

Business 1 – FINAL EXAM 2024-NAME: **1. VOCABULARY****A. Complete the conversation with words from the box.**

a restaurant	August	Friday	Barcelona	Germany	golf	Poland	Polish
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- A Is Kasia from (1) _____?
- B No, she isn't. She's from Warsaw, in (2) _____.
- A Really? And is her husband also (3) _____?
- B Yes, he is.
- A Does Kasia work at home one day every week?
- B Yes, that's right. She works at home every (4) _____.
- A When does she usually go on holiday?
- B She goes on holiday every (5) _____. It isn't a busy month in the office. She usually goes back to Poland but last year she went to (6) _____, in Spain.
- A Do you and Kasia sometimes play (7) _____ at the weekend?
- B No, Kasia doesn't play but we sometimes go to (8) _____ after work.

B Match the sentence beginnings with the endings.

- | | |
|------------------------------|-----------------------------|
| 1 I don't like going | a) to music. |
| 2 Jorge quite likes | b) holiday in August. |
| 3 Pete and Gregor often play | c) watching football on TV. |
| 4 Nick works | d) to the gym. |
| 5 We never listen | e) hours. |
| 6 Susan loves going | f) out to restaurants. |
| 7 I usually go on | g) from home once a month. |
| 8 Piet often works flexible | h) football on Sunday. |

C Choose the best words to complete the sentences.

- 1 I can't move this chair. It's too (*light / heavy*).
- 2 We can't meet in my office. It isn't (*big / small*) enough.
- 3 Liam's presentations are too (*long / short*). Yesterday, he talked for four hours!
- 4 My holiday was nice but it wasn't (*stressful / relaxing*) enough. We were very busy every day.
- 5 I can't hear you. The restaurant is too (*quiet / noisy*).
- 6 I don't like this book. It isn't (*interesting / boring*) enough.
- 7 I didn't buy the new Mercedes because it was too (*cheap / expensive*). I don't have €100,000!

2. USE OF ENGLISH

A Complete the conversation with words from the box.

are	does	don't	how	is	'm	what	what's	where	works
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- A I (1) _____ Ursula Becker.
- B Nice to meet you, Ursula. My name's David Lopez.
- A (2) _____ you a sales manager?
- B No, I'm not. I work in television.
- A (3) _____ your job?
- B I'm Director of Advertising.
- A (4) _____ do you work?
- B At Channel 10.
- A (5) _____ your wife in television, too?
- B No, she isn't. She works for a magazine.
- A (6) _____ does she do?
- B She's a graphic designer.
- A (7) _____ she travel in her job?
- B No, but she sometimes (8) _____ at the weekend.
- A (9) _____ often does she do that?
- B Two or three times a month.
- A What about you? Do you work at the weekend?
- B No, I (10) _____.

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

1 time / What / you / do / work / start / ?

2 afternoon / They 're / the / usually / in / busy / .

3 the / you / Why / money / need / do / ?

4 nine / o'clock / He's / before / never / work / at / .

5 this / much / How / cost / does / ?

6 sometimes / work / to / walks / Dean / .

7 on / work / you / often / How / do / Sunday / ?

3. SKILLS.

A Match the questions with the replies

1 Where are you from?

2 What's the reason for your visit?

3 Where are you staying?

4 What's your hotel like?

5 How's your business doing?

6 What do you do in your free time?

7 Do you meet your colleagues after work?

8 How many hours a week do you work?

9 What do you like best about your job?

- a) I'm staying at the Hilton in the town centre.
- b) I'm here to visit my company's head office.
- c) I play golf.
- d) I work flexible hours, which is great.
- e) Between 40 and 50 hours.
- f) We're doing quite well.
- g) The room is very comfortable.
- h) From time to time.
- i) I'm from Italy.

B Match the sentence beginnings with the endings.

- | | | | |
|---|-----------------|----|-----------------------------|
| 1 | Call me back | a) | incorrect. |
| 2 | Can I speak to | b) | a refund. |
| 3 | I have a | c) | Georg Sipos, please? |
| 4 | The invoice is | d) | to hear that. |
| 5 | There's | e) | Pat Carter speaking. |
| 6 | We can give you | f) | a piece missing. |
| 7 | Hello, this is | g) | later, please. |
| 8 | I'm very sorry | h) | problem with my new laptop. |

4. READING.

A Read the article and decide write "true" or "false" in the box:

- 1 Fiftyone is a hotel. _____
- 2 Tino Morosani works for a budget airline. _____
- 3 Fiftyone doesn't have a reception desk. _____
- 4 A concierge helps you with your luggage at Fiftyone. _____
- 5 The hotel doesn't offer any kind of food. _____
- 6 There are staff at Fiftyone but you don't usually see them. _____

The hotel with no staff

Fiftyone is a luxury hotel in Davos, Switzerland, but owner Tino Morosani says the idea came from budget airlines.

Morosani wanted to change some old apartments into hotel rooms but there was no space for a reception area or a dining room. Then he thought: Budget airlines have automated check-in so a hotel can have automated check-in, too.

Fiftyone is Davos's first 'automatic' hotel. The entrance looks a bit like a multi-storey car park. There are no staff to greet you. You can't book a room using the phone or e-mail. You must book online. Guests check in with a computer outside the front door. When you arrive, you put a confirmation number into the computer and receive an electronic key, which opens the front door.

The hotel has 24 comfortable rooms and each room has a large bathroom, a balcony and free wi-fi. You can buy breakfast from machines: coffee, apples, bread, orange juice, cereal bars and so on.

You can't see the staff at Fiftyone but they are there. They clean the rooms every day and you can phone them if you have a problem.



B Read the article again. Then write the best option – a, b or c – to complete the sentences. WRITE THE CORRECT LETTER IN THE BOX.

- 1 According to the article, Tino Morosani _____ Fiftyone.
a) often stays at
b) is worried about the success of
c) owns
- 2 Tino Morosani took the idea for _____ from budget airlines.
a) reservations b) check-in c) advertising
- 3 In the past, the Fiftyone building had _____ in it.
a) a car park b) a reception desk c) apartments
- 4 You can book a room at Fiftyone _____.
a) on the Internet
b) by writing a letter
c) by visiting the hotel
- 5 You get your key _____.
a) by mail
b) when you arrive
c) from the cleaning staff
- 6 Bathrooms are _____.
a) included in every room
b) shared with other guests
c) small but beautiful

5. LISTENING.

A Listen to the telephone call. Choose the best word or phrase – a, b or c – to complete the sentences. WRITE THE CORRECT LETTER IN THE BOX.

- 0 Alan works in _____ .
a) Marketing b) Technical support c) Phone sales
- 1 Sofia has a problem with her _____ .
a) telephone b) computer c) mobile phone
- 2 Alan asks about the computer's _____ .
a) Internet connection b) model number c) delivery date
- 3 Sofia spells her _____ .
a) department name b) first name c) last name
- 4 Alan _____ .
a) can send a technician
b) can come to Sofia's office
c) can't help Sofia
- 5 Sofia has a meeting _____ .
a) in the morning b) in the afternoon c) tomorrow

B Listen again. Complete the form.

Technical Support Service Request

Name of caller *Sofia* (1) _____
Department (2) _____
Phone number (3) _____
Office number (4) _____
Technician appointment time (5) _____