LESSON 19 - MID-COURSE TEST

Time: 60 minutes

I. VOCABULARY

Complete the sentences with the correct form of the words in capitals.

1. Eva is very _____ and can work in many different job areas. **ADAPT**
2. We need _____ people to do this kind of work. **RESOURCE**
3. We can't have someone who is often late or off sick. He isn't _____ enough. **DEPEND**
4. He doesn't have much _____ as we would like to see. **CONFIDENT**
5. I would like to see more _____ in the way he works. **FLEXIBLE**

Choose the correct option.

1. We have reached an important **milestone / setback** in the project, so we're celebrating.
2. There has been another **risk / setback** with the project and it's now behind schedule.
3. We don't **anticipate / make** any further problems or delays with the project.
4. It's impossible to accurately **anticipate / predict** the future.
5. A Project Manager is responsible for **milestone / risk** management – planning for possible problems.

II. GRAMMAR

Choose the correct answer A, B, C, or D.

1. You should _____ a blog about your workplace.

A. writing B. write C. to write D. wrote

2. Why don't you _____ to a networking meeting?

A. going B. to go C. go D. went

3. How about _____ me an example of your creative skills?

A. give B. to give C. giving D. gave

4. The new production line is _____ more efficient than the old one.

A. a bit B. quite C. very D. much

5. Why not try _____ social media to find a job?

A. use B. using C. to using D. used

6. A few years ago, while I _____ engineering at university, I _____ to spend three months as an intern in a large engineering company.

A. studied / was having B. was studying / had

C. studied / had D. was studying / was having

7. A: The quality report needs to be sent today.

B: Don't worry. I _____ send it after the meeting.

A. am going to B. going to C. will D. will to

8. While I _____ on the projects, I _____ responsible for a visitor who _____ our company.

LIVEWORKSHEETS

A. worked / was / visited
B. was working / was / visited
C. was working / were / was visiting
D. worked / were / visited

9. I _____ an offer from the company. At first I _____ not hear what he said, so he _____ it again.

A. received / did / repeated
B. was receiving / was / repeated
C. received / was / was repeating
D. was receiving / did / repeated

10. We have already made a plan. We _____ build a new production line next year.

A. will
B. are going to
C. will to
D. are going

11. This is our _____ project at the moment, but it is progressing _____ than we would like.

A. big / quick
B. bigger / more quickly
C. biggest / more quickly
D. most big / quicker

12. One problem is that not all employees are _____ as we would like, and we are currently looking for people who are _____ as we are.

A. experienced / more experienced
B. more experienced / as experienced
C. as experienced / as experienced
D. experienced / as experienced

13. The production process isn't fast _____ to meet the new deadline.

A. too
B. very
C. enough
D. much

14. Although the budget is _____ than any of our other budgets, there are problems with a new material.

A. large
B. larger
C. largest
D. the largest

15. The new material costs much _____ - everything else costs much more - but the quality is not _____ as we expected.

A. less / as good
B. least / good
C. little / better
D. less / better

III. LISTENING (Audio 2.05)

Listen to the conversation and decide whether the statements are True (T), False (F), or Not Given (NG).

Link Audio:

https://drive.google.com/file/d/1AmrSKx5OMwtYHRm_2xSXF9MYCjgorElJ/view?usp=sharing

1. Kenzo thinks the company should send a letter to all employees about the potential takeover.
2. Susan suggests meeting the staff face to face to explain the situation.
3. Kenzo and Susan plan to meet the staff on Friday afternoon.
4. They want to tell their customers about the takeover before signing the contract.
5. Susan thinks customers may be worried about the quality of the company's products and services.
6. Kenzo and Susan will speak to every customer individually.

LIVEWORKSHEETS

IV. READING

Read the article and summarise it by filling in the blanks.

What does it mean to be innovative in business?

In order for a business to survive in today's world, it is important that we regularly review what we are doing and how we are doing it. By considering new ideas and new ways of doing things, and trying to innovate, we can improve on our products/services, increase sales, reduce costs and make our processes more effective and efficient. Innovation is key to increasing profits.

There are several ways a company can be innovative with their products and services. Today we will look at four of them.

1. Using the latest technology to improve your product/service

When we think of innovation, we often think of new technologies. While they might be impressive, we should not use new technologies just because they are available. It is important to consider how the technology can improve our product/service and make a difference to our customer. Companies that produce cars, toiletries, household appliances, etc. often have a large R&D department to work on making their products better.

2. Responding to customer demands by changing what is on offer

By listening to customer feedback, we can get their opinions on how we are doing and find out about what it is that they want. We also need to be aware of changes in customer demands and keep up with the times. When fast-food restaurant McDonald's realised that the market wanted healthier choices, they introduced fruit and salads, while removing the 'super-size' option from their menus.

3. Offering a new product/service to reach new customers

Your business might be doing well, but there is no growth or development and there is a risk that your competitors might take away some of your customers. Innovation sometimes means developing a new product that targets a different market. Although video games were often played by boys, in 2006, video games giant Nintendo introduced the game console Nintendo Wii, successfully targeting girls and older customers with games like Cooking Mama and Brain Training.

4. Changing the way you provide a service

By looking at the changes to the customer's lifestyle and needs, we sometimes realise that there might be better ways to serve them. Customers who do not have a lot of time might prefer to have their food or their shopping delivered to their homes, or they might like to do their banking online rather than in an actual bank.

Not all innovation will bring success to our businesses, but it can give us the opportunity to grow and learn more about what we do and what our customers might want.

Fill in the gaps with the correct words

LIVEWORKSHEETS

development – demands – aware – better – convenient – customers – innovative – recent

We need to introduce _____ ideas and ways of doing things so that we can improve and grow. One way of doing this is to look at the most _____ technologies and see how they can make our products or services _____. Some companies have a research and _____ department that specialises in this. Another way is to be _____ of changes in what our _____ want and make sure we offer products or services that meet their _____. A third way of introducing innovation is to develop new products that can help you target new _____. You can also change the way your service is offered to make it more _____ for your customers.

V. WRITING

You work as a QA/QC supervisor in a manufacturing company.

You have just had a meeting about a quality problem. Write an email to your colleagues summarising the action points.

LIVEWORKSHEETS