



Mid-Course Test - Business English Communication for

Name:

TEST INSTRUCTIONS

- This test has 4 parts: Listening, Reading, Writing, and Language Use
- Read all instructions carefully before starting
- Take your time - you have 2 hours to complete everything

PART A: LISTENING TEST

Instructions: Listen to 3 conversations between staff and customers. Choose the best answer for each question.

Conversation 1 (*Customer asking about coffee and chocolate pairing*)

1. What type of coffee is the customer interested in?
a) Light roast b) Medium roast c) Dark roast d) Espresso blend
2. Which chocolate does the staff recommend?
a) Milk chocolate 45% b) Dark chocolate 60% c) Dark chocolate 70% d) White chocolate
3. When does the customer plan to enjoy this pairing?
a) Morning b) Afternoon c) Evening d) Late night
4. What flavor notes do they discuss?
a) Sweet and creamy b) Fruity and nutty c) Bitter and strong d) Spicy and earthy
5. What additional item does the customer buy?
a) Coffee grinder b) Brewing guide c) Coffee cup d) Gift box



Conversation 2 (*Phone call about corporate gift order*)

6. How many gift sets does the customer want to order?
a) 25 sets b) 50 sets c) 75 sets d) 100 sets
7. What is the customer's budget per set?
a) 150,000 rupiah b) 200,000 rupiah c) 250,000 rupiah d) 300,000 rupiah
8. What special service does the customer request?
a) Fast delivery b) Custom packaging c) Bulk discount d) Payment terms
9. When does the customer need the delivery?
a) Next week b) End of the month c) December 15th d) January 1st
10. What does the staff promise to send?
a) Product samples b) Detailed quotation c) Company brochure d) Payment invoice

Conversation 3 (*Customer complaint about coffee taste*)

11. What is the customer's complaint?
a) Coffee is too expensive b) Coffee tastes too weak c) Coffee is too bitter d) Wrong coffee delivered
12. What does the staff ask about first?
a) Brewing method b) Coffee type c) Water temperature d) Purchase date
13. What solution does the staff offer?
a) Full refund b) Different coffee type c) Brewing instructions d) Store credit
14. What brewing tip does the staff provide?
a) Use more coffee grounds b) Use filtered water c) Lower water temperature d) Longer brewing time
15. How does the customer respond?
a) Still wants refund b) Accepts the advice c) Asks for manager d) Leaves angry



PART B: READING COMPREHENSION

Instructions: Read this product information and customer email, then answer the questions.

Slowforest Highland Arabica - Premium Single Origin Grown at 1400-1600 meters in West Java's volcanic highlands, this exceptional coffee delivers bright acidity with chocolate and nutty undertones. Perfect for pour-over or French press brewing. Our direct partnership supports 12 farming families per bag.

Price: 85,000 rupiah | Size: 250g | Roast: Medium | Best within: 6 months

Customer Email: From: sarah.kim@email.com

Subject: Coffee Gift Set Question

Dear Krakakoa Team,

I want to buy a coffee and chocolate gift set for my manager's promotion celebration. She loves medium roast coffee and dark chocolate. My budget is 300,000 rupiah.

Can you recommend a nice combination? Also, do you offer gift wrapping?

Please reply soon as I need this by Friday.

Thanks!

Sarah Kim

Questions 1-20:

1. At what altitude is the coffee grown?
a) 1000-1200m b) 1200-1400m c) 1400-1600m d) 1600-1800m
2. What flavor notes does the coffee have?
a) Fruity and floral b) Chocolate and nutty c) Spicy and earthy d) Sweet and vanilla
3. What is the coffee's shelf life?
a) 3 months b) 6 months c) 12 months d) 24 months
4. What brewing methods are recommended for this coffee?



- a) Espresso only b) Pour-over or French press c) Instant only d) Cold brew only
5. What makes this coffee "premium single origin"?
- a) High price b) Grown in one specific region c) Machine processed d) Artificial flavoring
6. What type of soil do the coffee beans grow in?
- a) Sandy soil b) Clay soil c) Volcanic soil d) Limestone soil
7. What occasion is Sarah buying for?
- a) Birthday b) Wedding c) Promotion celebration d) Anniversary
8. When does Sarah need the gift?
- a) Monday b) Wednesday c) Friday d) Weekend
9. What additional service does Sarah ask about?
- a) Delivery b) Gift wrapping c) Bulk discount d) Custom packaging
10. What does Sarah ask for in her email?
- a) Only product recommendation b) Only price information c) Recommendation and gift wrapping info d) Only delivery options



PART C: WRITING TEST

- A. **Instructions:** Write a professional email response to Sarah Kim (from Part B). Use 120-150 words.

Your response should include:

- Appropriate greeting and reference to her inquiry
- Product recommendation within her budget
- Answer about gift wrapping service
- Information about delivery timing
- Professional closing

Your Email Response:

Subject: _____

Dear _____,

Best regards,



B. **Instructions:** You are in a team meeting about launching a new product bundle. Write appropriate responses for these meeting situations (3-4 sentences each):

Situation 1:

Meeting context: Your manager asks: "What do you think about pricing the bundle at 300,000 rupiah?"

Your response: _____

Situation 2:

Meeting context: A colleague explains the marketing timeline, but you don't understand something.

Your response: _____

Situation 3:

Meeting context: The team is discussing how to train store staff about the new bundle and ask for your suggestions.

Your response: _____

Situation 4:

Meeting context: A teammate says: "I think we should focus on corporate customers for this bundle," and you think the same as her.

Your response: _____



Situation 5:

Meeting context: Someone suggests launching the product next week, but you think it's too soon.

Your response: _____

PART D: LANGUAGE USE AND VOCABULARY

A. **Instructions:** Complete the sentences with words from the box.

Word Box: sustainable | single-origin | fair-trade | altitude | roasting | pairing | direct-trade | highlands | brewing | premium

1. Slowforest coffee is _____ beans from specific Indonesian regions.
2. Our farmers use _____ methods to protect the environment.
3. Coffee grown at high _____ develops more complex flavors.
4. We practice _____ by buying directly from farmers.
5. The _____ process affects the final coffee flavor significantly.
6. Our coffee comes from mountain _____ above 1000 meters.
7. Coffee and chocolate _____ creates unique taste experiences.
8. We pay _____ prices to ensure farmers earn good money.
9. Different _____ methods bring out different coffee characteristics.
10. Our _____ products cost more because of exceptional quality.