

I. GETTING STARTED

1.  Listen and choose the correct answer. (File 1)

“What are the speakers mainly discussing?”

- A. An employment interview
- B. A job promotion
- C. Hopes and fears
- D. A vacation

2.  Listen and choose the correct answer. (File 2)

“What position does the speaker currently hold?”

- A. Executive vice president
- B. Software engineer
- C. CEO
- D. Department head

3.  Listen file 2 again and fill in the blanks.

- a. Those are weird words to say but the time's come for me to
- b. I'll be handling the reins of CEO over to Quinn Constantine, a man who's not only our executive vice president but someone who's his entire career to our firm.
- c. Quinn came about 20 years ago.
- d. I can assure you that he is well prepared for this change and he's qualified to keep this company among the leaders in an increasingly high-tech industry.



III. PRACTICE

Exercise 1.  Listen and choose the correct answer. (File 3)

1. What will the man do on Monday?

- (A) Attend a seminar
- (B) Graduate from school
- (C) Start a new position
- (D) Receive an award

2. Why does the man say he is busy?

- (A) He is moving into a different office
- (B) He is meeting with some clients
- (C) He has an upcoming business trip
- (D) He has a project deadline

3. What does the woman offer to do?

- (A) Review an expense report
- (B) Arrange a company celebration
- (C) Introduce the man to colleague
- (D) Provide the man with supplies

Exercise 2.  Listen and choose the correct answer. (File 4)

1. According to the woman, what is taking place next week?

- (A) A career fair
- (B) A retirement celebration
- (C) A promotional event
- (D) An anniversary party

2. Why does the woman say, "have you ever met Mr. Kato"?

- (A) To point out a mistake
- (B) To introduce a colleague
- (C) To recommend a staff member
- (D) To complain about a service

3. What does the woman offer to do?

- (A) Review some slides
- (B) Pay for a delivery
- (C) Contact a client
- (D) Call a restaurant

Exercise 3.   Listen and choose the correct answer. (File 5)

1. What event is taking place?

- (A) A product launch
- (B) A going-away party
- (C) An awards ceremony
- (D) An anniversary celebration

2. Why does the speaker say, "sales of our new cosmetics line increased by 10%"?

- (A) To request additional staff
- (B) To express disappointment
- (C) To recognize an accomplishment
- (D) To describe a new advertising strategy

3. According to the speaker, what is Alina going to do?

- (A) Transfer to another location
- (B) Buy a house
- (C) Start a new business
- (D) Write a book

Exercise 4. Choose the correct answer.

Questions 1-3

To: Sales Department personnel

From: Louis Caldera, Director

Date: August 2, Thursday

Re: Michelle Drumbel's retirement

A retirement party ----- on Friday for Michelle Drumbel, who has worked as a sales manager.

1.

- (A) is held
- (B) will be held
- (C) had been held
- (D) was held

The party will begin at 6:30 p.m. on August 10th, in south conference room 107. All of you are cordially invited to contribute to a gift that our department will present to Michelle in honor of her hard work over the past 20 years. My assistant, George will be collecting your donations through the week. I hope that you will be able to join us to ----- Michelle's distinguished career with our company.

2.

- (A) celebrating
- (B) celebrated
- (C) celebrate
- (D) celebration

The delicious dinner buffet will be provided by Las Cruces Foods. Please contact George by August 8 to let us know ----- you will be able to attend.

3.

- (A) whether
- (B) how
- (C) what
- (D) whichever

Questions 4-8

To: All Staff Members

From: Personnel Manager

Re: Application Procedures

If you would like to apply for a promotion in your department, please hand in the following documents by April 5;

- Designated application form with a photo

- Two letters of recommendation from your current supervisors

The board of directors will carefully review your application and at least two candidates in each department will be invited to perform ten-minute presentations on future performances and perspectives on June 10. It will be followed by a couple of interviews before the board decides who is suitable for being promoted. The final decision will be made, and you will be notified via e-mail by the beginning of August. If you have any questions, send me an e-mail at tom@mczi.com and I will get back to you as soon as possible. Thank you for your attention.

Sincerely,

Tom Gallon,

Human Resources Department

To : Tom Gallon<tom@mczi.com>

From : Tony Parsons<tony@mczi.com>

Subject : Application for Promotion

I'm writing to ask you a few questions about the letters of recommendation that I need to submit with my résumé. It has been only a year since I started working here at MCZ International and unfortunately one of my two bosses, Mr. Donovan, has been working in the branch office in Osaka for the upcoming international project with Yamamoto Industry.

