

ТЕСТ.

Тема : Дефініції

1. Встановіть відповідність між дефініцією та словом:
- o any facility that regularly or occasionally provides overnight accommodation for tourists
 - o a site designated and operated to provide recreation and entertainment for visitors
 - o a person who is hired to work for another or for a business or firm in return for payment
 - o a specific group of workers or employees
 - o a reservation for a service, such as accommodation in a hotel

Відповідність: ACCOMMODATION ; THEME PARK ;

2. Встановіть відповідність між дефініцією та словом:
- o a place where a person or thing can be left
 - o a manager who is living or staying in a hotel while working; being in residence
 - o rooms in which the guests are not expected to check out today and will remain at least one more night
 - o paid absence from work allowed an employee because of sickness
 - o a profession for which one trains and which is undertaken as a permanent calling

Відповідність: RESIDENT MANAGER ; DROP-OFF LOCATION ;

3. Встановіть відповідність між дефініцією та словом:
- o a reservation for a service, such as accommodation in a hotel
 - o a specific group of workers or employees
 - o the work during the night
 - o a profession for which one trains and which is undertaken as a permanent calling
 - o something designed, built, installed to serve a specific function affording a convenience or service

Відповідність: BOOKING ; STAFF ;

4. Встановіть відповідність між дефініцією та словом:
- o paid absence from work allowed an employee because of sickness
 - o rooms in which the guests have settled their account, returned the room keys, and left the hotel
 - o something designed, built, installed to serve a specific function affording a convenience or service
 - o rooms in which the guests are not expected to check out today and will remain at least one more night
 - o a person who is hired to work for another or for a business or firm in return for payment

Відповідність: SICK LEAVE ; CHECK OUTS ;

5. Встановіть відповідність між дефініцією та словом:

- o an optional damage coverage available while renting a vehicle
- o the operational areas and staff, e.g., all parts of a hotel, motel or restaurant in direct contact with the customer, such as foyers, bars and dining rooms
- o that time of the year at any given destination when tourist traffic, and often rates, are at their lowest level
- o engaged in the business of providing rentals
- o the highest ranking manager who is in charge of the whole hotel

Відповідність: LOSS DAMAGE WAIVER ; FRONT OF HOUSE ;

6. Встановіть відповідність між дефініцією та словом:
- o a formal meal usually for many people to celebrate a special event
 - o a breakfast usually consisting of bread or rolls and coffee
 - o a thing that goes together well with something else
 - o having a taste that is not sweet
 - o French term for kitchen, cookery or style of cooking

Відповідність: BANQUET ; CONTINENTAL BREAKFAST ;

7. Встановіть відповідність між дефініцією та словом:
- o to undergo the action of boiling, especially in being cooked
 - o to cook with dry heat, as in an oven or near hot coals; used for cooking meats
 - o to cook or cause to cook by long slow simmering
 - o to cook or be cooked in steam
 - o to cook in hot fat or oil

Відповідність: FRY ; STEAM ;

8. Встановіть відповідність між дефініцією та словом:
- o strong liquor flavored with juniper berries
 - o to cook in hot fat or oil
 - o to undergo the action of boiling, especially in being cooked.
 - o to cook or cause to cook by long slow simmering
 - o a nonalcoholic, flavored, carbonated beverage, usually commercially prepared and sold in bottles or cans

Відповідність: SOFT DRINK ; STEW ;

9. Встановіть відповідність між дефініцією та словом:
- o to cook or cause to cook by long slow simmering
 - o full of pleasant flavor, tasty
 - o to cook in hot fat or oil
 - o lacking taste or flavor or tang
 - o to fill an item of food with some mixture before cooking

Відповідність: BLAND ; STUFF ;

10. Встановіть відповідність між дефініцією та словом:
- o land, the buildings on it, or both the land and the buildings on it
 - o a room equipped with toilets and sinks for public use
 - o the business of providing hotels, restaurants, entertainment for people who are traveling
 - o a room in a hotel, restaurant, etc, where cocktails or other alcoholic drinks are served
 - o a luxury establishment where meals are served to the customers

Відповідність: COCKTAIL LOUNGE ; ELABORATE RESTAURANT ;

