

Choose the most appropriate answer and write X in boxes on your answer sheet.

1. What is Business English?
 - A. vocabulary depending on economy
 - B. grammar related to buying and selling
 - C. the language used in international trade
 - D. language skills involving products

2. Which of the following is related to producers, sellers, and consumers?
 - A. the company
 - B. the market
 - C. marketing
 - D. finance

3. All of the followings are true of 'marketing' EXCEPT
 - A. to produce the right products with the right price
 - B. to beat competition so as to sell the products
 - C. to persuade people to buy the products
 - D. to prepare payment documents

4. Which of the following is NOT the example of 'business transactions'?
 - A. personal contact
 - B. speaking over the phone
 - C. payment methods
 - D. preparing documents

5. What does 'money' mean?
- A. the driving force in business
 - B. the notes for buying and selling
 - C. selling or buying goods or services
 - D. something for solving finance problems
6. What is the amount of goods and services that buyers will buy?
- A. the supply
 - B. the quantity
 - C. the demand
 - D. the competitor
7. Which of the followings are services?
- A. shoes and spaghetti
 - B. banking and computers
 - C. transport and mobile phones
 - D. concerts and advertising

Directions: Read the conversation below. Then answer the questions 8-10.

Clerk: Hello, how can I help you?

Customer: I'm looking for a gift for my wife.

Clerk: Well, how about a smartphone? We have some great smartphone.

Customer: No, she already has the latest smartphone. ____8____

Clerk: Oh, they can be expensive, but we have some on sale for \$400.

Customer: Do you have any tablets with Wi-Fi?

Clerk: Oh, yes, all of them have Wi-Fi.

Customer: Ok. Can I take a look at a \$400 tablet, please?

Clerk: Yes, of course.

8. Which statement is suitable to complete the conversation?
- A. How are smartphones?
 - B. How expensive is a tablet?
 - C. How much does a tablet cost?
 - D. How many tablets do you have?
9. What does the customer want to buy?
- A. a smartphone for his wife
 - B. a smartphone for himself
 - C. a tablet for his wife
 - D. a tablet for himself
10. Which statement is true of the store?
- A. It only has tablets with Wi-Fi.
 - B. It doesn't have any smartphone.
 - C. It sells smartphones and tablets.
 - D. It has some smartphones on sale.
11. Which one is the advantage of globalisation?
- A. Companies can sell more goods and make more money.
 - B. People who work for big multinationals are not well-paid.
 - C. Only multinationals, like Coca Cola or Nike, get the benefits.
 - D. Rich countries become richer at the expense of poor countries.
12. Which one is the disadvantage of globalisation?
- A. Globalisation is a force for democratic freedom.
 - B. Poor countries can improve their standard of living.
 - C. Multinationals control the economy of poor countries.
 - D. Thanks to globalisation, we know other cultures better.

13. Which word(s) is the most appropriate to complete the sentence below?

"A / An _____ on the amount of duty free that can be bought has been announced."

- | | |
|----------------|----------------|
| A. restriction | B. competition |
| C. improvement | D. free trade |

Directions: Choose the best answer in questions 14-15 to complete the following conversation.

- Interviewer: Good afternoon. Nice to meet you.
- Interviewee: Good afternoon. Nice to meet you, too.
- Interviewer: We'd like to ask you a few questions.
- Interviewee: Ok, great. I'll do my best to answer them.
- Interviewer: Can you tell us about your previous work experience, please?
- Interviewee: Yes, of course. My last job was at a supermarket. I worked there for 18 months. Before that, I worked as a cleaner at a school.
- Interviewer: What skills have you got that would help you in this job?
- Interviewee: I'm very well-organised and always on time. I am polite. I can cook and I have a certificate in food safety.
- Interviewer: _____ 14 _____
- Interviewee: I'd like the job because this is a good organisation to work for. I like meeting people and talking to customers.
- Interviewer: Do you work well in a team?
- Interviewee: Yes. I like working together with other people.
- Interviewer: _____ 15 _____
- Interviewee: Straight away!
- Interviewee: Thank you very much. I look forward to hearing from you.
- Interviewer: Thank you for coming today. We'll be in touch.

14. Which one is the most appropriate to complete the conversation?

- A. Why do you want this job?
- B. What interests you about this job?
- C. Why do you want to work in marketing?
- D. What do you want to do in this company?

15. Which one is the most appropriate to complete the conversation?

- A. When could you start?
- B. How could you come here?
- C. What time would you begin?
- D. How long would you be here?