

Exercise 1

1. The man is ready for college because he has a smartphone, a credit card, and a _____.
☐ A. toothbrush ☐ B. computer
☐ C. backpack
2. Last week, the man had a _____.
☐ A. cold ☐ B. fever
☐ C. stomachache
3. Two weeks ago, the man was sick with _____.
☐ A. the flu ☐ B. a headache
☐ C. a toothache
4. Right now, he has health insurance through _____.
☐ A. his work ☐ B. the government
☐ C. his father
5. The cost of health insurance is _____ a month.
☐ A. \$118 ☐ B. \$180
☐ C. \$148

Exercise 2

Susanne is asking Mario to prepare some things for her. Listen to the conversation and fill in the blanks.

the customer	a meeting room	to the meeting
to the customer	a report	a presentation

Tasks to do

Mario	Susanne
1. send an email _____ _____	2. visit _____
	3. book _____
	4. invite people _____
	5. write _____
6. give _____	

Exercise 3

Listen to four people talk about their jobs and decide whether the following sentences are **True** or **False**.

	True	False
1. Peter Miller is not a medical doctor.	☐	☐
2. Peter sells machines for hospitals and doctors.	☐	☐
3. Starlight is the name of Alessandro's company.	☐	☐
4. Alessandro is the manager of the company.	☐	☐
5. Megumi thinks her real name is difficult to say.	☐	☐
6. Andres is not a permanent member of the team.	☐	☐

Exercise 4

Listen to a conversation between two new colleagues and decide whether the following sentences are **True** or **False**.

	True	False
1. Peter is new in the company.	☐	☐
2. Peter is a designer.	☐	☐
3. Carla works in marketing.	☐	☐
4. Peter plans events for new products.	☐	☐
5. Carla is Brazilian.	☐	☐
6. Peter started his job five years ago.	☐	☐

Exercise 5

Listen to a morning briefing and decide whether the following sentences are **True** or **False**.

	True	False
1. The briefing will be short this morning.	☐	☐
2. The new head of department is starting this week.	☐	☐
3. The car park will be closed for improvements.	☐	☐
4. If you arrive first thing in the morning, you should park on Brown Street.	☐	☐
5. There will be no parking in the church car park after 6 p.m.	☐	☐
6. You can only pay with credit and debit cards in the canteen.	☐	☐

Exercise 6

Listen to two colleagues arranging a meeting and choose the sentence that is correct.

1. The meeting time

- ☐ A. The meeting was first planned for 9 a.m.
- ☐ B. The meeting was first planned for 11 a.m.
- ☐ C. The meeting was first planned for 1 p.m.

2. Moving the meeting

- ☐ A. Lucy wants to cancel the meeting.
- ☐ B. Lucy wants to bring the meeting forward.
- ☐ C. Lucy wants to postpone the meeting.

3. The new meeting time

- ☐ A. The new meeting time is 9 a.m.
- ☐ B. The new meeting time is 11 a.m.
- ☐ C. The new meeting time is 1 p.m.

4. The agenda

- ☐ A. Anna has already sent the agenda.
- ☐ B. Anna is sending the agenda now.
- ☐ C. Anna will send the agenda later.

5. Lucy's presentation

- ☐ A. Lucy is nervous about her presentation.
- ☐ B. Lucy is looking forward to her presentation.
- ☐ C. Lucy isn't ready to give her presentation.

6. Telling the other people

- ☐ A. Lucy will tell the others about the time change.
- ☐ B. Sven will tell the others about the time change.
- ☐ C. Anna will tell the others about the time change.

Exercise 7

Listen to a morning briefing and decide whether the following sentences are **True** or **False**.

	True	False
1. Maria's in a meeting.	☐	☐
2. Peter's number is 07460 990128.	☐	☐
3. Peter needs to give Maria the new project figures.	☐	☐
4. Peter might be in a meeting later that afternoon.	☐	☐
5. Peter prefers Maria to email him back instead of calling back.	☐	☐
6. Peter's email address is peter.griffin@fresh.com.	☐	☐

Exercise 8

Listen to two people talking about the people in their office and decide whether the following sentences are **True** or **False**.

	True	False
1. Jani is new in the department.	☐	☐
2. Luciana has short, dark, hair.	☐	☐
3. The guy on the phone is called Ian.	☐	☐
4. Maria is responsible for the new orders.	☐	☐
5. Yuki should write everything down.	☐	☐
6. Sebastian works in communications.	☐	☐

Exercise 9

Listen to a meeting in which colleagues make a decision and choose the best option to complete the sentence.

1. The objective of the meeting is to ...
 - ☐ A. decide on the role of each team member.
 - ☐ B. agree when each phase of the project will happen.
 - ☐ C. improve team communication.

2. Emiko wants ...
 - ☐ A. to be told what to do.
 - ☐ B. everyone to make a decision together.
 - ☐ C. to check the decision with the head office.

3. David ...
- ☐ A. prefers a structured approach.
 - ☐ B. is happy to take a flexible and agile approach.
 - ☐ C. agrees with the decision they make in the end.
4. Carolina doesn't say much at first because ...
- ☐ A. she doesn't have a specific opinion on the topic.
 - ☐ B. she is worrying about something else.
 - ☐ C. she is considering people's suggestions.
5. The decision they take is based on ...
- ☐ A. a vote.
 - ☐ B. a recommendation from Jani's boss.
 - ☐ C. a majority decision to follow the team leader.
6. David suggests they should ...
- ☐ A. allow some extra time later in the project.
 - ☐ B. get help from another team.
 - ☐ C. use an online project management tool.

Exercise 10

Listen to the phone call from a customer and decide whether the following sentences are **True** or **False**.

	True	False
1. The delivery hasn't arrived yet.	☐	☐
2. Andrea is having cash flow issues and needs a payment extension.	☐	☐
3. Andrea usually asks for an extension of the payment terms.	☐	☐
4. Andrea has a new order to place, even bigger than the last one.	☐	☐
5. Junko can extend the payment terms on the last order to 60 days.	☐	☐
6. Junko will send Andrea an email confirmation.	☐	☐