11. Встановіть відповідність між дефініцією та словом:
- o the place to which a traveler is going. In the travel industry, any city, area, or country which can be marketed as a single entity for tourists
 - o is responsible for the restaurant and the kitchen
 - o a person who manages the kitchen and under him comes the sous chef
 - o a person who manages wine waiters and other waiters
 - o land, the buildings on it, or both the land and the buildings on it

Відповідність: PREMISES ; HEAD WAITER ;

12. Встановіть відповідність між дефініцією та словом:
- o a person who makes travel arrangements for clients
 - o a person employed in a hotel to receive guests and deal with their bookings
 - o a person who manages the kitchen and under him comes the sous chef
 - o a person who is responsible for planning, supervising and allocating the day-to-day operational activities in the bar
 - o the chef who is second in authority in a restaurant or kitchen, ranking below the head chef

Відповідність: BAR MANAGER ; SOUS CHEF ;

13. Встановіть відповідність між дефініцією та словом:
- o a light creamy dessert made with eggs, cream, fruit, etc, set with gelatine
 - o to fill an item of food with some mixture before cooking
 - o to cook in hot fat or oil
 - o any fish or shellfish from the sea used for food
 - o to cook by dry heat without direct exposure to a flame, typically in an oven

Відповідність: SEAFOOD ; BAKE ;

14. Встановіть відповідність між дефініцією та словом:
- ☐ to cook or cause to cook by long slow simmering
 - ☐ to cook or be cooked in steam
 - ☐ to cook in hot fat or oil
 - ☐ to cook with dry heat, as in an oven or near hot coals; used for cooking meats
 - ☐ to undergo the action of boiling, especially in being cooked

Відповідність: ROAST ; BOIL ;

15. Встановіть відповідність між дефініцією та словом:
- ☐ the preparation, delivery and serving of ready-to-eat foods
 - ☐ the business of providing hotels, restaurants, entertainment for people who are traveling
 - ☐ an establishment that provides lodging with different facilities, paid on a short-term basis
 - ☐ a business which prepares and serves food and drink to customers in return for money, either paid before the meal, after the meal, or with an open account
 - ☐ a spot that is open late at night and that provides entertainment as well as dancing and food and drink

Відповідність: NIGHT CLUB ; RESTAURANT ;

16. Встановіть відповідність між дефініцією та словом:
- ☐ accommodation in which the visitor provides and prepares his own food
 - ☐ a spot that is open late at night and that provides entertainment as well as dancing and food and drink
 - ☐ a business which prepares and serves food and drink to customers in return for money, either paid before the meal, after the meal, or with an open account
 - ☐ a lunchroom, as for employees or students
 - ☐ a restaurant specializing in pizza and other Italian-type food

Відповідність: PIZZERIA ; CAFETERIA ;

17. Встановіть відповідність між дефініцією та словом:
- ☐ a place where pizzas are made, sold, or eaten
 - ☐ a place that is open late at night and that provides entertainment as well as dancing and food and drink
 - ☐ an industry that provides services, such as transport or entertainment, rather than goods
 - ☐ a counter where food and drink may be bought and eaten (e.g. in a railway station or on a train)
 - ☐ a communal dining hall in a religious, academic, or other institution

Відповідність: BUFFET ; REFECTORY ;

18. Встановіть відповідність між дефініцією та словом:
- ☐ a person who manages wine waiters and other waiters
 - ☐ a person who serves wines and other drinks
 - ☐ a person who seats the guests at the restaurant

- o a person who manages the kitchen and under him comes the sous chef
- o is responsible for the restaurant and the kitchen

Відповідність: HEAD CHEF ; FOOD AND BEVERAGE MANAGER ;

19. Встановіть відповідність між дефініцією та словом:
- o a formal meal usually for many people to celebrate a special event
 - o a pleasure voyage on a ship
 - o a lunchroom, as for employees or students
 - o a place where light meals or snacks can be obtained, often with a self-service system
 - o something that completes or makes meal perfect

Відповідність: SNACK BAR ; COMPLEMENT ;

20. Встановіть відповідність між дефініцією та словом:
- o a person who organizes all the events that take place in the hotel
 - o a formal meal usually for many people to celebrate a special event
 - o a relationship between two parties, usually based on a contract, one being the employer and the other being the employee
 - o a person who seats the guests in the restaurant
 - o a formal meeting of members, representatives, or delegates, as of a political party, fraternal society, profession, or industry

Відповідність: CONVENTION ; CAPTAIN

Unit Test 1

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Write the verbs in brackets in the present simple or the present continuous.

