Name/Class:

Progress Test 1 (Units 1–4)

Listening

A **Robert Nielsen has ordered some display stands for his company. There is a problem with the order, and he telephones the customer services department at Blaize Displays. Listen to the conversation and complete this order confirmation form (1–5).**

Blaize Displays	**89 Kingsmead Bramley BL4 6OP Sales phone: 0870 8211 Fax: 0100 6544**
Customer name: Atkins Ltd **Customer number:** .....[1] **Invoice address:** Atkins Ltd 454 Regent St .....[4] NP42 2XX FAO Robert Nielsen	**Order number:** .....[2] **Order date:** .....[3] **Delivery address:** Same as invoice address
Items: Display stand **Product code:** B640	**Quantity:** .....[5] **Unit price:** £239.00 **Cost:** £717.00 VAT £125.48 Delivery charge £30.00 **Total** £872.48

B **Now answer these questions (6–10).**

6 What is wrong with the display stands that Robert has received?

.....

7 Elaine promises delivery by what time?

.....

8 When does Robert need delivery?

.....

9 Why can't Elaine arrange earlier delivery?

.....

10 When were the faulty display stands delivered?

.....

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C **Listen to the conversation again and choose the best answer, a, b or c, for these questions (11–14).**

11 Robert argues that ...
- **a)** the supplier is responsible and should act to correct the error.
- **b)** this is the second time he has had to complain.
- **c)** Atkins is a long-standing customer and should receive better treatment.

12 Elaine's argument is ...
- **a)** the order was supplied as specified.
- **b)** Robert should have informed her of the problem sooner.
- **c)** the transport agent is at fault.

13 Robert asks for ...
- **a)** the order to be cancelled.
- **b)** his money back.
- **c)** delivery by courier.

14 Elaine ...
- **a)** agrees to comply with Robert's request.
- **b)** promises to do what she can.
- **c)** regrets that she can't help.

Vocabulary

A **Training**
Write each verb from the box in the correct noun form to match it to one of the definitions below (15–21).

assess	consult	facilitate	mentor	participate	sponsor	train

15 Someone who receives training relevant to their job. .....

16 Someone who takes part in an event or educational programme. .....

17 An organisation that gives financial support to someone during education, often as part of an employment contract. .....

18 Someone who judges how well you have performed. .....

19 An experienced person who advises and helps a less experienced person over a period of time. .....

20 Someone who helps a group of people discuss things more effectively without giving particular instruction or direction. .....

21 Someone with a lot of experience whose job is to give advice in a particular field. .....

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Name/Class:

B Public-private partnerships
Choose a word from the box to complete each gap in the text below (22–29).

collaborate	commercial	incentives	PPPs	private	provide
public sector	under-funded				

Public-private partnerships are a promising new way to develop drugs for the developing world, for which the .....[22] market is usually small. Large pharmaceutical companies are generally unwilling to work in areas of no profit. However, smaller companies may have lower overheads or a need to find new markets for their products. These companies may be willing to share know-how with the .....[23] which they would not offer to direct competitors; and when employees and advisers from both sectors .....[24], they can offer a considerable range of expertise. Also .....[25] companies can .....[26] research facilities and assist with subsequent registration and distribution. The main weakness of these .....[27] is that they are .....[28], and still largely supported by charitable organisations, while governments have offered inappropriate .....[29] and have provided little money to date.

Listening

A Business idioms
Each of these extracts (30–37) contains an idiom in which one word is wrong. Cross out the word which is wrong and write the correct word.

30 Unfortunately, things haven't worked out as we expected. It seems we've been heading down the wrong board. We need to review the situation and start afresh. .....

31 Let's not make any hasty decisions. Things look bad at the moment, but the stakes are that they'll start to improve soon. .....

32 Interest rates are falling, and the economy is picking up. The track is set for a change in our fortunes. .....

33 It's no use changing things in just one or two departments – we need to make changes across the point. .....

34 Our marketing team has responded fast. They're really on the field when it comes to dealing with new developments. .....

35 We need to be cautious. The odds are high, and if we make the wrong decision, it could be costly. .....

36 The trouble is, our competitors have an advantage over us. It's an uneven playing ball right now. .....

37 I don't think that's relevant to the present discussion. We need to stick to the stage here. .....

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B **Multi-word verbs**
Rewrite the underlined part of the sentences below (38–47) using a multi-word verb from the box in the correct form.

break away	break down	bring in	call off	catch up with
come up with	fall behind	look into	set up	write up

38 We want to establish a series of training courses to help people organise their work more effectively. .....

39 We need to move away from the traditional approach and find new ways of doing things. .....

40 Talks with the unions have failed, and they're planning strikes for next week. .....

41 If we brainstorm the problem together, I'm sure we can find a solution. .....

42 We were a long way behind our rivals in launching the new product, but we're gaining on them now. .....

43 The Paris team couldn't get here, so we've had to cancel the meeting. .....

44 I took lots of notes at the meeting, so I'll write a summary and send you a copy. .....

45 It seems there's a problem with the invoice. Can you please investigate it? .....

46 Unfortunately, we're short of staff at present, so we aren't able to keep up with the schedule. .....

47 We don't have any suitable speakers in-house, so we'll have to invite someone from outside. .....

C **Dependent prepositions**
Write the correct preposition in each gap (48–58).

The maintenance budget for the next six months has been set .....[48] $28,000. This includes provision .....[49] modifications to the generator, which have been estimated at $9,500. Although this is a high cost, we anticipate that the modifications will result .....[50] substantial energy savings in the future.

In setting this budget, we have also made allowance .....[51] the rising cost of both materials and labour. Spending .....[52] repairs has increased by 7% in the last year, and further cost rises are expected. Thus the proposal to increase the number of maintenance staff from eight .....[53] ten has been shelved for the time being.

