TESTS

WITH

ANSWERS
UNIT 1 Face to face

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. It's important to understand how other cultures behave so you don't cause ____________ .
   A. offence  B. problem  C. disaster  D. behaviour

2. In some countries it is quite ____________ to use the correct title when talking to business colleagues.
   A. offensive  B. likely  C. formal  D. tricky

3. Having good ____________ may help you to make deals more easily.
   A. entertaining  B. manners  C. demonstrations  D. handshaking

4. Ian has to be very organised as his work involves meeting tight ____________ .
   A. problems  B. responsibilities  C. challenges  D. deadlines

5. Lesley doesn't like having to wait for other people to ____________ work for her.
   A. generate  B. solve  C. resolve  D. tackle

6. Paul enjoys working at Small World because he finds the ____________ stimulating.
   A. installation  B. environment  C. application  D. opportunity

7. If someone looks me straight in the eye without ____________ I tend to think they are honest.
   A. yawning  B. sighing  C. blinking  D. sniffing

8. Your body ____________ usually gives other people information about how you really feel.
   A. appearance  B. impression  C. language  D. relationship

9. Bob and Tony are business ____________ and have arranged to meet at the sales conference.
   A. delegates  B. customers  C. associates  D. officers

10. I've given the latest sales ____________ to Mr Allen but he hasn't had a chance to look at them yet.
    A. systems  B. figures  C. worksheets  D. facts

EXERCISE 2 Fill in the gaps with the correct nationality.

1. He lives in Holland so he must be ____________ .

2. She comes from the USA so I think she's ____________ .

3. They speak French so they could be ____________ or ____________ (France/Canada).

4. He's a ____________ but he can't speak any Swedish.

5. I became a ____________ citizen when I married a woman from Hungary.
EXERCISE 3  Put these sentences in the best order. Put a number, 1-4, in the space.

1 A Very well, thanks. Let's get down to business, shall we? ________
   B I'm fine, thanks. How are you? ________
   C Hello again! How are you getting on? ________
   D Yes, all right. ________

2 A Miss Smith, I'd like you to meet Mrs Jones. ________
   B Oh, please call me Liz. ________
   C How do you do, Mrs Jones? ________
   D And I'm Claire. ________

3 A Oh, yes. I've heard of you. ________
   B The name's Alex White. ________
   C I'd like to introduce myself. ________
   D Pleased to meet you. ________

4 A I wondered if I might take Friday off? ________
   B Yes. Tony, of course. ________
   C Oh, Friday's rather difficult. ________
   D Mrs Lang, could I have a word please? ________

5 A What do you think? ________
   B Yes, sure, Bob. ________
   C Geoff, could you come over here a minute? ________
   D Aha, yes, you've put a lot of work into it. ________
UNIT 2 Letters, faxes and memos

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. There is always a lot of ____________ to attend to on a Monday morning.
   A letters   B correspondence   C communications   D information

2. Please leave a message on the answer phone if you need to contact us ____________ office hours.
   A outside   B over   C through   D against

3. The annual general meeting was ____________ in the conference centre.
   A conducted   B provided   C run   D held

4. One of the ____________ advantages of writing over talking to someone face-to-face is that you can take your time.
   A remaining   B related   C relative   D relevant

5. Make sure that the addressee's job ____________ is correct.
   A title   B description   C name   D type

6. A well laid out letter always gives a good ____________ .
   A idea   B reaction   C impression   D effect

7. If you are ____________ in attending, please let me know as soon as possible.
   A concerned   B pleased   C sure   D interested

8. You must ____________ your application by the end of the week.
   A submit   B subject   C subscribe   D subcontract

9. There has been a ____________ agreement to supply Texmills with our products and services.
   A long-winded   B long-lasting   C long-standing   D long-lived

10. Managers should ____________ staff to maintain the no-smoking policy throughout the building.
    A suggest   B encourage   C support   D co-operate
Dear Mr Jacobs,

Thank you very much for your letter dated 5 March. To answer to your request, we have enclosed our latest catalogue and price list.

I would like to draw your attention to the special offers. These products are available at a reduced price for a limited time only.

If you would like any further information, please get in touch with me.