- 1 He _____ (work) for a software company in New York.
- 2 I normally _____ (get up) at five every morning.
- 3 Joel _____ (work) at home this week.
- 4 Our accountant _____ (check) the invoice right now.
- 5 Now, things _____ (begin) to change in the company.
- 6 Currently, our customers _____ (demand) more and more from us.
- 7 We frequently _____ (travel) to Asia on business.
- 8 My typical working day _____ (end) at six o'clock.
- 9 They _____ (learn) English at the moment.
- 10 After work, we usually _____ (have) a drink together.

VOCABULARY

2 Complete the sentences with these words.

operates / sells / provides / develops / designs / manufactures

- 11 Our retailer _____ the products.
- 12 Frognation creates, develops and _____ video games.
- 13 Citibank _____ banking services.
- 14 It _____ the products in the factory.

- 15 He designs and _____ software with a team at Microsoft.
- 16 General Electric _____ in more than 100 countries worldwide.

3 Write the last three letters in each word.

- 17 This is my part_____ We started the company together.
- 18 Can you call the software develo_____? There's another problem with this new software.
- 19 He has a meeting with the sales representat_____ from our supplier.
- 20 Picasso is my favourite art_____.
- 21 I'm a project mana_____ for a mobile phone company.
- 22 The foun_____ of this company wants to sell it.
- 23 I love music and would love to be a famous music_____.
- 24 She's the company law_____. She checks all the contracts.
- 25 The head engin_____ is on the phone from the site.

CAREER SKILLS

4 Underline the correct word in brackets.

- 26 I work (to / as) a designer.
- 27 My main role is (to / for) sell our services.
- 28 What kind of company do you work (as / for)?
- 29 I'm responsible (for / as) managing projects.
- 30 What do you do (in / as) your job?

Test 2

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Is the sentence correct (C) or incorrect (I)? Correct the incorrect sentence.

- 1 There's a lot of information on our current customers. (_____)
- 2 How many free time do you have? (_____)
- 3 Do you have a statistics on web users? (_____)
- 4 I don't have much advice for you. (_____)
- 5 I'm sorry, but we don't have some messages for you. (_____)
- 6 Would you like some coffee? (_____)
- 7 I'd like a glass of waters please. (_____)
- 8 There's a call for you on line 3.(_____)

VOCABULARY

2 Choose answer a, b or c to complete the sentences.

- 9 I can't remember my _____.
a) mouse b) password c) keyword
- 10 About 50 people a day _____ our company website.
a) keepb) browse c) type
- 11 I usually _____ a search engine to find new suppliers.
a) use b) phone c) manage
- 12 Customers have to _____ their credit card details to order from us.
a) appear b) browse c) enter
- 13 _____ shopping has made buying and selling so easy! I don't have to travel anywhere now.
a) Search b) Supermarket c) Online
- 14 _____ ENTER and it takes you to the site.
a) Click b) Type c) Find

3 Underline the correct word in italics.

- 15 I have a mountain / bit of work on my desk. I can't do it all tonight!
- 16 A tiny / substantial amount of my time is on the computer – only about five minutes a day.

- 17 A few / fraction people work from home in my department.
18 There's a huge / tiny number of people who now use Internet in this country – over half the population.
4 Write these words as numbers.
19 six hundred and thirty eight _____
20 ten thousand five hundred. _____
21 nine million dollars _____
22 ninety-one point four per cent _____
23 one third _____

CAREER SKILLS

5 Read this telephone conversation between two colleagues. Write in the missing words.

- A: Can I just (24) c_____ the numbers of employees we have in each office.
B: Sure.
A: How (25) m_____ do we have in our Milan office?
B: Fifteen.
A: Sorry, did you (26) s_____ fifty or fifteen?
B: Fifteen. One five.
A: OK. And in Zurich?
B: Ten.
A: Sorry, I didn't (27) c_____ that.
B: Ten. One zero.
A: Thanks. And finally, what about our two Moscow offices. We have twenty people there. Is that right?
B: Sorry, but we don't have (28) a_____ offices in Moscow.
A: Can you (29) r_____ that, please?
B: There isn't an office in Moscow.
A: Do you (30) m_____ that they're closed?
B: No. We just don't have an office in Moscow. We never have!

