

## Unit test 2

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

### LANGUAGE REVIEW

Complete the second sentence in each pair so that it has approximately the same meaning as the first sentence. Use no more than six words, including the word given. (Contractions count as one word.)

- 1 Sales were slipping and customer complaints were rising.  
**only**  
\_\_\_\_\_ customer complaints were also rising.
- 2 Their products are very expensive.  
**anything**  
Their products \_\_\_\_\_.
- 3 We must discuss the training programme.  
**what**  
\_\_\_\_\_ the training programme.
- 4 Our company is in the top three in the world.  
**best**  
Our company is \_\_\_\_\_ in the world.
- 5 Don't tell anyone about the new design.  
**whatever**  
\_\_\_\_\_, don't tell anyone about the new design.
- 6 The business was doing very badly.  
**least**  
The business wasn't doing \_\_\_\_\_.
- 7 They made no profit last year.  
**all**  
They didn't \_\_\_\_\_ last year.
- 8 I've never heard such a strange idea.  
**ever**  
That's the \_\_\_\_\_.
- 9 The CEO had the idea.

**who**

\_\_\_\_\_ the idea.

- 10 They have excellent after sales service but poor quality products.

**what**

They have excellent after sales service but \_\_\_\_\_ good quality products.

## VOCABULARY

**A Complete the sentences with the correct form of the word in brackets.**

- 11 The in-house company \_\_\_\_\_ (train) has created a really good training programme for the staff.
- 12 Our company offers several \_\_\_\_\_ (apprentice) to college leavers.
- 13 At the \_\_\_\_\_ (graduate) ceremony, she was awarded a special prize for being the top student in the business faculty.
- 14 Zhang Ruimin has become a successful \_\_\_\_\_ (industry) in China.
- 15 He \_\_\_\_\_ (qualify) as an engineer when he was only 21 years old.

**B Complete the paragraph with the words in the box.**

spot track connect confer hone

Haier's approach to education seems to (16)\_\_\_\_\_ several benefits. It certainly helps managers to (17)\_\_\_\_\_ opportunities for productive collaboration. It also allows executives to (18)\_\_\_\_\_ their skills to recognise and deal with a range of problems. Furthermore, by being exposed to issues in different parts of the organisation, it helps them to (19)\_\_\_\_\_ the dots to understand the whole company and not just their part of it. And finally the training helps them to (20)\_\_\_\_\_ progress in a practical way and change course if necessary.

## SKILLS

**A Complete the conversations with the expressions (a–e).**

- a) let me see if I've understood
- b) could you give me your name again
- c) could you clarify what you mean by

- d) could you confirm
- e) would you mind going over that

**A** Good morning, it's Dai Zenor here from BTS Holdings. I'm supposed to be attending a training session this afternoon at ...

**B** I'm sorry, but (21)\_\_\_\_\_?

**A** Dai Zenor from BTS Holdings.

**B** Good morning Mr Zenor. How can I help you?

**A** (22)\_\_\_\_\_ for me what time the afternoon training session starts?

**B** Yes, it's 2 o'clock in the Luxor Room, which is in the annexe at the back of the main building. You have to go round the back of the main building, follow the signs for Laboratory A and go in through the door to the left of Lab A.

**A** (23)\_\_\_\_\_ again for me? I couldn't follow it all.

**B** I'll e-mail the details to you. However, if you're late you won't be allowed in because it's a closed session.

**A** (24)\_\_\_\_\_ 'closed session'? I didn't know anything about this.

**B** The training leader won't let anyone in once he's started. It's some kind of special training course.

**A** So, (25)\_\_\_\_\_ correctly. I mustn't be late and you'll send the directions by e-mail.

**B** That's right.

**B** Complete the list of dos and don'ts for writing e-mails with the words in the box.

emphasise	proofread	polite	concise	subject line
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- 26 Language should be clear and \_\_\_\_\_.
- 27 Tone should be \_\_\_\_\_.
- 28 Don't leave the \_\_\_\_\_ blank.
- 29 Get to point quickly and \_\_\_\_\_ key information and action required.
- 30 \_\_\_\_\_ message to ensure spelling and grammar are correct.