I look forward to hearing from you.

Yours sincerely,

Howard Johnson
Sales Manager

---

| pleasure | touch | in | catalogue | of | further | forward |
| enclosed | draw | faithfully | from | delight | notice | sincerely |
UNIT 3 On the phone

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. Mrs Perez is writing to __________ the arrangements she made with you.
   A conform    B confer    C confine    D confirm

2. __________, I'll see if Mr Watson is available.
   A Hold on  B Keep on  C Go on  D Stay

3. I'll put you __________ to the Sales Department.
   A over    B off    C through    D in

4. Oh, dear. I think I've __________ the wrong number.
   A put    B done    C through    D dialled

5. I'm __________ Miss Johnson's in a meeting.
   A worried    B afraid    C concerned    D frightened

6. No. This is the Finance Department. I'll check the __________ number.
   A extension    B external    C exterior    D extraction

7. There are no public phones in here but there is a phone __________ in Market Street.
   A room    B operator    C booth    D switchboard

8. Would you like me to fix up an __________ for you?
   A application    B appointment    C arrangement    D attendance

9. Don't make jokes on the phone as you may be __________.
   A misunderstood    B misplaced    C mistaken    D misguided

10. You should always speak to customers __________.
    A slowly    B politely    C carefully    D kindly
EXERCISE 2 Choose one of the phrases from the boxes to complete these conversations.

Conversation 1

Bill: Hi, Sally. (1) ________ changing the time of today’s meeting? Some time this afternoon would be better for me.

Sally: (2) ________ I’ve got to finish that report today. Perhaps we could fix something up for tomorrow?

Bill: (3) ________?

Sally: (4) ________ Bill but I think (5) ________.

Bill: O.K. Let’s get together tomorrow.

if you need any help    would you mind    would you like a hand    do you think you could
that’s very kind of you    I won’t be able to    I’m sorry but    I’d prefer to do it myself

Conversation 2

Jim: Dr Henderson, (6) ________ I go home early today?

Dr H.: (7) ________. Are you feeling O.K.?

Jim: I’m fine but I’ve got a lot of preparation to do for that course I’m on. (8) ________ take tomorrow morning off as well?

Dr H.: No, (9) ________. The sales staff are coming in for a briefing.

Jim: Oh, yes. I’d forgotten.

Dr H.: What about taking some holiday next week?

Jim: No, thanks. (10) ________. I’ll need to take some holiday later.

I’m afraid you can’t    I think I can manage    Do you mind if    Sure, go ahead
I’m sorry but    Yes, please. Thanks a lot    Do you think I could
UNIT 4  Summaries, notes, reports

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1  Printix are offering us a 15% ________ on all orders over $1000.
   A interest  B replacement  C discount  D consultation

2  It’s important to take ________ breaks when working at a computer.
   A frequent  B lots  C repeated  D often

3  The new ________ Director of the company has just been ________.
   A applied  B decided  C requested  D appointed

4  Make sure that the main ________ of the report contains only relevant information.
   A business  B body  C content  D form

5  If this project is completed on time we will receive a ________ in next month’s pay.
   A bonus  B batch  C bill  D salary

6  He was asked to ________ a thorough review of the health and safety provision within the organisation.
   A underline  B undergo  C undertake  D understand

7  If you’re taking notes it’s a good idea to make them as clear and ________ as possible.
   A quick  B brief  C essential  D rough

8  As a ________ of the review, they decided to close the factory down.
   A conclusion  B finding  C purpose  D result

9  There is a ________ danger that the new regulations will be misunderstood by many staff.
   A unnecessary  B bad  C unfortunate  D grave

10 The consultants ________ the importance of managers involving staff in the issue of timekeeping.
    A emphasised  B recommended  C motivated  D related
EXERCISE 2 There is an incorrect punctuation mark in each of the lines of the texts. Underline each mistake and put the correct punctuation mark at the end of the line. The first one has been done as an example.

