think you should do that until you've spoken to your boss about it.

Working together

1 Complete the conversation using the phrases from the box.

not working ~~helping me with this presentation~~ Would you mind you send this order
 Could you book copy this document for me I'll do it but I have to
 don't have time at all Can you of course Can you give me

- A Would you mind (0) *helping me with this presentation* ?
 B No not (1)
- A (2) open the window?
 B Yes, (3)
- A (4) me a hotel room for tomorrow?
 B OK, but I've got a meeting now. (5) after that.
- A Can you (6) ?
 B Sorry. The copier's (7) at the moment.
- A (8) typing this letter for me?
 B I'm sorry but I really (9) Could you ask Susan?
- A Could (10) ?
 B Yes, (11) finish this report first.
 (12) the fax number?

2 Correct the mistakes in the sentences.

- 0 Let's reducing the price. *Let's reduce the price*
- 1 Why not we advertise on the Internet?
- 2 That's good idea.
- 3 How about phone all our customers?
- 4 We could to design new products.
- 5 I'm agreeing
- 6 Why don't we asking the design team?
- 7 What about to give a free gift with the product?
- 8 Let's to have a meeting about it

Your score /20

1

- 1 at all
- 2 Can you
- 3 of course
- 4 Could you book
- 5 I'll do it
- 6 copy this document for me
- 7 not working
- 8 Would you mind
- 9 don't have time
- 10 you send this order
- 11 but I have to
- 12 Can you give me

2

- 1 Why don't we advertise on the Internet?
- 2 That's a good idea.
- 3 How about phoning all our customers?
- 4 We could design new products.
- 5 I agree.
- 6 Why don't we ask the design team?
- 7 What about giving a free gift with the product?
- 8 Let's have a meeting about it.

Part 2

Greeting visitors

1 Joe Blake meets a client at the airport. Complete the conversation using the words in the box.

in ~~from~~ call trip a do way get bags abroad kind

Joe: Hello, I'm Joe Blake (0)*from*..... Ebbs Inc.
 Natacha: Hello, my name's Natacha Moore.
 Joe: Did you have a good (1) ?
 Natacha: The flight was long but not too bad.
 Joe: Can I help you with your (2)?
 Natacha: Thanks, that's very (3)
 Joe: Do you travel (4) a lot, Natacha?
 Natacha: No, about twice (5) year. How do we (6) to your office, Mr Blake?
 Joe: Oh, please (7) me Joe. We can take a taxi. This (8) !
 Natacha: So, what do you (9) at Ebbs Inc, Joe?
 Joe: I work (10) the finance department.

2 Natacha is at a cocktail party at Ebbs Inc. Complete her responses using the sentences in the bubbles.

- a) How's business at the moment?
- b) That would be nice.
- c) Thank you for inviting me.
- d) I have. How are you Michael?
- e) but I've visited the USA before.
- f) ~~Nice to meet you.~~
- g) And you?

0 Hello I'm Daniel. Hello, I'm Natacha.*Nice to meet you.*.....
 1 Have you been to Ashburn before? No,
 2 Have you met Michael before? Yes,
 3 How are you? Pretty good thanks.
 4 Would you like a cocktail? Yes, please.
 5 Thank you for coming today. Not at all.
 6 Hello Natacha. Nice to see you again. Nice to see you too.

3 Natacha sends an email to her office about the changes at Ebbs Inc. Read the email and correct the mistakes. The mistakes have been underlined by Natacha's automatic grammar check.

From Natacha Moore
 To: John@eurotel.com
 Subject: Changes at Ebbs

Yesterday evening, (0) I have met the new executive team at Ebbs Inc. Michael is President and CEO. He (1) is with the company since 2002. He has worked in the IT business for years. Did you (2) met him when he worked at Compaq? Our new contact is Cindy Anders. She is responsible for Global Accounts. Dan is Vice President for Human Resources. Last year he (3) develop HR policies for employees worldwide. Do you remember Matt? He (4) has left the company in 2002. He is now in New York on legal business.

0 I met 1 2 3 4

Your score /20

1

- 1 trip
- 2 bags
- 3 kind
- 4 abroad
- 5 a
- 6 get
- 7 call
- 8 way
- 9 do
- 10 in

2

- 1 e
- 2 d
- 3 g
- 4 b
- 5 c
- 6 a

3

- 1 has been
- 2 meet
- 3 developed
- 4 left

Companies

1 Here is the company history of a German car manufacturer. Complete the sentences using the verbs in the box. Use each verb twice and use either the past simple or past passive.

establish	design	open	manufacture	export
-----------	--------	------	-------------	--------

The car company (0) *was established* in 1956. The company was very small and the first models (1) in a tiny studio in Berlin. Herr Schwartz (2) the firm when he was only 35 and he (3) the engines and exhaust system himself. The company was a success and in 1963 Herr Schwartz (4) a new factory in the Ruhr Valley. In 1985, 65,000 cars (5) each year in this factory. At this time very few cars (6) to foreign markets. However, the company continued to grow and at the start of 1993 another factory in southern Italy (7) , where skilled craftsmen (8) over 100,000 cars. In 2003 Herr Schwartz (9) 80,000 cars to over 30 countries.

2 Using the information above, write questions for the answers. Use the verb in brackets.

- 0 (establish) *When did Herr Schwartz establish the company?* When he was 35
 1 (establish) In 1956
 2 (design) In Berlin
 3 (design) Herr Schwartz
 4 (manufacture) 65,000
 5 (open) Southern Italy
 6 (open) In 1993
 7 (manufacture) Skilled craftsmen
 8 (export) 80,000

3 Cross out the word that does not make a collocation.

- 0 car ... ?
 A dealer B ~~agent~~ C manufacturer
- 1 insurance ... ?
 A firm B company C manufacturer
- 2 clothes ... ?
 A dealer B firm C manufacturer
- 3 furniture ... ?
 A company B agent C dealer

Your score	/20
------------	-----

1

- 1 were designed
- 2 established
- 3 designed
- 4 opened
- 5 were manufactured
- 6 were exported
- 7 was opened
- 8 manufactured
- 9 exported

2

- 1 When was the company established?
- 2 Where were the first models designed?
- 3 Who designed the engines and exhaust system? *or* Who were the engines and exhaust system designed by?
- 4 How many cars were manufactured in 1985?
- 5 Where was another factory opened?
- 6 When was another factory opened?
- 7 Who manufactured over 100,000 cars? *or* Who were 100,000 cars manufactured by?
- 8 How many cars were exported in 2003?

3

- 1 C
- 2 A
- 3 B

1 You are looking for a new job. Complete the sentences from a job advert using the words in the box.

able	charge	ensure	for	have	in	manage	need	responsible
------	--------	--------	----------------	------	----	--------	------	-------------

- 0 We're looking *for* a country manager to join our dynamic company.
- 1 You will work the production department.
- 2 You will a team of four engineers.
- 3 You will be in of national projects.
- 4 You will be for coordination and reporting to our Head Office in Paris.
- 5 It will be your job to smooth communication between Head Office and Italy.
- 6 You business management qualifications.
- 7 You to have experience in production and/or engineering.
- 8 You need to be to speak English.

2 Complete the sentences about your recent experience using 'for' or 'since'.

- 0 I've worked for my company *for* four years.
- 1 I've been responsible for production in Southern Italy 2002.
- 2 I've managed a team of two engineers two years.
- 3 the beginning of 2003 we've worked on an international project.
- 4 We've given presentations about the project January.
- 5 the last two months I've had a lot of meetings about the project.
- 6 I've visited America three times March to talk about the project.
- 7 I've presented the project to three European subsidiaries May.

3 Match the descriptions with the places that people work.

- 1 You need to be punctual, as the machines never stop working.
- 2 You have to be creative and you need experience in design.
- 3 You need to have good computer skills and be able to work well in a team.
- 4 You need to be organised and you have to keep everything very clean.
You need to be able to work on your own.
- 5 You have to have patience and good communication skills as you deal with customers on the phone.

laboratory

call centre

factory

studio

office

Your score /20

1

- 1 in
- 2 manage
- 3 charge
- 4 responsible
- 5 ensure
- 6 need
- 7 have
- 8 able

2

- 1 I've been responsible for production in Southern Italy **since** 2002.
- 2 I've managed a team of two engineers **for** two years.
- 3 **Since** the beginning of 2003 we have worked on an international project.
- 4 We've given presentations about the project **since** January.
- 5 **For** the last two months I've had a lot of meetings about the project.
- 6 I've visited America three times **since** March to talk about the project.
- 7 I've presented the project to three European subsidiaries **since** May.