Test 3

Answer all Thirty questions. There is one mark per question.

LANGUAGE

1 Match the offers and requests to the responses. Write your answer here.

- 1 ___
- 2 ___
- 3 ___
- 4 ___
- 5 ___
- 6 ___
- 7 ___
- 8 ___
- 9 ___

- 1 Can I help you with your bag?
 - 2 Let me send this fax for you.
 - 3 Would you like a coffee?
 - 4 Do you want some milk?
 - 5 I could make a copy for you.
 - 6 Can you phone me tomorrow?
 - 7 Could I have some water please?
 - 8 Would you please check the figures?
 - 9 Could you give me some directions?
- a) Yes, please. Black no sugar.

- b) Sure. Sparkling or still?
- c) Thanks – the number is 01245 674 4783.
- d) Yes, no problem.
- e) No, it's OK. But thanks.
- f) Where do you want to go?
- g) Yes, please.
- h) Thanks but I don't really need one.
- i) Sure. What time?

VOCABULARY

2 Which word doesn't belong after the verb?

- 10 give: advice, help, mistakes
- 11 make: a mistake, an email, a phone call
- 12 invest: manners, money, time
- 13 respond: positively, commonly, politely

3 Read the comments below and match adjectives a-h.

- a) dissatisfied / b) impractical / c) honest / d) friendly / e) formal / f) inefficient /
- g) punctual / h) impatient

- 14 She always smiles and talks to new people in the office. ____
- 15 The system we have for making decisions is slow and takes too long. ____
- 16 I'm not happy with you or your work. ____
- 17 He says what he thinks and always tells the truth. ____
- 18 They do things in a hurry and never wait. ____
- 19 In our country we always wear a tie at work and call people by their title. ____
- 20 She's never late. ____
- 21 This idea works on paper but it won't work in reality. ____

Unit Test 5

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Write the verbs in the past simple.

Harold Mack (1)_____ (finish) school in 1989 with no qualifications. He (2)_____ (not/know) what he wanted to do and so (3)_____ (do) various jobs. In 1992 he (4)_____ (have) a simple idea and (5)_____ (found) Mack Packing. The company (6)_____ (start) in a small warehouse in East London. In the beginning Harold only (7)_____ (employ) four people but the company (8)_____ (grow) quickly and two years later there (9)_____ (be) more than twenty. In 1996 Mack Packing (10)_____ (receive) its first international order and now the company exports packaging to ten countries in Europe.

2 Write questions about Harold Mack in the past simple.

11 Q: When _____?

A: *In 1989.*

12 Q: Where _____?

A: *In a small warehouse in East London.*

13 Q: _____?

A: *Four people.*

14 Q: _____?

A: *It's first international order.*

VOCABULARY

3 Complete each sentence with one word from A and one from B.

A

business / start / market / set / top / business B

up / job / share / idea / up / plan

- 15 Their _____ is bigger than their competitors.
- 16 He has the _____ in the company.
- 17 A _____ - _____ is a new business.
- 18 Every entrepreneur begins with a good _____.
- 19 A new company _____ in our area and we went bankrupt.
- 20 To get money from the bank, you need to show them your _____.

4 Underline the correct verb in brackets.

- 21 A successful company has to (make / do) a profit.
- 22 Can I introduce you to the man who (heads / tops) the company? This is our CEO...
- 23 I (pay / rent) an apartment in the city centre.
- 24 To grow, we need to (find / look) new opportunities in the market.
- 25 We have to increase production to (see / meet) demand.
- 26 I don't want to work for someone. I want to (have / be) my own boss.
- 27 We want to (bring / send) out a new type of smoothie next year.
- 28 Is it possible to (run / make) a business when you don't enjoy it?
- 29 To survive in business, your company cannot (be / stand) still.
- 30 I like to (play / have) fun at the weekend.