Following your memorandum of 27 April; we carried out April, study of staff view’s in three selected departments (1) to see, how the arrangements for breaks had been working. (2)

I here summarise the results. (3)

• 65% office workers found the break arrangements satisfactory: (4)
• 25% would be in favour of a shorter lunch break; (5)

EXERCISE 3 There is a missing punctuation mark in each of the lines of the texts. Underline the word next to where it should be and put the correct punctuation mark at the end of the line. The first one has been done as an example.

You also asked for my views on how to deal with unions I mentioned unions. (1) that in some departments the break was lasting too long The union representatives answer was not very helpful. She said the union (2) would always insist on the break being left as it is. In conclusion it (3) seems important to draw the Boards attention to possible difficulties which the installation of clocking in machines could bring. (4)
UNIT 5 Working together

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. Telecommunication companies belong to the tertiary ___________ of industry.
   A section     B sector     C area     D part

2. She took the job there because they provide good child-care ____________.
   A equipment   B conveniences   C schemes   D facilities

3. Siemens is a highly ____________ leader in the electrics and electronics market.
   A innovative   B reliable   C extensive   D traditional

4. Many employees are eager to try ____________ new ideas.
   A in     B up     C on     D out

5. Some companies have ____________ all their secretarial posts.
   A abandoned   B collapsed   C abolished   D failed

6. Over the decades, the name of Siemens has become ____________ with progress.
   A symptomatic   B synonymous   C systematic   D synthetic

7. The development of new technologies means that there are fewer jobs for manual ____________.
   A workforce   B staff   C employees   D workers

8. Buying in ____________ can reduce unit costs.
   A bulk   B amounts   C volume   D weight

9. If the workplace is a happy place, then staff ____________ is usually low.
   A structure   B turnover   C changes   D takeover

10. The ____________ Department is responsible for sending out invoices.
    A Accounts   B Purchasing   C Sales   D Production
**EXERCISE 2** Match the sectors on the right to sentences 1–5.

| 1. In developing countries most people are usually employed in agriculture. | A primary sector |
| 2. During the 21st century we expect to see a huge expansion in telecommunications. | B secondary sector |
| 3. Vehicle manufacturing has been an important industry in Western Europe for many years. | C tertiary sector |
| 4. The discovery of oil in the Far East resulted in a rapid increase in the standard of living for many people. | |
| 5. Service industries, such as catering and hotels, often pay low wages. | |

**EXERCISE 3** Match the descriptions 1–5 to the different functions of a company.

| 1. Creates new products. | A administration |
| 2. In charge of the welfare of employees. | B purchasing |
| 3. Keeps a record of all payments made and received. | C personnel |
| 4. Orders all supplies needed. | D research & development |
| 5. Provides office services, e.g. typing. | E sales & marketing |
| | F production |
| | G accounts |
| | H legal |
UNIT 6 International trade

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. Most of our __________ have been working with us for a number of years.
   A supplies  B suppliers  C supporters  D supplements

2. Unfortunately the recent takeover will result in a number of __________ at the plant.
   A rationalisations  B dealings  C redundancies  D exchanges

3. You will see from the catalogue that our prices are very __________.
   A competitive  B competent  C completed  D compatible

4. The price of the catalogue is __________ against your first order.
   A removable  B replaceable  C rechargeable  D refundable

5. All items in this range will be __________ from 27 April.
   A suitable  B portable  C available  D accessible

6. The assignment arrives at the warehouse on Monday and will be __________ immediately.
   A unloaded  B emptied  C undone  D unsent

7. Unfortunately it is __________ to keep the complete range in stock.
   A insufficient  B uneconomic  C uncertain  D invalid

8. After rationalisation the company was __________ and its order book was full.
   A in good time  B in good shape  C in good spirits  D in good health

9. Artemis gives us a good price on this because they are our __________ suppliers.
   A single  B one  C individual  D sole

10. I would be grateful if you could let me have a detailed __________, including prices and delivery terms.
    A quotation  B term  C offer  D order
EXERCISE 2 Match the words 1-5 to their definitions A-G. There are two extra definitions you do not need to use.

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<td>3</td>
<td>CPT</td>
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<td>4</td>
<td>irrevocable letter of credit</td>
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<td>5</td>
<td>CFR</td>
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</table>

Reading

EXERCISE 3 Fill in the appropriate word in gaps 1-5 from the box. There are three words you do not need to use.