3

- 1 factory
- 2 studio
- 3 office
- 4 laboratory
- 5 call centre

1 Your office has been burgled and you need to replace everything you have lost. You are discussing what you've lost with a colleague. Complete the dialogue using the words in the box.

because complicated enough expensive noisy not old-fashioned ~~too~~

A Let's see, do you want to get the same mobile?

B No, the old one was (0)^{too}..... and (1) modern enough so I'd like to update it.

A Right, and what do you want to do about the photocopier?

B The old one was too (2) It was difficult to hear customers on the telephone. It was also too (3) so I think we should get one that's easier to use.

A OK, what about your laptop?

B Well, I'm going to get a new one (4) the other one was too (5) and it didn't have (6) memory.

A OK, I hope it won't be too (7) !

2 You are now looking at a catalogue for new laptops. Match the features with the benefits.

- | | |
|---------------------------------------|---|
| 1 This laptop has a big screen. | a You don't need to charge it everyday. |
| 2 The battery has a long life. | b This enables you to connect to the Internet anywhere. |
| 3 This laptop weighs only 1.1kg. | c This means it is easy to read. |
| 4 This one uses Bluetooth technology. | d You don't have to buy a bag for it. |
| 5 It comes with a carrying case. | e You will be able to carry it easily. |

3 Match the adjectives for describing products with their opposites.

- | | |
|---------------|---------------|
| 1 attractive | a complicated |
| 2 easy-to-use | b heavy |
| 3 fast | c inflexible |
| 4 flexible | d noisy |
| 5 light | e out-of-date |
| 6 modern | f slow |
| 7 quiet | g ugly |
| 8 reliable | h unreliable |

Your score /20

1

- 1 not
- 2 noisy
- 3 complicated
- 4 because
- 5 old-fashioned
- 6 enough
- 7 expensive

2

- 1 c
- 2 a
- 3 e
- 4 b
- 5 d

3

- 1 g
- 2 a
- 3 f
- 4 c
- 5 b
- 6 e
- 7 d
- 8 h

Comparing services

1 You work for a computer company. You are talking to a client about the differences between three Internet providers. Complete the dialogue with the correct form of the adjectives in the box. Use either the comparative or the superlative.

cheap	expensive	fast (×2)	good (×2)	reliable	safe	slow
------------------	-----------	-----------	-----------	----------	------	------

- A FreeConnect is (0) *cheaper* than OneWeb. OneWeb is €9 a month and FreeConnect is free for standard service. InterTel is the (1) at €12 a month.
- B Right, and which one is the (2) ? I really want a quick connection.
- A Well, InterTel is (3) than OneWeb. InterTel has a really high-speed connection. FreeConnect is the (4) but it is a free connection.
- B Right, is there anything else?
- A Yes, InterTel is the (5) There are almost no connection problems.
- B It is also the (6) as the package includes a firewall, anti-spam software and free antivirus software.
- B OK, so InterTel is the (7) choice.
- A Yes, I think it's (8) than the other two.

2 Your client's manager is on the phone and she wants more details about the different service providers. Put the words into the correct order to make sentences using the information above.

- 0 unreliable extremely is FreeConnect. *FreeConnect is extremely unreliable.*
- 1 more is much than FreeConnect reliable InterTel.
- 2 a InterTel OneWeb cheaper is than bit.
- 3 safe fairly OneWeb is.
- 4 provider very InterTel a service is good.
- 5 faster is FreeConnect than OneWeb.

3 Your client asks you to go to a meeting to discuss about their Internet provider. Correct the mistakes you hear during the meeting.

- 0 I see *what* you mean about OneWeb, but InterTel is more reliable.
- 1 I so suppose but FreeConnect is the cheapest.
- 2 What think you?
- 3 That a good point, but InterTel also has a firewall.
- 4 Good point, I didn't think that.
- 5 You ask me, OneWeb is good value for money.
- 6 That's true, but InterTel is not much more expensiver.
- 7 I think InterTel is the better.

Your score	/20
------------	-----

1

- 1 most expensive
- 2 fastest
- 3 faster
- 4 slowest
- 5 most reliable
- 6 safest
- 7 best
- 8 better

2

- 1 InterTel is much more reliable than FreeConnect.
- 2 OneWeb is a bit cheaper than InterTel.
- 3 OneWeb is fairly safe.
- 4 InterTel is a very good service provider.
- 5 OneWeb is faster than FreeConnect.

3

- 1 I **suppose so** but FreeConnect is the cheapest.
- 2 What **do** you think?
- 3 That's a good point, but InterTel also has a firewall.
- 4 Good point, I didn't think of that.
- 5 If you ask me, OneWeb is good value for money.
- 6 That's true, but InterTel is not much more **expensive**.
- 7 I think InterTel is the **best**.

Office systems

1 Read the following instructions on how to use the telephone system and fill in the gaps, using the words in the box.

Wait	engaged	answer	switchboard	make	press	call	number
			transfer	pick	dial		

To (0) *answer* a call, (1) up the phone and press the incoming call button. To (2) an external call, press 9 and (3) for the dialling tone. (4) the number of the person you want to speak to. For an internal (5) , dial the extension (6) of the person you want to speak to. If the line is (7) you can hang up and then (8) the redial button to get the last number in the phone's memory. If a caller comes through to you by mistake you can either put them back to the (9) or you can (10) them to the person they want to speak to.

2 Put the following instructions for the fax machine in the correct order.

- If you want to send a fax, first print the document on A4.¹.....
- As soon as you get a response, press the send button.
- Then dial the number and wait for a response.
- Once the document has been sent you will see the 'message sent' sign.
- Before you dial the fax number, put the document in the fax machine.

3 Match 1–5 with a–e to make complete sentences.

- | | |
|------------------------|---|
| 1 Can I just | a if I should update the records? |
| 2 Did you say | b do you have a contact number while you're away? |
| 3 Just one last thing, | c clarify what needs to be done? |
| 4 Could I | d that the computer turned off automatically? |
| 5 I wasn't sure | e just check what you said about security? |

Your score /20

1

- 1 pick
- 2 make
- 3 wait
- 4 dial
- 5 call
- 6 number
- 7 engaged
- 8 press
- 9 switchboard
- 10 transfer

2

- a 1
- b 4
- c 3
- d 5
- e 2

3

- 1 c
- 2 d
- 3 b
- 4 e
- 5 a

Phone messages

1 Katerina works for Markrep Advertising in Bratislava. She takes a call from Sylvie who works in Paris. What does she say? Put the words in the right order to complete the dialogue.

- Katerina: (0) you/Katerina/can/speaking/I/help? (0) *Katerina, speaking. Can I help you?*
- Sylvie: Can I speak to Artur Balogova, please?
- Katerina: (1) calling/ask/I/who's/may? (1)
- Sylvie: It's Sylvie from the Paris office
- Katerina: Just a moment, please.
(2) at/not/desk/afraid/he's/his/at/I'm/moment/the (2)
Would you like to leave a message?
- Sylvie: Yes please. This is Sylvie Lefevre
- Katerina: (3) you/your/for/please/surname/can/me/spell? (3)
- Sylvie: It's L-E-F-E-V-R-E Sure.
- Katerina: Thank you
- Sylvie: I need to see the new photographs. Can you ask him to call me, please?
- Katerina: Yes, of course. (4) your/can/I/number/have? (4)
- Sylvie: Yes, its 00 35 1 44 56 02 04
- Katerina: 00 35 1 44 56 02 04. Thank you.
(5) message/I'll/Artur/your/give/to (5).....
- Sylvie: Thank you.
- Katerina: (6) /welcome/you're (6).....
- Sylvie: Bye.
- Katerina: Good bye.

2 Artur Balogova calls Sylvie back. He leaves a message on her voicemail. Underline and correct the mistakes.

Hi, Sylvie, (0) I am Artur from Markrep Bratislava. How is you? Katerina said me your message. I afraid that we have a problem with our email. I sent you the photographs this morning. Haven't you yet received them? Please you can call me back on 5536. Thanks. Bye.

- 0 *This is* 2 4
- 1 3 5 (10 points)

3 Complete Katerina's telephone phrase card.

TAKING AND LEAVING PHONE MESSAGES

Phrase	Equivalent Phrase
Katerina Balko speaking.	0 This <i>is</i> Katerina Balko.
May I ask who's calling?	1 Can I have your please?
I'll connect you.	2 I'll you through.
He's on another call at the moment.	3 His is busy.
Would you like to leave a message.	4 Can I a message?

Your score /20

1

- 1 May I ask who's calling?
- 2 I'm afraid he's not at his desk at the moment.
- 3 Can you spell your surname for me please?
- 4 Can I have your number?
- 5 I'll give your message to Artur.
- 6 You're welcome.