I haven't had a chance to work with him and he obviously doesn't know much about my performance and abilities. My other boss, Mr. Dellington, has agreed to write a letter of recommendation.

Do I still have to submit one more letter to apply for the promotion? Or should I still ask Mr. Donovan to write a letter of recommendation for me? Please let me know as soon as possible, as it will take more than a week to get a letter from Mr. Donovan.

Sincerely,

Tony Parsons

Sales Department (Ext: 4413)

4. Which of the following is NOT scheduled before the end of July?

- A. Interviews
- B. Presentations
- C. The examination of forms submitted
- D. Notification of a promotion

5. What is Tony Parsons concerned about?

- A. His picture
- B. His academic background
- C. His presentation skills
- D. His letters of recommendation

6. What can be inferred about Tony Parsons?

- A. He has a good reputation in the office.
- B. He is working in Osaka now.
- C. He has only one supervisor for his department.
- D. He has been at MCZ International for a year.

7. Who is Mr. Dellington?

- A. The personnel manager
- B. A staff member in the Sales Department
- C. The manager of a branch office in Osaka
- D. A member of the board

8. When was the e-mail written most likely?

- A. In March
- B. In May
- C. In June
- D. In July

Exercise 5. Choose the correct answer.

From: Manuel Cortez <mcortez@suchanhour.org>
To: Marisol Perez <mperez@suchanhour.org>
Subject: New Website Training Seminar
Date: May7
Marisol,

Hello from Houston!!! First I would like to congratulate you on your recent success with your promotion to the head of the Website Design team. I am very excited to have you come and visit our office here in Houston.

I was hoping to confirm your stay here from May 20 to 27. During your time here I am hoping that you would attend our training seminar for our brand new website, which is directed towards increasing our customer base. This seminar, given by Barry Swarez, will be directed towards training the employees on how to process the orders quickly and efficiently while following the proper procedure. In addition, we will have our customer service employees present so they can understand the procedures for accepting and reacting to customer comments. We hope you will observe this seminar closely as we hope to hold a similar one at your branch when you return.

We will hold this seminar on the 23rd. We would be very pleased if you would join us. It will be followed by a wine and cheese mixer, which will give you a chance to meet and greet with our staff here in Houston.

Warmest Wishes,

Manuel ,

1. What is the purpose of the e-mail?

- (A) To plan Ms. Perez's trip to Houston
- (B) To reschedule a visit to Houston
- (C) To demonstrate a new website
- (D) To invite a branch guest to a seminar

2. When will Ms. Perez probably arrive in Houston?

- (A) May 7
- (B) May 20
- (C) May 23
- (D) May 27

3. What will Mr. Swarez NOT discuss?

- (A) Proper procedure for sales teams
- (B) How to accept customer comments
- (C) Efficient procedure for human resources teams
- (D) Effective use of the website

Exercise 6. Choose the correct answer.

Employee Newsletter - Spotlight

This newsletter highlights Dowee and Cheetem's annual merit awards. These awards are given to the two most outstanding employees who have demonstrated their creativity and work ethic. This year the winners are Eric Forman, a design technician, and Donna Pinciotti, a sales representative.

Eric Forman has worked with us for 12 years, and brought with him a decade of experience in the design field. During his time with us he has played a significant role in the design team and as an employee of this company. His additions to the creation and implementation of new products and the further development of current products were exceptional.

Ms. Pinciotti also provided some inspirational work for the past decade. It hasn't taken Donna long to make a lasting impression on her peers. Although she does not have a lot of previous experience in sales she has succeeded in creating new and innovative methods of obtaining new customers and keeping current ones happy. She has excelled and broken almost every record that the company had in sales. She has also won almost every incentive award offered.

1. What is the main reason for the article?

- (A) To announce potential promotions
- (B) To promote new employees
- (C) To inform of award winners
- (D) To announce a couple of retirements

2. What does the article say about Mr. Forman?

- (A) He nominated Ms. Pinciotti for an award
- (B) He is a freelance contractor
- (C) He has contributed to the success of the company
- (D) He will be the president of the company

3. What is true about Ms. Pinciotti?

- (A) She helped to design numerous programs
- (B) She has hired a lot of new employees

(C) She has not been with the company for as long as Mr. Forman

(D) She has a lot of experience in Human Resources

4. What can be inferred from the article?

(A) Dowee is the president of the company

(B) Eric Forman needs a recommendation letter to get a new job

(C) Donna Pinciotti has probably won the most incentive awards in the company

(D) Cheetem is trying to expand business into the design field