Thank you for your (1) introductory enquiry about our AntiSpy SP 700 computer screen protector. This particular model is available from (2) regular stock at this time. The special (3) recent price is $199 per unit or $499 for six. The (4) irrevocable letter of credit price is $499. Please let me know by fax or e-mail if you would like to (5) place an order at these prices as this offer will end on 31 March.
UNIT 7 Money matters

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. The company saw net profits fall as a result of the __________ in the industry world-wide.
   A downfall  B downgrade  C downturn  D downward

2. It is important for many small businesses to improve their credit __________ and ensure customers pay on time.
   A limit  B control  C risk  D term

3. All letters of credit should include an expiry date when payment is __________.
   A called  B complete  C ready  D due

4. We apologise for the difficulty we are experiencing in paying your __________ account.
   A delayed  B waiting  C outstanding  D owing

5. Thank you for your __________ of $500 which we received today.
   A remittance  B remission  C remains  D remuneration

6. The credit terms __________ that payment should be on presentation of the goods.
   A remind  B stipulate  C agree  D settle

7. It’s important to __________ customer references when offering credit.
   A take on  B take down  C take up  D take in

8. If you do not pay your bill within the next few days we will have to consider taking legal __________.
   A prosecution  B action  C instruction  D presentation

9. He was offered a bank __________ when the company experienced financial problems.
   A payment  B credit  C overdraft  D debt

10. If customers fail to __________ their bills you can be left with a serious cash-flow problem.
    A meet  B charge  C invoice  D state

EXERCISE 2 Match the words 1-5 to the definitions A-G. There are two extra definitions you do not need to use.

<table>
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<td>International money order</td>
<td>Documentary bill of exchange</td>
<td>Banker’s draft</td>
<td>Telegraphic transfer</td>
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<tr>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>E</td>
</tr>
<tr>
<td>F</td>
<td></td>
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<tr>
<td>Can be purchased from a bank and posted to supplier.</td>
<td>Your bank can instruct an overseas bank by airmail to make a payment.</td>
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EXERCISE 3 Fill in the appropriate word in gaps 1-5 from the box. There are three words you do not need to use.

Dear Mr Becker,
(1) _________ our records your account is still overdue. We would like to remind you that our (2) _________ of business are 30 days net. (3) _________ unsettled debts, it is our (4) _________ to take legal action. We would prefer not to take this course. May we ask you to settle your account by (5) _________ . I am enclosing a copy of your invoice for your information.

Yours sincerely,
Mrs Jones

<table>
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<th>terms</th>
<th>in the case of</th>
<th>for example</th>
<th>now</th>
</tr>
</thead>
<tbody>
<tr>
<td>according to</td>
<td>policy</td>
<td>instead of</td>
<td>return</td>
</tr>
</tbody>
</table>
UNIT 8 Dealing with problems

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. We are happy to replace the __________ goods free of charge.
   A) injured  B) hurt  C) destroyed  D) damaged

2. All the cars in this particular range were recalled because of a design __________.
   A) fault  B) mistake  C) error  D) slip

3. The customer complained that the assistant he spoke to had been most __________.
   A) helpless  B) incapable  C) unhelpful  D) impotent

4. There was a __________ in the order at the factory and the wrong package was sent.
   A) mix-up  B) mixture  C) mixing  D) mixed-up

5. The delay in despatch was due to circumstances __________ our control.
   A) above  B) beyond  C) under  D) in

6. There was a serious staff __________ at the time so several shipments were held up.
   A) shortage  B) reduction  C) decrease  D) contraction

7. The complaint about the cost of the item was soon __________ out.
   A) dealt  B) sorted  C) taken  D) cleared

8. As we were entirely responsible for the confusion your account has been __________ with the full amount.
   A) debited  B) added  C) given  D) credited

9. The poor quality of the products was __________ on inadequate supervision of the workforce.
   A) caused  B) blamed  C) explained  D) put

10. The customer demanded a __________ when he discovered the equipment was missing.
    A) return  B) repair  C) refund  D) reply
EXERCISE 2 Match the two halves of these sentences.