2

- 1 How is you? = How are you?
- 2 Katerina said me your message. = Katerina gave me your message.
- 3 I afraid that we have a problem with our email. = I'm afraid . . .
- 4 Haven't you yet received them? = Haven't you received them yet?
- 5 Please you can call me back on 5536. = Please can you call me back on 5536.

3

- 1 name
- 2 put
- 3 line
- 4 take

Appointments

1 Jasbir works at Zoo.com in California. He would like an appointment with Ulla Fischer from Germany. Complete his email by putting the verbs in the present continuous tense.

To: ulla@zoo.com
 From: jasbir@zoo.com
 Subject: Your trip to Mountain View CA

Hi Ulla, How are you?

I hear that you (0) *are coming* (come) to Mountain View on May 15. Could we meet?

I'm pretty busy next week. (1) I (attend) a conference on Monday.

I (2) (speak) in the afternoon and then I (3) (have) dinner with some journalists. Brad and I (4) (meet) the engineering team on Tuesday afternoon, and then on Thursday afternoon Brad (5) (fly) to New York for a meeting and I've decided to go with him.

How does Wednesday at 10 am sound?

Regards, Jasbir

2 Jasbir calls Ulla to confirm the appointment. Read Jasbir's mail again and check Ulla's diary. Then decide who says which sentences.

- 0 Can you make Wednesday? *Jasbir*
- 1 I'm out on Wednesday.
- 2 I'm pretty tied up on Monday.
- 3 How about Friday afternoon?
- 4 Sorry, I'm travelling on Thursday afternoon.
- 5 I've got plans on Tuesday afternoon but I can cancel.
- 6 Tuesday afternoon is good for me.

ULLA'S DIARY: TRIP TO MOUNTAIN VIEW	
Monday	Lunch with Brad
Tuesday	10 am meeting with Andy
Wednesday	Trade fair (all day)
Thursday	Brainstorming session 9 am
Friday	Work group (morning)

3 Ulla is late. She calls Jasbir to reschedule the meeting. Complete the dialogue using the words in the box.

~~speaking~~ time great back running going sure sorry problem busy

Jasbir: Hello, Jasbir Singh *speaking*

Ulla: Hi Jasbir, this is Ulla.

Jasbir: Hi Ulla, how are you?

Ulla: Fine thanks, I'm very (1) but I'm (2) late. My meeting with Andy didn't start on (3) You know how (4) he is. I'm not (5) to make it for our appointment. Can we put it (6) an hour?

Jasbir: (7) I'm free all afternoon. Is 2:30 OK?

Ulla: That's (8) Thanks very much.

Jasbir: No (9)

Ulla: Thanks again. Bye.

Your score /20

1

- 1 I'm attending
- 2 I'm speaking
- 3 I'm having
- 4 are meeting
- 5 is flying

2

- 1 Ulla
- 2 Jasbir
- 3 Ulla
- 4 Jasbir
- 5 Jasbir
- 6 Ulla

3

- 1 sorry
- 2 running
- 3 time
- 4 busy
- 5 going
- 6 back
- 7 sure
- 8 great
- 9 problem

Meetings

1 Michael Mehigan is the marketing director of Prince Foods in Ireland. He's organising a meeting with Lina and Jonas from Lithuania. Choose the correct verb to complete his 'to do' list.

TO DO

- 0 send out/~~book~~ the minutes of the last meeting
- 1 notify/check Nuala, Jonas and Lina's availability
- 2 set/check a date and a time
- 3 send out/notify all the participants
- 4 ask Lina to book/circulate a room
- 5 check/fix directions to the office in Vilnius
- 6 ask Lina to organize/circulate refreshments
- 7 book/prepare the agenda with Nuala
- 8 notify/circulate the agenda

2 Complete Michael's email using the words in the box.

~~going~~ wishes minutes let following reply so know available

To: lina.savickas@prince.lt; jonas.paksas@prince.lt; nuala.casey@prince.com
 From: Michael.mehigan@prince.com
 Subject: Bizou snack launch in Lithuania

Dear All

We are (0) *going* to have a meeting (1) that we can discuss the launch of Bizou snacks in Lithuania. Could you (2) me (3) if you are (4) for a meeting in Vilnius on the (5) dates, please?

5th–6th July
 14–15th July
 28th–29th July

Please (6) by 10th June.

Best (7)

Mike

P.S. Please find attached the (8) of our last meeting.

3 Correct the mistake in the following sentences.

- 0 What are your thoughts on this, Jonas?
- 1 Sorry, I didn't caught that. What did you say, Lina?
- 2 What you think, Lina?
- 3 Sorry to interrupting, Nuala, but the problem with the name is . . .
- 4 Let's to recap.

Your score /20

1

- 1 check
- 2 set
- 3 notify
- 4 book
- 5 check
- 6 organize
- 7 prepare
- 8 circulate

2

- 1 so
- 2 let
- 3 know
- 4 available
- 5 following
- 6 reply
- 7 wishes
- 8 minutes

3

- 1 Sorry, I didn't **catch** that.
- 2 What **do** you think, Lina?
- 3 Sorry to **interrupt**, Nuala . . .
- 4 Let's recap.

Negotiation

1 Eloise and Kevin work for Alex, owner of Chateau Blatte. The chateau produces wines for export. They are preparing for a meeting with Winline, who may become a client. Complete the gaps in their conversation using the words in the box.

mind	right	could	problem	rather	want	time	would	leave
------	-------	-------	---------	--------	------	------	------------------	-------

Eloise: (0) *Would* you (1) sending our brochure and price list?

Kevin: Sure. No (2)

Eloise: Alex asked us to start with a presentation of the chateau. (3) you do that?

Kevin: Look, I'm not very good at presenting. I'd (4) not, if possible. Maybe Alex could do that?

Eloise: All (5) , I'll check with him.

Eloise: We need to organize a tour of the chateau. Do you (6) to do that?

Kevin: Well, I might not have (7) to do everything but I could ask Françoise to help.

Eloise: Could I (8) that with you?

Kevin: Yes, okay.

2 Complete the sentences with the correct forms of the verbs.

0 If Eloise *gives* (give) a 10% discount, the client (sign) *will sign* (sign).

1 If Françoise (organise) the tour, Kevin (have) time to check the price list.

2 If Winline (try) to negotiate price, Eloise (consult) Alex.

3 Alex (offer) 90-day payment terms if Winline (place) a big order.

4 If Alex (welcome) the visitors, it (create) a good impression.

5 We (ship) next week if you (sign) today

6 If they (visit) the chateau, they (want) to buy the wine.

(12 points)

Your score	/20
------------	-----

1

- 1 mind
- 2 problem
- 3 could
- 4 rather
- 5 right
- 6 want
- 7 time
- 8 leave

2

- 1 organises, will have
- 2 try / tries, will consult
- 3 will offer, place
- 4 welcomes, will create
- 5 will ship, sign
- 6 visit, will want

1 Antonia is going to a convention in Brussels. She calls Worldmoney to order some local currency for her trip. There is a word missing in each sentence of the dialogue. Add the word in the correct place.

- Call centre worker: (0) World Money, how ^{can} λ I help you?
 Antonia: (1) Hello. I'd like buy euros with South African rands, please.
 Call centre worker: (2) Certainly. How much you want to change?
 Antonia: (3) What's the exchange rate the moment?
 Call centre worker: (4) It's zero point one three rands to euro.
 Antonia: (5) Is a commission charge?
 Call centre worker: (6) Yes, we have a two point three commission charge.
 Antonia: (7) OK. Could I change one thousand, two hundred fifty rands, please?

2 Write the following numbers in words.

- 1 950
 2 2,460
 3 45,235
 4 1,770,190

3 World Money asks Antonia how she would like to pay. Read the dialogue and write one word in each gap. The first letter has been given to help you.

- Call centre worker: . . . and how would you like to (0) *pay*?
 Antonia: Can I pay by (1) c..... card?
 Call centre worker: Certainly. Of course. Can I have the card (2) n..... , please?
 Antonia: Yes, it's 2314 1569 2547 2333
 Call centre worker: And the (3) e..... (4) d.....?
 Antonia: It's September 2007.
 Call centre worker: Thanks. And are you the (5) c.....?
 Antonia: Yes I am.
 Call centre worker: Can I take your name?
 Antonia: Yes of course. It's Antonia Strachan.
 Call centre worker: Could you (6) that, please?
 Antonia: Yes, it's S T R A C H A N.
 Call centre worker: OK, thanks. And can I have the (7) s..... (8) n.....?
 Antonia: Is that the last three numbers on the (9) b..... of the card?
 Call centre worker: Yes, that's right.
 Antonia: OK. That's 892.
 Call centre worker: Thank you very much. I'm just waiting for authorisation, so that we can process your order.