Unit Test 6

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Underline the correct word in *italics*.

- 1 I'm certain there *will / may* be space tourism in the future.
- 2 Their flight is delayed so it *can't / won't* be a problem if you arrive at two.
- 3 Some people *might / will* be interested in your proposal but I'm really not sure.
- 4 The project manager is on the phone. He says he hopes to finish on time but that they *may / will* be late because there is a problem with some parts.
- 5 Ted thinks the price of a ticket into space *can / could* be around \$150,000 in the future.
- 6 Thanks for calling. I *'ll / might* give him your message.
- 7 She *may / will* be able to go tonight. She'll call later to confirm.

VOCABULARY

2 Replace the underlined words in sentences 8-17 with a word from the box. Write the word at the end of the sentence.

capital / launch / tight / payback / a joint venture / raise / potential / take / start-up / invest in
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- 8 We'll put our latest product on the market at the end of next month. _____
- 9 They'll probably put a million euros into this company. _____
- 10 It's an agreement to work together between a Spanish and Italian company. _____
- 11 This plan has a possibility of future success. _____
- 12 We are working with a carefully controlled budget. _____
- 13 Let's ask the bank to help us with the setting up of a new business costs. _____

- 14 They want us to read their business plan so that we'll give them the money for their new business venture. _____
- 15 They increase their prices every month! _____
- 16 I think I'll go by the elevator to the fifth floor. _____
- 17 We can agree to a six month period for getting back the cost of the investment. _____

3 Write in the missing preposition.

- 18 What do you estimate the return ____ our investment will be?
- 19 I'll try to borrow the money ____ my brother.
- 20 Most scientists don't have a very good understanding ____ business.
- 21 We can't run this ____ such a low budget.
- 22 I lent my mobile ____ my colleague at work.
- 23 Over 20% of office workers also work ____ home.

CAREER SKILLS

4 Complete the phrases for making predictions with these words.

possible / could / expect / sure / think / unlikely / definitely

- 24 'It's _____ that we'll live on the moon.
- 25 I don't _____ that to happen.
- 26 I'm _____ they'll give us the contract.
- 27 I think it's _____ that they'll buy our robot.
- 28 This will _____ need a lot of work.
- 29 It _____ be a good way to increase profits.
- 30 I don't _____ that's true at all.

Test 7

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Read the conversations. Write in the most appropriate form of the verb in brackets.

1 A: We ordered a new desk for today but it isn't here.

B: Let me contact our warehouse and then I _____ (call) you right back.

2 A: Can you visit us next week?

B: I'm afraid I _____ (visit) America next week.

3 A: What do you want to do when you graduate?

B: I _____ (apply) to all the big multi-nationals.

4 A: How does the company intend to solve its current problems?

B: The company _____ (review) the situation and then take the appropriate action.

5 A: Can you say I called?

B: Don't worry, I _____ (tell) him you rang.

6 A: We arranged the meeting.

B: Great. What time _____ (you/meet)?

7 A: _____ (we/open) this new hotel or aren't we? We need a decision.

B: Sorry, but I just can't decide.

VOCABULARY

2 Complete each sentence with answer a, b or c.

8 A(n) _____ is a very large tall building.

a) skyscraper b) apartment block c) theme park

9 You can buy virtually anything in a shopping _____.

a) area b) market c) mall

10 We're a large _____ with activities in many different countries.

a) regional office b) investment c) multi-national

11 We're currently looking for a suitable _____ for an office in Dubai.

a) premises b) region c) block

12 Roads links are an important part of a country's _____.

- a) accommodation b) infrastructure c) attraction
- 13 A(n) _____ is someone who lives outside their own country.
a) tourist b) expatriate c) inhabitant
- 14 The service _____ includes banking, insurance and tourism.
a) sector b) office c) division

3 Which sentences have the word up or out missing? Write them in.

- 15 The Opera tickets sold in less than three hours so I bought tickets for the cinema.
- 16 Inflation is growing at its fastest rate in five years.
- 17 We need to build on our current success.
- 18 I set this company in 2001.
- 19 If you run out of money, then give me a call. I'll lend you some.
- 4 Delete the word that doesn't collocate with the underlined word.