1 There's been a slight mix-up  
2 I'm sorry to bother you  
3 If you don't send your engineer today  
4 I'm not at all satisfied  
5 Please accept our apologies  

A but there seems to be some mistake.
B for the late arrival of this flight.
C we will be forced to cancel.
D over your recent order.
E with the reasons for the delay.

Reading

EXERCISE 3 Fill in the appropriate word in gaps 1-5 from the box. There are three words you do not need to use.

FAX

Dear Mr North,

We very much regret the (1) __________ about your order. There was a (2) __________ fault that day which resulted in a number of errors being made. Unfortunately, your order was one of those (3) __________. This error has now been (4) __________ and you should be receiving the goods in the next few days.

We are very sorry about the (5) __________ caused.

Yours sincerely,

Jill South

Customer Care Officer

electric affected put right inconvenience  
repaired confusion inefficient computer
UNIT 9 Visitors and travellers

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. You need to ____________ your seat 24 hours before departure or they may cancel your reservation.
   A. book  B. reconfirm  C. register  D. arrange

2. Their flight was delayed due to engine ____________.
   A. failure  B. collapse  C. defeat  D. crash

3. Please send us a copy of her ____________ so that we can arrange transport.
   A. journey  B. map  C. itinerary  D. route

4. The hotel restaurant is not open 24 hours but room ____________ is always available.
   A. menu  B. catering  C. waiter  D. service

5. The journey took ages. We were stuck in a traffic ____________ as soon as we left the airport.
   A. queue  B. jam  C. hold-up  D. block

6. The delegates are ____________ booked into the Hotel du Lac but they can move to something more luxurious if they want.
   A. provisionally  B. approximately  C. temporarily  D. conditionally

7. Make sure that you allow plenty of time to ____________ at the airport.
   A. check up  B. check out  C. check in  D. check on

8. I always choose a room ____________ the back of the hotel as it’s usually quieter.
   A. showing  B. seeing  C. overlooking  D. viewing

9. The conference speakers will require photocopying ____________ throughout their stay.
   A. amenities  B. facilities  C. opportunities  D. appliances

10. In the interests of safety it’s a good idea to walk ____________ when visiting a place for the first time.
    A. confidently  B. convincingly  C. confidentially  D. consciously
EXERCISE 2 Choose one of the phrases from the boxes to complete these conversations. There are three phrases you do not need to use.

**Conversation 1**

Tourist: Excuse me. How do I get to the Europa Hotel?
Local person: Ah. It’s (1) ____________ .
Tourist: Oh, dear. Is it far?
Local Person: Not really. It’ll (2) ____________ . Now when you leave the station (3) ____________ and after about 500 metres you’ll come to the town hall. (4) ____________ this road for another 300 metres till you come to a church on a big square. (5) ____________ is the Hotel Europa.
Tourist: Thanks a lot.

<table>
<thead>
<tr>
<th>phrases</th>
<th>solution</th>
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<tbody>
<tr>
<td>turn left</td>
<td>can’t miss it</td>
</tr>
<tr>
<td>a bit complicated</td>
<td>continue along</td>
</tr>
<tr>
<td>opposite the church</td>
<td>just after</td>
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<tr>
<td>when you get to</td>
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**Conversation 2**

Host: What would you like to eat?
Guest: I’m not sure. (1) ____________ what this is?
Host: It’s chicken with tomatoes. It’s a (2) ____________ .
Guest: (3) ____________ . I’ll have that, please.
Host: (4) ____________ I’ll have the soup, (5) ____________ by the chicken.

<table>
<thead>
<tr>
<th>phrases</th>
<th>solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>speciality of the region</td>
<td>to start with</td>
</tr>
<tr>
<td>can you tell me</td>
<td>that sounds very nice</td>
</tr>
<tr>
<td>difficult to explain</td>
<td>followed by</td>
</tr>
<tr>
<td>I’ll ask the waiter</td>
<td>I don’t like the sound of that</td>
</tr>
</tbody>
</table>
UNIT 10 Marketing

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. The company will be ____________ a new range of health foods over the next few months.
   A. promoting  B. encouraging  C. competing  D. supporting