Your score /20

1

- 1 Hello. I'd **to** like buy euros with South African rands, please.
- 2 Certainly. How much **do** you want to change?
- 3 What's the exchange rate **at** the moment?
- 4 It's zero point one three rands to **the** euro.
- 5 Is **there** a commission charge?
- 6 Yes, we have a two point three **percent** commission charge.
- 7 OK. Could I change one thousand **and** fifty rands, please.

2

- 1 Nine hundred and fifty
- 2 Two thousand, four hundred and sixty
- 3 Forty five thousand, two hundred and thirty five
- 4 One million, seven hundred and seventy thousand, one hundred and ninety

3

- 1 credit
- 2 number
- 3 expiry
- 4 date
- 5 cardholder
- 6 spell
- 7 security
- 8 number
- 9 back

1 Read about the marketing of a new range of perfumes called Eau de Provence. Complete the sentences by selecting the best alternative.

- 0 Our market research team carried out a survey/~~launch~~ to get information.
 1 We wanted to know what potential suppliers/customers wanted.
 2 We advertised/targeted on television.
 3 We also invested in billboard advertising/direct mail in train stations.
 4 We didn't use sponsorship/print advertising in women's magazines.
 5 We got good coverage/location but I'm not sure we reached our target audience.

2 You are participating in a brainstorming session to find a new strategy for Eau de Provence. Complete the comments and questions using verb+ing or to+infinitive of the verb in brackets.

- 1 In my opinion, we can't avoid (use) television.
 2 We need (target) our potential customers.
 3 Are you planning (spend) a lot on direct mail?
 4 Have you considered (sponsor) a fashion event?
 5 Telemarketing can be cost effective but some people don't like (be) phoned at home.
 6 A lot of our customers would like (buy) our products online.
 7 We want (reach) a younger market.
 8 Why did you decide (advertise) on trains?
 9 Most of our customers enjoy (try) on different perfumes in shops.
 10 Our sales figures need (review) before we decide what to do.

3 Read the short article about the new marketing strategy for Eau de Provence. Then decide if the sentences (1-5) are true or false.

Eau de Provence Web Strategy

Eau de Provence has launched a special website where people can read about the perfumes and click on an icon to order a free sample. 'The site is easy to use with drop-down menus, a clear layout and useful links to other websites,' explains Anne Deprès, marketing manager for Eau de Provence. 'We want to be innovative, so we won't be using billboards or print, but we are going to advertise on specialist women's sites and sponsor the Grasse Flower Show.'

- 0 The company is using a traditional marketing strategy. *false*.....
 1 Women can try the perfume before they buy it.
 2 The website layout is confusing.
 3 Eau de Provence is going to advertise in women's magazines.
 4 They will no longer advertise on billboards in railway stations.
 5 They have decided to use sponsorship.

Your score /20

1

- 1 customers
- 2 advertised
- 3 billboard advertising
- 4 print advertising
- 5 coverage

2

- 1 using
- 2 to target
- 3 to spend
- 4 sponsoring
- 5 being *or* to be
- 6 to buy
- 7 to reach
- 8 to advertise
- 9 trying
- 10 reviewing

3

- 1 true
- 2 false
- 3 false
- 4 true
- 5 true

1 You are at a networking function organised by International Connections. Put these sentences into the correct order to complete the dialogue.

- 0 Sarah, let me introduce you to Ivan. He's a new member. Sarah works for The Dynamic Office Company, an architects' firm.
- 1 Yes I know. Who would be a good person to talk to about that?
- 2 Valerie is a good person to talk to. She works in marketing.
- 3 Here in Paris? What do you do?
- 4 Yes, she's over there. Come on, I'll introduce you.
- 5 I'm a graphic designer. I've just left my firm in Madrid and I think it's time to go freelance.
- 6 Good to meet you too. Do you live here in Paris?
- 7 Oh really? Is she here?
- 8 Excellent, that's very helpful of you.
- 9 Valerie, can I introduce you to Ivan?
- 10 Freelance? That's not easy in a new city, you know.
- 11 Nice to meet you Sarah.
- 12 Yes, I've just moved. I'm going to open a new office here in the summer.

0													
---	--	--	--	--	--	--	--	--	--	--	--	--	--

2 After the function Ivan writes a mail to Sarah to thank her for her help. Underline the mistakes in his mail. Then write the corrections below.

Hi Sarah,

It (0) is a pleasure to met you at the International Connections party last Thursday. I want to thank you for your help. I make a lot of contacts through Valerie and she is going to meet me to some very useful people.

I'd like to be returning the favour. And in fact, I've met someone who wants to redesign his office. I thought you might like to meet him. I'll introduce you to he over dinner if you like.

Thanks again for your help,
Ivan

0 was 1 2 3 4

(8 points)

Your score /20

1

0	11	6	12	3	5	10	1	2	7	4	8	9
---	----	---	----	---	---	----	---	---	---	---	---	---

2

- 1 make = made
- 2 meet = introduce
- 3 be returning = return
- 4 he = him

1 You have prepared some market research details about your company and its products using fractions. However, now your manager tells you that he wants the figures in percentages. Change the fractions into percentages in these sentences.

- 0 Just over two thirds^{70%}..... of our customers are female.
 1 Half of our customers are very happy with our products.
 2 A quarter are extremely happy with our products.
 3 However, a tenth said that they are dissatisfied or extremely dissatisfied.
 4 Three quarters of the people asked said our products were good value for money.
 5 But, only a fifth of our customers are very brand loyal.

2 Here are some extracts from the market research report. Cross out the one that has a different meaning.

- 0 Sales in 2002 rose slightly / went up a little / ~~increased dramatically~~.
 1 However, since the launch of our new product sales figures have gone up dramatically / increased sharply / gone up a little.
 2 Customer satisfaction went up a lot / decreased consistently / rose sharply last year.
 3 But this year satisfaction scores have risen slightly / remained steady / increased a bit.
 4 In 2002 our market share went up slightly / decreased a bit / went down a little.
 5 Our market share has remained the same / decreased constantly / stayed steady.
 6 Before our new loyalty scheme customer loyalty scores decreased slightly / fell a little / went down a lot.
 7 Since then customer loyalty has fallen sharply / gone up a lot / increased sharply.

3 Complete these sentences from the market research report using the correct tense of the verbs in brackets.

- 0 Last year sales^{rose}..... (rise) steadily.
 1 After the launch of our new product, next June, we (hope) sales (increase) sharply.
 2 Customer satisfaction scores (go up) a lot last year and now they (rise) constantly.
 3 I (not think) our market share (decrease) next year.
 4 Customer loyalty (increase) dramatically since we started our loyalty scheme and we hope it (continue) to rise.

(8 points)

Your score	/20
------------	-----

1

- 1 50%
- 2 25%
- 3 10%
- 4 75%
- 5 20%

2

- 1 gone up a little
- 2 decreased consistently
- 3 remained steady
- 4 went up slightly
- 5 decreased constantly
- 6 went down a lot
- 7 fallen sharply

3

- 1 After the launch of our new product (next June) we **hope sales will increase** sharply.
- 2 Customer satisfaction scores **went up** a lot last year and now they **are rising** constantly.
- 3 I **don't think** our market share **will decrease** next year.
- 4 Customer loyalty has **increased** dramatically since we started our loyalty scheme and we hope it **will continue** to rise.

Presenting information

1 You have been asked to give a progress report presentation about one of your projects. Decide when you can use these presentation phrases.

A introduction B outline C main body D conclusion

- 0 Thank you very much for coming today. ^A.....
 1 My presentation will be in three main parts.
 2 I work in the Business Development Unit.
 3 And that brings me to my next point.
 4 Are there any questions?
 5 Secondly, I will talk about
 6 Let me sum up then.
 7 So, let's move on to some examples.
 8 As you can see on this transparency

2 Your presentation is about new business for the coming year. Use these prompts to complete sentences from your presentation.

- 0 We / already / contact / companies in the telecommunications sector.
We have already contacted.....
 1 We / already / make / an appointment to see Europe Phone Inc..