- 20 stable, strong, high economy
- 21 easy, stable, good access
- 22 high, strong, low taxation
- 23 strong, positive, weak currency

CAREER SKILLS

5 Words with four letters are missing in this conversation. Write them.

Hi Gail. Are you (24)_____ next week?

Yes. Are you coming to visit?

That's right. I'd (25)_____ to arrange an appointment.

Good idea. (26)_____ about Tuesday?

I can't (27)_____ Tuesday I'm afraid.

Can you (28)_____ on Wednesday?

In the morning, yes.

That's (29)_____ for me.

Great. Let's say ten o'clock?

Yes, that's fine. I'll see you at ten o'clock (30)_____.

OK. Bye.

Test 9

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Underline the correct modal verb in brackets.

- 1 The government says companies (have to / should) follow certain rules when advertising.
- 2 You (mustn't / don't have to) say your product does something that it doesn't.
- 3 I don't think you (should / need to) ignore the students market because they are your future customers.
- 4 You (don't have to / mustn't) work late because George said he can if you don't want to.
- 5 They cancelled the meeting so we (shouldn't / don't need to) go.
- 6 They (don't need to / shouldn't) invest in that company because it isn't doing well at the moment.

VOCABULARY

2 Write in the missing letters in the words below. They are all words about money.

- 7 If you buy today, we'll give you a ten per cent i ou .
- 8 My bank gave me a personal oa today.
- 9 I think it's important we help Africa with its e to other countries.
- 10 He wants an extra ten thousand a year and he already has a a a of over a hundred thousand a year!
- 11 How much do you ea a month?
- 12 The type of customer we want has enormous e i power.
- 13 My house is o about two hundred thousand pounds.

3 Combine words from A and B to complete the description below.

A

public / personal / direct / advertising
media / marketing / selling / relations

B

'There are various methods of selling starting with the most expensive like TV commercials, radio adverts and other (14) _____. A cheaper way to sell is through (15) _____ such as direct mail when you send out leaflets to people's houses. Face-to-face contact with the customer is obviously important. For example, (16) _____ with sales representatives can be very effective and it's easy to measure. It's more difficult to see if (17) _____ is effective. This is because it's about

creating good contacts rather than selling directly.’

4 Write in the ends of the words in these sentences.

- 18 Consump_____ of coffee has increased every year since 1950.
19 Clever market_____ made designer coffee very popular.
20 Market analys_____ are warning that the economy doesn’t look good.
21 Did we get the results from the market research agen_____ ?
22 Cigarette companies often spons_____ sports events.

CAREER SKILLS

5 Write in these phrases to complete the discussion.

That’s a good / I like / How about / Brilliant / I’m not sure / we could / why not / What about inviting

- A: We need to decide how to increase sales this month. Any ideas?
B: (23)_____ offering some discounts?
C: (24)_____ idea but our prices are already cheaper than our competitors.
B: So (25)_____ send some advertising to customers? We could tell them about our prices.
B: (26)_____ that. I think we also need to use Internet and email more.
C: What do you mean?
B: Well, perhaps (27)_____ email some of our old customers and update the website?
C: That’s true. Our website is the same as it was six months ago.
A: OK. I’ll deal with that.
C: (28)_____ someone from the local newspaper to visit the factory and show them our new range?
A: (29)_____ ! But I think we should invite all the newspapers.
C: (30)_____ about that. Do you think they would come?
B: We could try...

Test 10

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Write the verb in brackets in the past simple or present perfect.

- 1 Two years ago, I _____ (leave) my company for this one.
- 2 The price _____ (continue) to fall for the last two weeks.
- 3 In 2001, the market _____ (fall) to an all-time low.
- 4 This graphs shows that inflation _____ (remain) steady for six months now.
- 5 German house prices _____ (double) since 1979.
- 6 How _____ (be) your trip?
- 7 We _____ (not/raise) our prices in recent weeks.
- 8 _____ (you/be) to France before?
- 9 I _____ (see) any changes in our recent performance.
- 10 _____ (you/invite) the press yesterday?