2. Although prices have remained ____________ for the past two years we are expecting a sharp rise in the near future.
   A. still  B. immobile  C. same  D. static

3. This particular ____________ of ice cream is supposed to contain very little fat.
   A. name  B. brand  C. label  D. product

4. Their products are only available through selected ____________.
   A. outlooks  B. outlets  C. outlines  D. outfits

5. The sales ____________ for the next few months is not particularly optimistic.
   A. figures  B. drive  C. forecast  D. trend

6. The advertising company have come up with a catchy new ____________ for the car.
   A. slogan  B. saying  C. image  D. feature

7. It's going to be difficult to break ____________ the Far East market but I believe it will become a key market for us.
   A. through  B. up  C. into  D. down

8. We're hoping that the new software package is going to make a big ____________.
   A. effect  B. impact  C. influence  D. mark

9. Supermarkets often find point of sale ____________ very useful when introducing new products to their customers.
   A. displays  B. exhibits  C. presentations  D. exhibitions

10. When deciding what kind of advertising to use it's important to find out as much as possible about your ____________.
    A. companions  B. competitions  C. competitors  D. components
Reading

EXERCISE 2 Match sentences 1-5 to the words in the box.

1 “I’m concerned that our customers may feel we are charging too much for this product.”
2 “We need to ensure that we keep a high profile. People should be reminded of our good reputation and image.”
3 “What makes this computer special is its unique design. There isn’t anything else like it on the market.”
4 “We have to consider everything about the product not just what it looks like or what it’s called.”
5 “I buy these jeans because they have a designer label. They make me feel expensive.”

| Total Product | Unique Selling Proposition | Public Relations | Price-conscious | Product Image |

EXERCISE 3 Put these sentences in order of probability. Begin with the highest probability.

1 It’s quite possible that we will see sales increase in the UK.
2 I don’t think we are going to see any improvement for some time.
3 There’s no doubt that these figures are accurate.
4 It’s just possible that interest rates will go down.
5 This definitely isn’t a good time for our product range.
UNIT 11 Meetings

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. It was decided to __________ the meeting until after lunch.
   A finish   B hold   C adjourn   D interrupt

2. Copies of the __________ for the meeting were distributed to the heads of departments.
   A proposal   B summary   C plan   D agenda

3. The management committee __________ that flexitime should be limited to permanent members of staff.
   A stipulated   B required   C asked   D wanted

4. The members were asked to __________ on the proposal to introduce flexitime.
   A conclude   B vote   C elect   D opt

5. They agreed that the system wasn't working well and there was a need to __________ a more radical approach.
   A choose   B designate   C prefer   D adopt

6. The chair suggested that we got __________ to business as quickly as possible as there was a lot to get through.
   A on   B up   C down   D about

7. She made sure that everyone was able to express their points of __________.
   A view   B opinion   C idea   D impression

8. He thanked the management __________ behalf of the staff for taking their suggestions seriously.
   A with   B on   C in   D for

9. The management decided __________ to accept the proposals put forward by the committee.
   A unanimously   B altogether   C completely   D totally

10. He was unable to stay for the __________ of the meeting as he had other business to attend to.
    A time   B length   C extent   D duration
EXERCISE 2 Put sentences A–F under the correct headings.

1 Tips for chairing a meeting
A  Flexitime: discuss staff suggestions and management stipulations.
B  Provide more car-parking places.
C  Make sure everyone has a chance to give their views.
D  Flexible hours should only be worked on Mondays and Fridays.
E  If there is disagreement on any point, call for a vote.
F  The meeting ended at 5.15 pm.
G  Any other business.
H  It was agreed that most people were happy with the present system.
I  There should be ‘core time’ for all staff.
J  Arrangements for the Company picnic.