 2 We / still / wait / for a response from Phone 2 You.

 3 We / yet / approach / potential clients in Italy.

 4 We / already / meet / some advertising agencies.

 5 We / yet / give / the presentation to the German branch.

 6 We / still / look for / a contact in Russia.

3 Now say if the situations above are done, not done yet or in progress.

- 0 done / ~~not done yet~~ / ~~in progress~~
 1 done / not done yet / in progress
 2 done / not done yet / in progress
 3 done / not done yet / in progress
 4 done / not done yet / in progress
 5 done / not done yet / in progress
 6 done / not done yet / in progress

Your score /20

1

- 1 B
- 2 A
- 3 C
- 4 D
- 5 B
- 6 D
- 7 C
- 8 C

2

- 1 We have already made an appointment to see Europe Phone Inc.
- 2 We are still waiting for a response from Phone 2 You.
- 3 We haven't yet approached potential clients in Italy / We haven't approached potential clients in Italy yet.
- 4 We have already met some advertising agencies.
- 5 We haven't yet given the presentation to the German branch / We haven't given the presentation to the German branch yet.
- 6 We are still looking for a contact in Russia.

3

- 1 done
- 2 in progress
- 3 not done yet
- 4 done
- 5 not done yet
- 6 in progress

PART 3

On the phone

1 Make telephoning phrases from the words and phrases in the box and write them under the appropriate heading.

~~Good morning~~ Could afraid he's I'd expecting your ~~help you~~ a message
 your name, please to Luigi Santos, please you like like to speak ~~Can't~~ Would
 the moment I'm This is busy at Maria Ott Is he call to leave I have

0 Answering the phone.

Good morning. Can I help you

1 Asking to speak to Luigi.

.....

4 Asking the caller for more information.

..... ?

2 Asking for the caller's name.

..... ?

5 Saying someone is unavailable.

.....

3 Saying who you are.

.....

6 Offering to take a message.

..... ?

2 Put these sentences into the correct order to make two phone conversations to Martha Goldstein.

- A Yes, I am. Maybe we can do lunch. There's something I'd like to talk over with you.
- B I'm sorry but Ms Goldstein is busy at the moment. Shall I tell her you called?
- C Hi Martha, it's Helene. How are you?
- D Yes, please. Tell her that I'll put a brochure in the post and I'll call again next week.
- E It's Peter Hollins from Bright and Hollins.
- F Who's calling please?
- G Good morning. Martha Goldstein.
- H Great. OK. I'd better go. I'm expecting another call. See you tomorrow then.
- I Oh, hi Helene. Can't complain. And you?
- J Morgan Express. Can I help you?
- K I was just calling to find out if you're going to the seminar tomorrow.
- L Thank you Mr Hollins. Is Ms Goldstein expecting your call?
- M Not bad, thanks. I'm going on holiday next week.
- N No, she isn't. I'm calling to introduce our products.
- O I'd like to speak to Martha Goldstein please.
- P Lucky you! And what can I do for you, Helene?

Conversation 1

0 G	1	2	3	4	5	6	7
-----	---	---	---	---	---	---	---

Conversation 2

0 J	1	2	3	4	5	6	7
-----	---	---	---	---	---	---	---

Your score /20

1

- 1 I'd like to speak to Luigi Santos, please.
- 2 Could I have your name, please?
- 3 This is Maria Ott.
- 4 Is he expecting your call?
- 5 I'm afraid he's busy at the moment.
- 6 Would you like to leave a message?

2

Conversation 1

- 1 C
- 2 I
- 3 M
- 4 P
- 5 K
- 6 A
- 7 H

Conversation 2

- 1 O
- 2 F
- 3 E
- 4 L
- 5 N
- 6 B
- 7 D

Arrangements

1 Put the sentences into the correct order to make an email to Katia Greenland.

From: kalle.persson@swipnet.se
 To: (0)
 A Could you give me your availability for those times by the end of today?
 B We're discussing new ways of packaging our products and we'd like to hear your ideas.
 C Looking forward to hearing from you.
 D kgreenland@thecardboardboxcompany.co.uk
 E I'm writing to ask you to come to a meeting next week.
 F Dear Katia,
 G Regards, Kalle.
 H Subject: Meeting next week.
 I I hope you are well.
 J Are you free on any of the following: Tuesday morning, Wednesday afternoon or Thursday afternoon?

0 D	1	2	3	4	5	6	7	8	9
-----	---	---	---	---	---	---	---	---	---

2 Katia sends Kalle a reply. Use the words in the box to complete her email.

find afraid preferred for confirm ~~in~~ let available give much
 Best make

From: kgreenland@thecardboardboxcompany.co.uk
 To: kalle.person@swipnet.se Subject: Re: Meeting next week

Dear Kalle

I am very interested (0)ⁱⁿ..... working on a new project with you. Thank you
 (1) the invitation to the meeting next week. I would very (2) like to come.
 However, I'm (3) I have a lot of prior engagements next week and unfortunately I'm not
 (4) on any of the days you suggested. I can (5) Tuesday afternoon or
 Friday morning. If these are not suitable, my (6) days would be Wednesday or Thursday
 of the following week. Please could you (7) if any of these are possible before the end
 of this week or (8) me a call.

In addition, please (9) attached a copy of our latest brochure. Do (10)
 me know if you can't read the attachment.

Looking forward to hearing from you.

(11) wishes, Katia

Your score /20

1

- 1 H
- 2 F
- 3 I
- 4 E
- 5 B
- 6 J
- 7 A
- 8 C
- 9 G

2

- 1 for
- 2 much
- 3 afraid
- 4 available
- 5 make
- 6 preferred
- 7 confirm
- 8 give
- 9 find
- 10 let
- 11 Best

Effective communication

1 Your company is considering setting up virtual teams in Europe. Complete the first half of each sentence using words from the box. Then match the phrases to make sentences you might hear during a meeting on this subject.

me point should ~~about~~ so sounds sure

- | | |
|--|---|
| <p>0 What <i>about</i> setting</p> <p>1 Well, I suppose..... , but we</p> <p>2 That like</p> <p>3 I think we carry out a survey</p> <p>4 If you ask , we ought to</p> <p>5 Hmm. I'm not about</p> <p>6 Good..... . I</p> | <p>a that. Maybe local managers would be more in touch with how the teams feel.</p> <p>b a good idea.</p> <p>c to find out the general feeling.</p> <p>d ask country managers for their opinions.</p> <p>e didn't think of that.</p> <p>f need to see what people think before we make any big decisions.</p> <p>g up one virtual team per country?</p> |
|--|---|

2 Correct the mistakes in these sentences about different ways of communicating.

- 0 The post is very unreliable. I'd be grateful if you could ~~make~~ *send* it by email.
- 1 My computer's crashed. Could you send me the information with fax?
- 2 I'm just writing Carla another email. I forgot to send the attach.
- 3 As soon as you receive the report, please call to Frank Walker.
- 4 Ask the receptionist to book a room for the conference video with New York on Thursday.
- 5 Dial 00 before the country code to do an international phone call.
- 6 He's not in the office today but you can get him by his mobile.
- 7 Our sales department received a fax of you this morning.
- 8 I am writing with reference to your call phone last week.

Your score /20

1

- 1f Well, I suppose **so**, but we need to see what people think before we make any big decisions.
- 2b That **sounds** like a good idea.
- 3c I think we **should** carry out a survey to find out the general feeling.
- 4d If you ask **me**, we ought to ask country managers for their opinions.
- 5a Hmm. I'm not **sure** about that. Maybe local managers would be more in touch with how the teams feel.
- 6e Good **point**. I didn't think of that.

2

- 1 **by** fax
- 2 send the **attachment**.
- 3 please call Frank Walker.
- 4 for the **video conference** with New York
- 5 to **make** an international phone call
- 6 get him **on** his mobile.
- 7 received a fax **from** you
- 8 with reference to your **call / phone call**

1

- 1 team
- 2 responsible
- 3 expected
- 4 graduate
- 5 keen
- 6 self
- 7 skills
- 8 tight
- 9 experience
- 10 covering
- 11 interviews

2

- 1 What can you offer our association? e
- 2 What do you think your negative points are? d
- 3 Have you ever worked abroad before? a
- 4 Why do you want to leave your current job? c

3

Candidate 'c' is *not* suitable because the job involves travelling.

Working with others

1 The boss wants one of his employees to do a long and boring job. Put the sentences into the correct order to make their conversation.

- A What kind of job is it?
 B The last three years! How urgent is it?
 C I was wondering if you could check all the company invoices for the last three years.
 D Morgan, could you do a job for me?
 E Well, OK. But it's an important job, so that's the deadline.
 F Can you finish by the end of this week?
 G I think I could check the invoices, but is it OK if I finish by the end of *next* week?

0 D	1	2	3	4	5	6
-----	---	---	---	---	---	---

2 Later the same day, Morgan decides to ask for some time off work. Read his conversation with the boss and underline the less direct alternative in each case.