The sum of $3,000 has been carried over from the previous half-year budget. This is due to the fact that there have been delays .....[54] completing the work .....[55] the gas outlet following a disagreement .....[56] the contractor. They are currently refusing to take responsibility .....[57] damage to the outer wall of the outlet which occurred while the work was being carried out. Payment .....[58] the work will not be made until an agreement is reached.

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Name/Class:

Skills

Complete each gap in the dialogue (59–67) with one of these expressions.

If we were to
It could work, provided
It would
Seeing that
Supposing
The problem is
There's a possibility that
We could consider
Would you be willing

A: .....[59] we don't have the resources at the moment to expand into new markets. .....[60] if we don't expand, we're going to be left behind by our competitors, however.
B: .....[61] borrow money, we could finance the expansion.
A: I'm not sure about that. It's both expensive and risky.
B: .....[62] the alternative is to lose business to our competitors, what else can we do?
A: You're right. So what are you suggesting exactly?
B: .....[63] a bank loan, for example.
A: Hmm. .....[64] we could get a reasonable rate of interest.
B: .....[65] we approach several banks to see what they could offer us? Why don't we do some research? .....[66] give us an idea of costs.
A: OK. .....[67] to take on that task?

Reading

A **Read the article *Why biomass energy is booming* on the next page. Some parts of sentences have been taken out. These extracts are listed below (A–G). Match each gap (68–73) with the appropriate extract. There is one extract you will not need.**

A while wood produces smoke unless burned properly
B these problems may receive more attention
C the economics of crops for fuel are likely to become even more favourable
D the demand for alternatives to fossil fuels could be just such a driver
E replacing fossil fuel with biomass can typically reduce greenhouse gas emissions by more than 90 per cent
F although some people worry about the impact of growing non-food crops on a large scale.
G switching to biomass involves a shift in perception that many companies have not accepted

68 .....
69 .....
70 .....
71 .....
72 .....
73 .....

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Why biomass energy is booming

by Fiona Harvey

Across rich acres of countryside, non-food crops such as calendula and echium are growing alongside wheat. Some are destined for use in cosmetics and innovative alternatives to plastics and other materials, but others will simply be burned.

Burning crops is becoming more popular because it is good for the planet. Doing so is also cheaper than burning fossil fuels, such as oil and gas, now that the price of these is soaring. As more land is devoted to non-food crop production, ...[68].

Humans have been burning biomass – organic materials derived from plants or animals – since they discovered fire. But the discovery that burning fossil fuels could have catastrophic consequences for our climate has brought biomass back into fashion.

Even allowing for emissions of carbon dioxide from fuel used in planting, harvesting, processing and transporting biomass fuel, ...[69].

Power stations around the world are experimenting with forms of biomass to add to their coal or oil, with encouraging results. Indeed, given the price of biomass compared with conventional fuels, power companies could profit by turning to biomass, especially when the subsidies that many governments offer for using renewable energy sources are taken into account. A typical two-gigawatt generator could make $22.5m a year in profit by burning 200,000 tonnes of biomass.

Farmers can benefit from growing biomass. In Europe, the erosion of subsidies for certain crops is exposing farmers to market forces. Instead of being paid for whatever they produce, farmers must seek a clear demand for their product. Many believe that .....[70].

But while biomass offers a variety of potential alternatives, the world's infrastructure has developed around burning fossil fuels to such an extent that .....[71].

Also, there are problems with using biomass. Although most coal-fired power stations could easily take a small proportion of their fuel from biomass without significant modification, few are built to run on biomass alone. Using biomass outside the electricity sector can be difficult. Burning some forms of biomass also causes environmental problems. Oils and waste can be smelly, ...[72].

The supply chains for fossil fuels are well-established, but those for biomass are still in their infancy. Sources of supply for biomass rely on farm production and can therefore be less reliable than those for conventional fuels. Sources of supply are necessarily limited – biomass alone could never replace fossil fuels, and it would not make sense to turn a very large proportion of valuable agricultural land away from food crops. But as the world adjusts to oil at more than $60 a barrel, and the need to rein in greenhouse gas emissions, ...[73].

FINANCIAL TIMES

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Name/Class:

B **In each of these questions (74–76), identify the one item that is either *not true* or *not mentioned* in the article.**

74 There are several advantages to burning biomass fuels.

a) It doesn't cause any pollution.

b) It has less impact on climate than burning fossil fuels.

c) It is cheaper than burning fossil fuels.

d) Power companies have had some success in burning biomass alongside fossil fuels.

75 Power companies may be attracted to burning biomass because ...

a) some may receive government subsidies for it.

b) oil and gas prices are becoming prohibitive.

c) there is the potential to make substantial profit.

d) there is no shortage of suitable supplies.

76 There are several disadvantages of biomass fuels.

a) Burning biomass alone would require power stations to make considerable changes.

b) It is uneconomic for farmers to produce the crops.

c) It will take time to establish dependable supply channels.

d) It would take up too much land which is needed for food production.

Writing

You are Robert Nielsen (see the Listening part of this test). The special delivery you requested to complete the order for the display stands did not arrive until the next day, and by then it was too late for you to set up the displays for your customer's visit. Write a formal letter of complaint to Blaize Displays. Your letter should be about 200 words long and should start and finish with appropriate salutations.

Structure your letter as follows:

- Explain briefly why you are dissatisfied with the service.
- Set out the details of what happened.
- Describe the consequences: you lost the opportunity to impress important customers, which could affect your business with them.
- Point out that the supplier failed to check the first delivery and to correct the error.
- Say that you have now decided to cancel the purchase. Ask the supplier to collect the stands at their expense and to refund your payment.

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