2 Proposals

3 Agenda

4 Summary
UNIT 12 Processes and operations

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. The operations _______ in how a photocopier works are clearly explained in the manual.
   A) invested  B) invented  C) involved  D) investigated

2. It doesn’t matter if you don’t know all the technical _______ as long as you can describe the process.
   A) conditions  B) terms  C) particulars  D) qualifications

3. There was a major breakdown in the factory so the assembly line was brought to a ________.
   A) stoppage  B) close  C) halt  D) pause

4. The temperature of the chocolate mixture has to be carefully ________ as it affects texture and flavour.
   A) monitored  B) guided  C) followed  D) surveyed

5. Paper can get ________ to the drum or between the rollers.
   A) fixed  B) joined  C) connected  D) stuck

6. The motor should rotate the wheels at very ________ speeds to ensure a consistent mix.
   A) correct  B) precise  C) definite  D) particularly

7. This model is fitted ________ all the latest electronic gadgets.
   A) on  B) for  C) with  D) up

8. Full ________ are given on the back of the packet.
   A) instructions  B) operations  C) outlines  D) functions

9. There was no room in the warehouse as all ________ space was taken up with unsold machinery.
   A) allowable  B) available  C) attainable  D) applicable

10. A microprocessor ________ temperature changes.
    A) contracts  B) conveys  C) controls  D) converts
EXERCISE 2 Complete the flowchart, showing how chocolate is made, by putting the sentences (A-H) in the correct order.

A: While the kibbling is taking place the shells are blown away by air currents.
B: When the chocolate beans arrive at the factory they are sorted out and cleaned.
C: This solid mass is used to make a variety of chocolate products.
D: The grinding reduces the nibs to a thick, hot liquid known as ‘mass’.
E: The mass is allowed to cool and, as it does so, it solidifies.
F: The next process, called kibbling, involves breaking down the beans into small pieces.
G: Then the beans are fed into revolving drums where they are roasted.
H: When all the shells have been removed, the small pieces of bean or ‘nibs’ are ground in mills.

EXERCISE 3 Read this conversation and fill in the gaps by choosing phrases from the box. There are two phrases you do not need to use.

And then finally Be careful not to First of all So, is the basic idea Make sure that
So, there we are The next thing you have to do
UNIT 13 Jobs and careers

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. For many people job ____________ is more important than a high salary.
   A satisfaction    B expectation    C achievement    D acceptance

2. The company needed to make job cuts so they asked staff to ____________ for redundancy.
   A offer    B choose    C volunteer    D select

3. Employees are allowed up to three weeks unpaid ____________ a year.
   A absence    B vacation    C time    D leave

4. Carol’s reliability and confidence make her an ____________ employee.
   A idealized    B ideal    C idyllic    D idealistic

5. The interview panel’s ____________ impression was that Sam was the most suitable candidate.
   A overdone    B overall    C overbearing    D overblown

6. Many people would jump ____________ the chance of working for a successful travel company.
   A off    B in    C at    D over

7. Although I am a very junior member of staff, my ____________ prospects are good.
   A long-lived    B long-standing    C long-winded    D long-term

8. One of the advantages of this job is that they offer accommodation at a ____________ rent.
   A nominal    B small    C poor    D deficient

9. I’m looking for a career which will give me plenty of ____________ to use my foreign languages.
   A area    B room    C scope    D space

10. Unfortunately there is still a lot of ____________ against older people in the workplace.
   A distraction    B discrimination    C discretion    D distortion
Reading

EXERCISE 2 Complete this résumé by choosing headings from the box. There are two headings you do not need to use.

Name: Johanna Needham
Address: 27 Leys Road, London, SW1 5BW
Telephone: 0181 24567813
Date of Birth: 4 June 1968

(1) ________________ : Single

(2) ________________ : Hereward Comprehensive School 1979–1984
University of East Anglia 1984–1986

(3) ________________ : Marketing Assistant, Britannic Travel Ltd September 1986–July 1991
Sales Development Manager, Texington plc August 1991–present

(4) ________________ : Mountaineering, Painting, Reading

Languages:
Spanish (good)
French (basic)

(5) ________________ : Derek Francis
Marketing Executive
Britannic Travel Ltd
Dorking, Surrey

Jane Holgate
Sales Director
Texington plc
Brentford, Middlesex

Interests
Professional Experience
Qualifications
Marital Status
Education
References
Training
UNIT 14 Sales and negotiation

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

1. Neither the customer nor the salesperson wants to feel __________ over a deal.
   A checked  B changed  C cheated  D charged

2. The retailer was allowed to order the goods on a sale or __________ basis.
   A return  B revert  C restore  D retract