- 0 I'd like to take the rest of the week off. / Is it OK if I take the rest of the week off?
 1 No, it isn't. / I'm sorry Morgan, but we need you to check the invoices.
 2 I was wondering if I could finish the invoices next month. / Can't I finish the invoices next month?
 3 I'm sorry, the problem is that we need them for the auditors. / I'm sorry, that's just not possible.
 4 Well, can I take Thursday off? / Well, would it be all right if I took Thursday off?
 5 You'll have to finish those invoices by the end of next week. /
 I suppose so, but you'll have to finish those invoices by the end of next week.

3 Match the boss's conditions (1–3) to Morgan's requests (a–c).

- 1 Do you mind if I come in a little late tomorrow morning?
 2 I was wondering if I could make a personal call.
 3 Is it OK if I go for lunch now?
 a OK, but make it quick.
 b Sure Morgan, enjoy your meal. Remember the meeting starts at two.
 c I suppose so, but you'll have to do extra to make up the lost time

4 Write the correct verb(s) from the box next to each group of words.

take/have	start/finish	make	send	work	bring/take	go
-----------	-------------------------	------	------	------	------------	----

- 0 start/finish..... work, late, early, the report, on time
 1 lunch, a break, a day off, time off, a holiday
 2 a start, progress, an appointment, a personal call
 3 a child to school, work home, lunch to the office, a laptop home
 4 an email / a letter / a fax / an application form
 5 home early, to the dentist, to a meeting, to lunch, home late
 6 late, at home, part-time, overtime, full-time

Your score /20

1

- 1 A
- 2 C
- 3 B
- 4 F
- 5 G
- 6 E

2

- 1 I'm sorry Morgan, but we need you to check the invoices.
- 2 Ah well, I was wondering if I could finish the invoices next month.
- 3 I'm sorry, the problem is that we need them for the auditors.
- 4 Well, would it be all right if I took Thursday off?
- 5 I suppose so, but you'll have to finish those invoices by the end of next week.

3

- 1 c
- 2 a
- 3 b

4

- 1 take/have
- 2 make
- 3 bring/take
- 4 send
- 5 go
- 6 work

Performance at work

1 Your general manager is holding a feedback session on a project you have just completed. Although she is generally happy, she has a few negative points about your performance as project manager. Fill in the gaps in the conversation.

- A Firstly, I would like to thank you very much for (0)^{all}..... your hard work. I really (1) everything you've done.
- B You're (2) It was a very interesting project to work (3)
- A Yes, I was very pleased (4) what you did to keep everyone on track and motivated, even when things got tricky.
- B Thank you. I'm glad to (5) that.
- A But there are always areas which can be (6) on. Task allocation could have been better.
- B I don't think I get what you (7) Could you explain that in a bit more (8) ?
- A Well, some of the junior members of the team thought they were given tasks that were beyond their experience.
- B That's a fair point. I did my (9) but I was let (10) by the initial size of the team, which, if you remember, was quite small. In future, I'll try and get more frequent feedback.
- A OK. Another point to (11) about is reporting back to head office. We didn't always know what was happening.
- B Yes, that's true. Have you got any suggestions for (12) with that?
- A Have you (13) of using a centralised database that we can all access, a kind of intranet?
- B That sounds good. I'll look into it.
- A Right, that's all I have to say. Do you have anything you want to say?

2 Write the correct word or phrase from the box next to each group of words.

come up with	deadlines	deal with	keep the team	budget
	people	recommend	targets	

- 0 stay within / go over *budget*
- 1 informed / motivated / happy
- 2 achieve / set
- 3 train / support / motivate
- 4 solutions / answers / ideas
- 5 set / miss / meet
- 6 problems / questions
- 7 changes / improvements

Your score /20

1

- 1 appreciate
- 2 welcome
- 3 on
- 4 with
- 5 hear
- 6 improved
- 7 mean
- 8 detail
- 9 best
- 10 down
- 11 think
- 12 dealing
- 13 thought

2

- 1 keep the team
- 2 targets
- 3 people
- 4 come up with
- 5 deadlines
- 6 deal with
- 7 recommend

Business media

1 Over coffee, Boris and Ivan are talking about recent business events. Complete the sentences with the correct forms of the verbs.

- A Hey Boris, (0) *have you heard* (you, hear) the latest about Cars Online?
 B No, what's that then?
 A Well, I've heard that (1) (they, produce) their own cars next year.
 B Ah, (2) (that, be) interesting. Where (3) (you, hear) that?
 A (4) (It, be) in the evening paper yesterday.
 B You know Ivan, (5) (that, not, surprise) me really.
 (6) (They, have) a large market share and a lot of spare capital.
 A Yeah, (7) (they, be) very profitable recently. I read that
 (8) (the owners, become) millionaires.
 B (9) (There, be) a quote in the paper by the chairman last week
 about their future plans. Apparently, (10) (he, look for) a joint venture
 with an existing car manufacturer.

2 Later Boris and Ivan decide to have a look at the Cars Online website. Complete their conversation using the words from the box.

browse	click	drop-down	facility	home	website	links	promotion	scroll
			search	type				

- A OK Ivan, do a (0) *search* on the Cars Online (1) I want to buy a new car.
 B Right. Here it is. I'll just (2) on the link.
 A That's a nice (3) page. They've got all the latest models.
 B Yeah. Look! You can (4) by region.
 A OK. See what they've got in this area. Oh, you have to (5) your postcode in.
 B Done. OK, so there's a (6) menu for car make. What about this one?
 A No, I want something more powerful. I've just got a better job!
 B OK. There's a (7) to search by price and engine size.
 A And you can search by colour too. My new car has to be silver.
 B Right. Let's look at the search results. I'll just (8) down. There's a lot on the page
 just for this region.
 A Right, and at the bottom of the page there are (9) to other regions.
 B But look at the prices. I'll have to get another (10) before I can afford any of those!

Your score /20

1

- 1 they're going to produce
- 2 that's / that'll be
- 3 did you hear
- 4 It was
- 5 that doesn't surprise
- 6 They have
- 7 they've been
- 8 the owners have become
- 9 There was
- 10 he's looking for

2

- 1 website
- 2 click
- 3 home
- 4 browse
- 5 type
- 6 drop-down
- 7 facility
- 8 scroll
- 9 links
- 10 promotion

1 You are organising an internal meeting to discuss new products and product launch dates. Correct the mistakes on this plan for the meeting by using the correct terms.

- | | |
|---------------------------|-------------------------|
| Ajenda | (0) <i>agenda</i> |
| • People here | (1) |
| • People not coming today | (2) |
| • What happened last time | (3) |
| • Arising matters: | (4) |
| • Things to talk about | (5) |
| • Anything else? | (6) |
| • Same time next week? | (7) |

2 During the meeting, a colleague, Simone, tries to explain the new mp3 player she has been working on. It's quite technical and she's not very clear. Complete the conversation using the words from the box.

afraid	follow	how	just	mean	over	quite	saying	sure
--------	--------	-----	------	------	------	------------------	--------	------

- A I'm sorry Simone, I'm not *quite* with you. You're (1) that the new player combines high storage with what exactly?
- B Let me go (2) that. High storage is an important point. Our customers really want that, so we've written a new piece of software that compresses the songs and creates three times the capacity.
- A So you (3) that you've increased capacity?
- B No, I mean we've developed a new interface and a new file format.
- A I'm not (4) I understand (5) that would help increase storage.
- B Well, our new player will be the only one to support all types of file format, which would give us the leading edge over our competitors.
- A I'm (6) I don't (7) what you're saying Simone.
- B Well, er, er, um ...
- A Simone, shall we (8) go over what we've said so far?

3 After a long time spent trying to understand Simone, the meeting comes to an end. Label the underlined parts of the minutes with the correct descriptions.

bullet point	what	who	action points	heading	when
--------------	------	-----	---------------	---------	------

3. new products

- MP3 player
- headphones

Action:

Simone Stevens (software development) – define clear product description and list of functionalities by next meeting.

Marcel Selig finalise headphones by June 30th.

Your score	/20
------------	-----

1

- 1 Participants
- 2 Apologies
- 3 Minutes
- 4 Matters arising
- 5 Items
- 6 AOB
- 7 Next meeting

2

- 1 saying
- 2 over
- 3 mean
- 4 sure
- 5 how
- 6 afraid
- 7 follow
- 8 just

3

(heading) 3. new products

- MP3 player
- headphones

(action points) Action:

- (who) Simone Stevens (software development) – define clear product description and list of functionalities by next meeting
- Marcel Selig (what) finalise headphones by (when) June 30th.