VOCABULARY

2 Choose the correct verb from a, b or c.

- 11 It is difficult for companies to _____ the price of a product and know what to charge.
a) cost b) set c) get
- 12 A lower price may increase sales but it also _____ the profit margin
a) increases b) sets c) reduces
- 13 Many companies are _____ costs to keep prices down.
a) cutting b) setting c) increasing
- 14 All customers want to _____ good value for money.
a) get b) cost c) sell
- 15 Customers are also prepared to _____ more time looking for a good price.
a) make b) spend c) have
- 16 In recent months, sales _____ between 35 and 40.
a) fluctuated b) rose c) raised

- 17 Large supermarkets can afford to _____ in bulk which also reduces the price.
a) sell b) save c) buy
- 18 Producing bigger portions doesn't _____ up the price.
a) pull b) pick c) push
- 19 To _____ the demands of supermarkets, food producers have reduced the size of their workforces.
a) set b) meet c) reach
- 20 Prices _____ a peak last night and then fell.
a) reached b) increased c) put up

3 Put these trend words in the correct category.

remain steady / lower / rise / level / rocket / push down

- 21 increase: _____
- 22 decrease: _____
- 23 no change: _____

CAREER SKILLS

4 Match the two halves of the phrases for describing graphs. Write your answers here.

24___ 25___ 26___ 27___ 28___ 29___ 30___

- 24 I'd like you to look at...
- 25 Turnover increased from 3 billion...
- 26 The volume of sales went up by...
- 27 It then reached a peak...
- 28 This fell to a low point in...
- 29 It's stayed the same for...
- 30 It's still somewhere between 5.8%...
- a) of two thousand.
- b) to 3.3 billion.
- c) three months now.
- d) and 5.9%.
- e) this graph.
- f) 2003.
- g) one percent.

Test 11

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Re-write these sentences into the passive or active form.

1 Irene set up her company in 1991.

Irene's company _____.

2 The disc is inserted into the drive.

Insert _____.

3 We employ over two thousand people here.

Over two thousand people _____.

4 They will pay us the final fee at the end of next week.

The final fee _____.

5 All calls are recorded for training purposes.

We _____.

6 The government has increased the rate of tax.

The rate of tax _____.

7 We are working on a new procedure.

A new procedure _____.

VOCABULARY

2 Read people describing problems they have. Write the type of problem in the box next to the description.

injury / accident / damage / loss / theft / fraud / fire

8 'We need to claim the cost of a new roof after the storm last night.' _____

9 'My car was stolen from outside my house!' _____

10 'I hurt my leg at work and claimed for medical expenses.' _____

11 'Two offices were burnt down and the factory was damaged.' _____

12 'Sorry, I dropped your computer – I didn't mean to.' _____

13 'One minute I had my bag and then after I went to the bar it wasn't here.' _____

14 'This person said the injury cost him \$40,000 but we discovered he didn't have an injury.' _____

3 An insurance company representative is talking about technology and insurance. Underline the correct verb in brackets.

There's no doubt that technology has made it quicker and easier for people to (15) (take / pull) out insurance policies with our company. Our customers want to (16) (protect / prohibit) themselves against risk, for example to (17) (provide / prevent) cover against things such as injury or damage to property. Most of them do it over the phone. You just (18) (make / give) us a call and we'll (19) (give / spend) you a quote within a few minutes and if you (20) (detect / suffer) loss or damage you (21) (withdraw / receive) compensation. Because it's easier to get insurance nowadays some people also say it's easier to (22) (determine / commit) fraud. But I don't believe that. For one thing we (23) (monitor / maintain) all calls and (24) (watch / screen) any claims that could be fraudulent. In fact technology means that insurance companies can (25) (investigate/ invent) more claims than they used to and therefore we (26) (save / raise) more money than we used to.

CAREER SKILLS

4 The same word is missing from these pairs of phrases for expressing arguments. What is the word?

27

I understand your _____, but...

Surely the main _____ is...

28

On the one _____ you're right, but...

On the other _____ he's right too.

29

_____ have to consider the customer...

But don't _____ think it's too expensive?

30

The fact _____ customers are spending less, so...

My view _____ we need to spend more, because...

