

WORDS IN CONTEXT

Read the following passage and write the words in the blanks below.

attract	consumers	fad	persuaded
compared	convince	inspire	product
competes	current	market	satisfied

Yassir is getting ready to realize his dream: opening a business that sells plants on the Internet. After completing a business plan that helped him to determine that there was demand for his (1) _____ in the (2) _____, Yassir is ready to start promoting his business. Having (3) _____ the bank that there was a market—that there were consumers willing to buy plants on the Internet—he needed to find these (4) _____.

Once he has an established base, Yassir, like other business owners, will have to continually (5) _____ new customers. At the same time, he must make sure current customers are (6) _____. In order to be satisfied, (7) _____ customers must be happy with the product they receive. Yassir's job is to (8) _____ these customers to gain their repeat business. To do this, he will have to (9) _____ consumers that he offers a good product at a good price, especially when (10) _____ to the businesses with which he (11) _____. He hopes that Internet plant buyers are here to stay and not just part of a (12) _____.

WORD PRACTICE

LISTENING COMPREHENSION



Part 1 Photo

Look at the picture and listen to the sentences.
Choose the sentence that best describes the picture.



1. (A) (B) (C) (D)

Part 2 Question-Response

Listen to the question and the three possible responses. Choose the response that best answers the question.

2. (A) (B) (C) 3. (A) (B) (C)

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best response.

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| <p>4. Why does the store need to be more competitive?</p> <p>(A) There's currently a recession.</p> <p>(B) Productivity has dropped lately.</p> <p>(C) There's a new competitor nearby.</p> <p>(D) New employees have little experience.</p> | <p>6. Who will the woman call?</p> <p>(A) A photographer.</p> <p>(B) A photocopy salesperson.</p> <p>(C) A customer.</p> <p>(D) A marketing executive.</p> |
| <p>5. How will the store attract more customers?</p> <p>(A) By giving them trial products.</p> <p>(B) By giving them discounts.</p> <p>(C) By selling new products.</p> <p>(D) By featuring happy customers in ads.</p> | |

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

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| <p>7. Who would listen to this talk?</p> <p>(A) Customers.</p> <p>(B) Competitors.</p> <p>(C) Students.</p> <p>(D) Salespeople.</p> | <p>9. Where will the listeners be this afternoon?</p> <p>(A) At home.</p> <p>(B) In a workshop.</p> <p>(C) At a store.</p> <p>(D) With a client.</p> |
| <p>8. What are they trying to identify?</p> <p>(A) Their weaknesses.</p> <p>(B) How to price their service.</p> <p>(C) Their strong points.</p> <p>(D) Who the competition is.</p> | |

READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. Marketing specialists have conducted extensive studies of what _____ customers to a particular product.
(A) attractive (C) attracts
(B) attraction (D) attracting
11. Smart shoppers will _____ similar brands of an item before making a decision.
(A) compare (C) comparative
(B) comparison (D) comparable
12. If our work isn't to your _____, please notify us within 60 days.
(A) satisfy (C) satisfaction
(B) satisfactory (D) satisfied
13. Manufacturers like to know what features _____ find useful.
(A) consumers (C) consumption
(B) consume (D) consumable
14. Without good _____, good products can go unsold.
(A) market (C) marketed
(B) marketable (D) marketing
15. A careful analysis of the _____ products on the market indicated that our product lacked innovation and optional features.
(A) compete (C) competed
(B) competing (D) competition

Part 6 Text Completion

Choose the word or phrase that best completes the sentence.

Dear Valued Customer,

Smart consumers like yourself are concerned about your family's nutrition. Health is a top priority, and so is value. You want high-quality food products at competitive prices. That's why we are introducing Farm Fresh, our new line of 100% natural and organic frozen dinners. We know you'll love the great natural taste of Farm Fresh dinners such as Turkey and Wild Rice, Wild Salmon with Spring Greens, and Country Chicken with Vegetables. Farm Fresh dinners are _____16_____ packaged with 100% recyclable materials. But we don't have to use a lot of fancy words to convince you to enjoy Farm Fresh frozen dinners. We will let their great taste _____17_____ you to keep coming back for more. Please use the enclosed coupons to buy up to six Farm Fresh dinners of your choice at 25% off the usual retail price. We know you _____18_____ by the great taste and the great price.

Sincerely,

Rosa Martello
National Frozen Foods, Inc.

16. (A) attract
(B) attractive
(C) attractively
(D) attraction
17. (A) persuade
(B) persuades
(C) to persuade
(D) will persuade
18. (A) satisfy
(B) satisfied
(C) will satisfy
(D) will be satisfied

Part 7 Reading Comprehension

Questions 19–23 refer to the following report.

Catherine Cosmetics Company
Sales Department Meeting Report
March 29, 20—

We reviewed the sales figures for the past quarter. We are currently experiencing a significant drop in sales in our hair care products. This has been going on since the beginning of the year when we introduced the improved version of our top-selling hair care line, *Catherine's Curls*. Our advertising has not been successful in convincing more consumers to buy these products. We know there is a market for products such as these manufactured with 100% natural ingredients and no testing on animals. In fact, our competitors are doing quite well in this area and have been for a number of years. We know from our research that the popularity of all-natural cosmetic products is more than just a passing fad, and this is why we decided to branch out into this area. We have carefully compared our products to those of our three largest competitors. We have looked at product ingredients, packaging, target consumers, pricing, and sales strategies. Our product is similar, or even better, in all ways but one. Our packaging is significantly less eye-catching than that of our competitors, and it does not convey the important aspects of the products to the consumer, that is, that these products are entirely made with natural ingredients. Therefore, in order to attract more customers, we recommend employing a new designer to create better packaging for the *Catherine's Curls* line of products.

19. When did the sales department have a meeting?
 - (A) At the beginning of the year.
 - (B) In March.
 - (C) A quarter of a year ago.
 - (D) At the end of last year.
20. Which of the following might be part of the *Catherine's Curls* line of products?
 - (A) Shampoo.
 - (B) Hand lotion.
 - (C) Nail polish.
 - (D) Lipstick.
21. According to the report, why are fewer people buying *Catherine's Curls* products?
 - (A) The prices are too high.
 - (B) The ingredients aren't natural.
 - (C) The packages aren't attractive.
 - (D) The type of product is not popular.
22. The word *market* in line 5 is closest in meaning to
 - (A) product
 - (B) factory
 - (C) purchase
 - (D) demand
23. The word *fad* in line 8 is closest in meaning to
 - (A) need
 - (B) fashion
 - (C) event
 - (D) wish