Time management

1 Marjorie is the manager of an international advertising agency. She is talking about her plans for the coming week. Put her words into the correct order.

- 0 keep track to I project hope on the *I hope to keep the project on track.*.....
 1 creative going I'm speak team the to tomorrow to
 2 about find brief should I out that the they think way what
 3 artwork finish goal is the the to
 4 a can decision if make next production start tomorrow we we week.

2 Chandler, from the creative team, rings Marjorie later that day. Match Marjorie's sentences (1–4) to Chandler's (a–e) to make their conversation.

- 0 Hello, Chandler. What can I do for you? ..*c*.....
 1 That might be a problem. We're meeting the client tomorrow.
 2 It may not be easy to do that. He's expecting to see the finished artwork.
 3 That should be possible.
 4 Chandler, the meeting is at 9am!
 a OK, thanks. So let's say artwork samples only at 4pm tomorrow in the big meeting room.
 b I know, but is there any chance of putting the client off?
 c Hey Marj. I was wondering if we could put the creative team meeting back a day or two.
 d Oh, that could be difficult. I'm afraid that means I'm going to miss the deadline!
 e Well, I don't suppose we could just show him *some* of the artwork, could we?

3 Marjorie is now very angry with Chandler. She goes to see him in his office. Match (1–7) to (a–g) to complete what she says.

- 0 If you miss a extra time to make up for your stupidity.
 1 We set a b list of all your deadlines.
 2 You always run c that appointment, I'll never forgive you.
 3 You lose d a suggestion?
 4 And I have to put in e deadline for this project months ago.
 5 Can I make f track of your work.
 6 Try to keep a g projects up-to-date.
 7 You need to keep your h behind schedule.

4 Chandler is now trying to be very nice to Marjorie. He sends her an email. Replace the verbs in italics with the correct form of the phrasal verbs in the box.

to come off to come up ~~to put off~~ to catch up to hold up to head off

Hello Marjorie,

I hope you're feeling better. I'm very very sorry that I tried to (0) ~~change the time~~ *put off* the meeting and (1) *delay* the project. I promise to (2) *get up-to-date* today. The thing is, something (3) *happened* yesterday and I had to (4) *leave* early.

My plan is to make you start smiling again. If that (5) *succeeds*, I'll buy you dinner!
 Chandler.

Your score /20

1

- 1 I'm going to speak to the creative team tomorrow.
- 2 That way I should find out what they think about the brief.
- 3 The goal is to finish the artwork.
- 4 If we make a decision tomorrow, we can start production next week.

2

- 1 b
- 2 e
- 3 a
- 4 d

3

- 1 e
- 2 h
- 3 f
- 4 a
- 5 d
- 6 b
- 7 g

4

- 1 hold up
- 2 catch up
- 3 came up
- 4 head off
- 5 comes off

Advertising

1 You are planning a business trip to Italy. Put the lines of this advertisement for an Italian hotel chain in the correct order.

Experienced business travellers know that

A comfortable rooms, right in the heart of the business areas,
 B ~~a good night's sleep makes those early morning~~
 C feeling fresh. What's more, our staff are famous for their
 D opportunity to stay in some of the city's most
 E you'll never know what you're missing!
 F so that you arrive at your meeting in time and
 G warm welcome. Test our reputation. If you don't try us,
 H meetings easier and more enjoyable. Our hotels offer the

0 B	1	2	3	4	5	6	7
-----	---	---	---	---	---	---	---

2 You also need to rent a car for your trip. Complete the details on this car rental information leaflet using words from the box.

economical comfortable ~~sleek~~ advanced complete affordable stylish
 sophisticated

This new model combines a (0) *sleek* and (1) appearance with the latest in (2) technology to give one of the best drives you've ever experienced. With its fuel-saving devices developed by German engineers, its (3) engine makes it a very (4) car to run. It has a (5) range of features (CD player, GPS, DVD screens for passengers) and is extremely (6) on long drives. Yet despite all these features, you'll be pleasantly surprised at our (7) rental rates.

3 You need insurance cover for your trip. Match the phrases to complete the terms and benefits of insurance in this advertisement.

- | | |
|---|---|
| <p>0 If you lose your luggage we will</p> <p>1 We will give a full refund if</p> <p>2 You can phone us free from Europe</p> <p>3 You are covered for urgent medical attention</p> <p>4 If you take out a policy</p> <p>5 Get 10% off any insurance policy</p> <p>6 There's a small extra charge</p> | <p>a you will have total peace of mind.</p> <p>b if you need to speak to an adviser.</p> <p>c if you want cover for winter sports.</p> <p>d replace all lost items.</p> <p>e if you contact us before the end of the month.</p> <p>f your holiday is cancelled.</p> <p>g if you have an accident.</p> |
|---|---|

Your score /20

1

- 1 H
- 2 D
- 3 A
- 4 F
- 5 C
- 6 G
- 7 E

2

- 1 stylish
- 2 advanced
- 3 sophisticated
- 4 economical
- 5 complete
- 6 comfortable
- 7 affordable

3

- 1 F
- 2 B
- 3 G
- 4 A
- 5 E
- 6 C

1 Marcus needs to send something to a trade fair in Istanbul but his regular courier company are on strike. Complete his conversation with a colleague using the words in the box.

heavy air freight air mail sea freight expensive ~~ship~~

- A Hi Marcus, why are you looking so miserable?
 B Oh, I've got a big problem. I have to (0)^{ship}..... some of our brochures to Istanbul next week but the couriers are on strike.
 A Well, why don't you send them by (1) ?
 B They're too (2) They're nearly 40kg.
 A What about (3) then?
 B I think it will be too (4) I really need a cheaper solution. The project is already over budget. And before you say it, I can't use (5) — they're for the product launch next Tuesday.

2 Marcus decides to ask the brochure supplier to send the brochures direct to Istanbul. Put the telephone conversation in the correct order.

- A Air freight, please. It's pretty urgent. We need them in Istanbul next Tuesday.
 B Thanks. So that's Bright and Company. And could you give me your own purchase order number?
 C Certainly. Can I just take some details from you? Do you already have an account with us?
 D No problem. They'll be there on Monday morning.
 E 60 packs. And what shipping method would you like to use?
 F Sorry. Would you mind giving me that again?
 G Yes. It's JKB 60BR. I need 60 packs of our company brochure sending to the conference centre in Istanbul, please.
 H Yes. Our account number is 097584668.
 I Good morning, I'd like to place an order please.
 J Not at all. It's 097584668.

0 /	1	2	3	4	5	6	7	8	9
-----	---	---	---	---	---	---	---	---	---

3 It is now Monday evening at 4.45pm. The brochures have not arrived. Marcus phones the supplier to enquire about his order. Put these words in the correct order to make sentences from the telephone call.

- A 0 a JKB 60BR my number order problem slight There's with
There's a slight problem with my order number JKB 60BR.
 1 arrived was in brochure but expecting Istanbul haven't I they of packs 60 our

 B 2 dear hear Oh, sorry that I'm to

 3 airport last order shipped the to was Your night

 4 was According the computer evening flight it loaded to our onto

 5 an arrange by delivery I'll urgent courier

 A 6 beginning Great I much thanks to very was worry

Your score /20

1

- 1 air mail
- 2 heavy
- 3 air freight
- 4 expensive
- 5 sea freight

2

- 1 C
- 2 H
- 3 F
- 4 J
- 5 B
- 6 G
- 7 E
- 8 A
- 9 D

3

- 1 I was expecting 60 packs of our brochure in Istanbul but they haven't arrived.
- 2 Oh, dear. I'm sorry to hear that.
- 3 Your order was shipped to the airport last night.
- 4 According to our computer, it was loaded onto the evening flight.
- 5 I'll arrange an urgent delivery by courier.
- 6 Great. Thanks very much. I was beginning to worry.

1 Complete this report on the CD-ROM and DVD markets using the correct form of the verb in brackets. Use the passive, present perfect, past simple or present continuous form.

CD-ROM sales (0) *increased* (increase) again last year. Prices (1) (drop) over the last three years and this (2) (help) to create a strong demand in the second half of last year. Consumer demand for this medium (3) (expect) to remain strong because it is so easy to use.

Demand for DVDs (4) (grow) quickly also in the current economic climate.

Since they (5) (launch), DVD players (6) (become) a replacement for the video cassette recorder, and sales of DVD players (7) (go) up by 25% last year.

It (8) (think) that demand will rocket next year, although, despite this, analysts

(9) (say) that for the time being prices will remain high.