3. The service engineer was __________ to guarantee the work for six months.
   A granted  B conceded  C accepted  D prepared

4. It was agreed that the full cost would be refunded if the goods were returned in perfect __________.
   A condition  B state  C situation  D shape

5. We are willing to supply the goods __________ a discount of 5%.
   A in  B after  C at  D over

6. Before negotiating a deal make sure you know the strengths and weaknesses of __________ products.
   A competing  B conflicting  C commanding  D connecting

7. A good salesperson can __________ almost anybody to buy anything.
   A satisfy  B appeal  C persuade  D adapt

8. Once they had agreed terms the deal was pushed __________ very quickly.
   A over  B through  C in  D by

9. The goods will be delivered by Wednesday at the __________.
   A last  B longest  C least  D latest

10. The most effective sales technique is one which tells the customer how the product will __________ him or her.
    A better  B improve  C profit  D benefit
Reading

EXERCISE 2 Match the words on the left with those on the right.

| 1 after-sales | A offer |
| 2 trade | B service |
| 3 advertising | C discount |
| 4 guarantee | D campaign |
| 5 introductory | E period |

Now fit these pairs into the following sentences.

1 The cost to the retailer is $50 minus the usual ______________ ____________.
2 There is a special ______________ ____________ of free film processing with this particular camera.
3 We are running a national ______________ ____________ in all the Sunday newspapers next week.
4 All our electrical components carry a ______________ ____________ of 12 months.
5 The company has recently taken on 6 engineers, so any problems we have had with our ______________ ____________ will be a thing of the past.
UNIT 15 Summary test

Reading

EXERCISE 1 Match a phrase from column A and a phrase from column B to form a complete sentence.

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Do you think _____</td>
<td>A they are probably not listening to what you are saying.</td>
</tr>
<tr>
<td>2 In 1885 _____</td>
<td>B we have pleasure in enclosing our information pack.</td>
</tr>
<tr>
<td>3 Please accept our apologies for _____</td>
<td>C you could check my hotel booking?</td>
</tr>
<tr>
<td>4 The goods will be ready for shipment 3 to 4 weeks _____</td>
<td>D I have investigated the problems she raised about health and safety.</td>
</tr>
<tr>
<td>5 If someone keeps looking out of the window when you’re talking, _____</td>
<td>E the company had more than 5000 employees.</td>
</tr>
<tr>
<td>6 I’m quite sure that _____</td>
<td>F from receipt of your written order.</td>
</tr>
<tr>
<td>7 In answer to your enquiry _____</td>
<td>G payment of our invoice has not been received.</td>
</tr>
<tr>
<td>8 I’d like to reconfirm _____</td>
<td>H the delay in despatching your order.</td>
</tr>
<tr>
<td>9 As requested by M s Renoir, _____</td>
<td>I my seat on flight TR 998.</td>
</tr>
<tr>
<td>10 According to our records, _____</td>
<td>J the figures I quoted were accurate.</td>
</tr>
</tbody>
</table>

EXERCISE 2 Fill in the gaps in the following texts using the words or phrases in the box. Do not use a word or phrase more than once.

It was agreed that the cause of the (1) ______ was very simple. The equipment used to deliver the components to the (2) ______ has been in need of an (3) ______ for some time. We had decided to (4) ______ a fully automated robot system but there were insufficient (5) ______ engineers to run it if significant problems arose.

A good chairperson should start the meeting on time and (6) ______ to the agenda. Everyone should be given a chance to (7) ______ their views and individuals should not be allowed to (8) ______ the discussion. It’s not important for everyone to (9) ______ the chair but order should be maintained. Allow time for (10) ______ to be considered before the meeting is drawn to a close.

We are presently (11) ______ new graduates as management trainees. Prospects for (12) ______ on completion of the training programme are excellent. (13) ______ will be selected for an initial assessment and those who are then (14) ______ will be invited to return for a second interview. If you are interested please submit a full C.V. including the names of three (15) ______.

contribute    short-listed    stick    assembly line    dominate
promotion    install    any other business    overhaul    recruiting
referees    maintenance    breakdown    applicants    address