Test 12

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Complete these sentences with the present simple or future form of the verbs in brackets.

- 1 If you _____ (pay) us today, we'll give you a 10% discount.
- 2 We _____ (not/reimburse) you, if you don't have the receipt.
- 3 If I buy it online, it _____ (be) cheaper than from a shop.
- 4 If she calls, _____ (you/tell) me?
- 5 If I _____ (not finish) this tonight, my boss will be angry.
- 6 You'll be able to send photos, if you _____ (buy) one of those new mobile phones.

VOCABULARY

2 The words and phrases below are synonyms for the underlined words in sentences 7-16. Match them. Write your answers here.

7___ / 8___ / 9___ / 10___ / 11___ / 12___ / 13___ / 14___ / 15___ / 16___

a significant

b a refund

c dissatisfied

d rude

e apologise f suffering

g makes a fuss

h deal with

i complain

j empathise

- 7 I am writing to say sorry for our mistake.
- 8 I'm afraid I'm rather unhappy with the service here.
- 9 There's always one customer who wants to whinge.
- 10 Don't worry. That customer always becomes angry about his room.

- 11 Dealing with customers is a major part of my job.
12 This economy is doing badly due to high inflation.
13 Why don't you ask for your money back?
14 With an angry customer, the important thing is to show you understand.
15 Let me handle this problem.
16 The steward on our flight was so impolite!

3 Which verb does not go with the NOUN? Delete it.

- 17 suggest, find, make A SOLUTION
18 handle, satisfy, make A COMPLAINT
19 produce, offer, provide A SERVICE
20 train, complain, employ STAFF
21 do, have, solve A PROBLEM
22 replace, sell, refund A PRODUCT
23 deal with, ask, answer A QUERY

CAREER SKILLS

(24-30)

4 Re-order this conversation between a supplier and a shopkeeper.

Number the sentences 1-9

- ___ Today's best.
___ OK. I'll arrange for another box.
1 Hi. I've got a problem I'm afraid. You delivered some tomatoes this morning but they're damaged.
___ Then I'll bring it right now.
___ The point is that I can't sell them. Now there are two possibilities. You could either refund me the money or you could bring me another box.
___ When will I get it?
___ Oh I'm sorry about that.
___ Is today better for you or tomorrow?
9 Thanks a lot.

Test 13

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Write these sentences in the correct order.

1 I to often work have late.

2 well all our speak staff English.

3 system the new is efficiently working.

4 are always they arrive the first to.

5 The every night are backed-up computers automatically.

VOCABULARY

2 Complete the sentences with these words.

demand / forecast / delay / model / range / stock / switch / update / order

6 I'm sorry but there's a _____ with your order. It'll arrive tomorrow not today.

7 Hello. I'd like to place an _____ for three hundred pens.

8 Customer _____ is very high for ice creams because the summer is so hot.

9 The current _____ for next year says turnover will remain steady.

10 I'm afraid we don't have any in _____ at the moment.

11 This model looks old now. We need to _____ it to make it more modern.

12 The Ford XR6 is our latest _____.

13 We've decided to _____ from the old system to this new procedure.

14 Let me show you our full _____ of cars from this family model to our sports and luxury cars.

3 Change the form of the words in bold to complete the sentences.

- produce 15 This is where we store our _____.
- 16 Bill is our _____ manager. He's in charge of the factory.
- supply 17 Can you call our _____ and find out where the truck is?
- 18 We're _____ shops now in Europe and parts of America.
- manufacture 19 We _____ spare parts for cars.
- 20 UK car _____ report a fall in orders.
- deliver 21 We're still waiting for the _____ to arrive.
- 22 Can you _____ it to our warehouse please?
- assemble 23 Components are taken to the _____-line at the moment they are needed.

CAREER SKILLS

4 One word in each phrase for managing time is incorrect. Cross it out and write the correct word at the end.

- 24 We need to be quickly. _____
- 25 OK. It's time for finish. _____
- 26 I'm afraid we don't have many time. _____
- 27 We must finish from ten. _____
- 28 Sorry, we're running in of time. _____
- 29 Could we quickly talk of the last point on the agenda? _____
- 30 OK. Explain it to us but please get it short. _____