2 In each group of words and phrases to describe trends and changes, underline the one that has a different meaning.

- 0 rise / nosedive / increase
 1 go up dramatically / rocket / rise slightly
 2 remain steady / stay the same / fall a little
 3 dive / plummet / decrease a bit
 4 shoot up / go down dramatically / fall sharply
 5 decrease slightly / fall a bit / plummet

3 Complete these sentences from a report on worldwide camera sales using a word or phrase from the box.

decreased a little nosedived remain stable fall a little rocketed ~~shot~~ rose slightly

- 0 The total volume of sales for digital cameras worldwide *shot* up by 64% to 50 million units.
 1 In Europe the sales growth to nearly double the sales volume for the previous year.
 2 In Europe the number of cameras sold with four or five-megapixel resolution from 32% to 34% of total digital camera sales.
 3 Next year, total sales of digital cameras worldwide are not expected to increase or decrease but to
 4 Worldwide sales of analogue cameras from 51 to 49 million units.
 5 But in Europe and America analogue camera sales decreased dramatically and by 68%.
 6 Worldwide next year the sales of analogue cameras are only expected to

Your score /20

1

- 1 have dropped
- 2 helped
- 3 is expected
- 4 is growing
- 5 were launched
- 6 have become
- 7 went
- 8 is thought
- 9 are saying

2

- 1 rise slightly
- 2 fall a little
- 3 decrease a bit
- 4 shoot up
- 5 plummet

3

- 1 rocketed
- 2 rose slightly
- 3 remain stable
- 4 decreased a little
- 5 nosedived
- 6 fall a little

Presentations

1 Complete this presentation about phone sales with the correct prepositions.

Thank you very much (0) coming. Just (1) remind you, my presentation today is about mobile phone handset sales.

My talk will be (2) three parts. Firstly, I will start (3) discussing last year's sales figures. Then I'll go (4) to the new handset devices. Finally, I'll talk about projections for sales figures this year.

OK, (5) begin, let's look (6) some figures. Sales of mobile handsets grew again last year.

There was broad consumer interest in most of the major brands and, in addition, as you can see

(7) this graph ...

So, let's move on (8) innovations in handset design and that brings me (9) the central part of my talk. The evolution of colour displays and the arrival of the long-awaited 3G phones means that ...

I could say a lot more about this but time is moving (10) so I'll turn now to this year's sales projections. All the indicators are for healthy growth ...

So, (11) summarise, we started (12) by looking at last year's sales. Secondly, I talked about new handset designs. Last, but (13) no means least, I spoke about sales projections for this year.

That brings me to the end of my presentation. Does anyone have any questions?

2 Here are the comments and questions that followed the presentation. Put a tick in the box if a sentence is correct. If there is a mistake, correct the sentence.

- 0 I'd like *to* say I think all your ideas are excellent.
- 1 One point you rised was that the arrival of 3G phones is going to increase handset sales.
- 2 Can I just ask what you meant by that?
- 3 You mentioned that sales grew again last year.
- 4 Could you just explain again why did that happen?
- 5 I'm not sure I quite understood your point about smart phones.
- 6 Could you precise how they will affect the market?
- 7 One issue you touched was sales projections for this year.

Your score	/20
------------	-----

1

- 1 to
- 2 in
- 3 by
- 4 on
- 5 to
- 6 at
- 7 on
- 8 to
- 9 to
- 10 on
- 11 to
- 12 off
- 13 by

2

- 1 One point you **raised** was that the arrival of 3G phones is going to increase handset sales.
- 2 ✓
- 3 ✓
- 4 Could you just explain again why **that happened**?
- 5 ✓
- 6 Could you **clarify** how they will affect the market?
- 7 One issue you touched **on** was sales projections for this year.

1 An Italian bank has translated its business purpose or 'mission statement' into English. Correct the five mistakes in the text.

We ~~goal~~ *aim* to satisfy our clients and we seek for offer a friendly and sufficient service. We are committed to provide the lowest service charges. Banca Nova Roma believes that hard work and dedication to our clients. Our ultimated aim is your complete satisfaction.

2 A representative of Banca Nova Roma goes to a client's office to discuss his insurance needs. Complete the conversation using the words in the box.

come	core	find	in	involve	on	package	speciality	charge	try
------	------	------	---------------	---------	----	---------	------------	--------	-----

A So, what line of banking are you (0) *in*.....?

B Well our (1)business is corporate banking, as you know, and my department is in (2) of international insurance. We offer a complete (3) We (4) to develop insurance policies based (5) our clients' real needs and to (6) up with sensible solutions. We (7) that most of the problems our clients face aren't that difficult to solve.

A And what does your package (8) ?

B Well, my (9) is personalising the insurance policy. I'm often called in when the company is very large like yours or does a lot of overseas trade.

3 Underline the odd word or phrase in each group.

- | | | | |
|-----------------------------|---------------------|--------------|---------------------|
| 0 type of organisation: | limited company | co-operative | donation |
| 1 public limited company: | investment | shareholders | donors |
| 2 money that people put in: | profit | donations | investment |
| 3 staff: | volunteers | employees | shareholders |
| 4 limited company: | board of governors | shares | profit |
| 5 charity: | donors | investors | surplus |
| 6 trust: | council of trustees | shares | board of governors |

Your score	/20
------------	-----

1

- 1 seek **to** offer
- 2 **efficient** service
- 3 committed **to providing**
- 4 believes **in** hard work
- 5 Our **ultimate** aim

2

- 1 core
- 2 charge
- 3 package
- 4 try
- 5 on
- 6 come
- 7 find
- 8 involve
- 9 speciality

3

- 1 donors
- 2 profit
- 3 shareholders
- 4 board of governors
- 5 investors
- 6 shares

Changes at work

1 Two human resources managers from the French and English subsidiaries of the same company are talking about company benefits in their countries. Complete the conversation.

- A So, tell me about (0) *maternity* leave in France? How long is it?
- B The mother usually has six weeks before the birth and then ten weeks after. It (1) *makes possible* that women can take a real rest after giving birth.
- A Very good. And what about (2) *paternity* leave?
- B Well, as a result of new (3) *laws*, new fathers can take two weeks off after the birth. One (4) *benefit* of that is happier parents and babies and more productive workers.
- A Right, but I think that (5) *flexible* hours are not so common in France. British dads often use that system after a new arrival to take a few days off or come in a bit later in the morning.
- B You're right, and there are fewer company (6) *retirement* schemes in France as well. The French still rely on the government or private investment for their retirement. One negative (7) *effect* is that the cost to the tax payer will rise in future years.

2 Later in the conversation the two human resources managers discuss possible changes in their company. Complete the conversation with one word from each pair in the box.

take over, takeover merge, ~~merger~~ relocate, relocation diversify, diversification
 acquire, acquisition joint venture, join up restructure, restructuring

- A So, what do you think about this possible *merger* with HTB Holdings? Is it true?
- B Well, I heard they were trying to (1) *take over* us. I know they're keen to (2) *relocate* a company like ours.
- A Do you think we'll have to (3) *relocate* to Germany?
- B No, I don't think so. Apparently, they want to (4) *diversify* their range of services so they may want to keep the offices in Paris and London.
- A Right, but there will be some (5) *changes*, won't there?
- B Probably. They've just started a (6) *joint venture* with another UK company. I'm already looking for a new job!

3 A representative from HTB Holdings visits the company in France. He talks about the takeover and the changes there will be in the company. Put his words in the correct order.

- 0 to HTB Holdings you been I've by update asked *I've been asked by HTB Holdings to update you.*
- 1 in keep picture We the to want you.
- 2 by everyone for greater HTB Holdings mean The opportunities takeover will
- 3 there security reassure better that job will can I you be
- 4 under a give an discussion guarantee five-year to still you Just is idea
- 5 development London the been a Paris There's new and offices regarding
- 6 at be been start Berlin head I've moved next of office that the to told will year
- 7 everybody far know have I as opportunity relocate the to will As

Your score /20

1

- 1 means
- 2 paternity
- 3 legislation
- 4 consequence
- 5 flexible
- 6 pension
- 7 effect

2

- 1 take . . . over
- 2 acquire
- 3 relocate
- 4 diversify
- 5 restructuring
- 6 joint venture

3

- 1 We want to keep you in the picture.
- 2 The takeover by HTB Holdings will mean greater opportunities for everyone.
- 3 I can reassure you that there will be better job security.
- 4 Just to give you an idea, a five-year guarantee is still under discussion.
- 5 There's been a new development regarding the Paris and London offices.
- 6 I've been told that head office will be moved to Berlin at the start of next year.
- 7 As far as I know, everybody will have the opportunity to relocate.