

## Unit 11 Progress test

Complete sentences 1–4 with the words from the list. There are two extra words you don't need to use.

*merit competence diversity equality  
tolerance respect*

- 1 It is important to treat all employees with \_\_\_\_\_ from the highest to the lowest levels of the company. That is the mark of a real equal opportunities employer.
- 2 It is important to show \_\_\_\_\_ towards other people's beliefs, even if you do disagree with them.
- 3 He earned the promotion solely on \_\_\_\_\_. His manager has been very impressed with his work since he joined the company.
- 4 No one doubts his professional \_\_\_\_\_ – he has all the right qualifications and experience. It's his lack of motivation that is the problem.

Choose the correct words in *italics* in 5–8.

- 5 It's out of the question to stop production in South Korea – it would be *significantly* / *potentially* disastrous.
- 6 Now that volatility in the oil price has settled down, transport costs are *relatively* / *decreasingly* stable.
- 7 I have no idea why I keep getting all these unsolicited emails. It's *significantly* / *profoundly* worrying.
- 8 After last month's PR scandal, it looks like we have serious problems. The whole situation has been *irretrievably* / *potentially* damaging to the company.

Use the words in *italics* to complete sentences 9–16.

- 9 I'm sorry, but there's nothing I can do – *beyond* / *control*.  
\_\_\_\_\_
- 10 I was thinking about another alternative – getting in a consultant: *would* / *consider* / *instead*?  
\_\_\_\_\_
- 11 Sam's going to be off for six months on a secondment – *you* / *make* / *do* \_\_\_\_\_ a part-time employee as a replacement for the time being?
- 12 Your point about speeding up deliveries is an interesting one, and it's certainly *not* / *question*.  
\_\_\_\_\_
- 13 The answer's no. That's all there is to it. *I* / *firm* / *this*.  
\_\_\_\_\_
- 14 Mmm, *sound* / *feasible*. \_\_\_\_\_ In fact, it seems a better idea, and I really think we might be able to make it work.
- 15 This is a really awkward situation for the company. One of our best customers is very unhappy with the service he received. *Let* / *try* / *find* / *way* / *round*. \_\_\_\_\_ What about if we offered him a refund and some extra stock, gratis?
- 16 Look, we've already established that there are too many problems. Let's face it, *it* / *not* / *work*.  
\_\_\_\_\_

Rewrite sentences 17–22 using an inversion and the words in brackets.

- 17 You should not enter the building through the rear door in any situation. (under no circumstances)  
\_\_\_\_\_
- 18 The order was delayed and the goods were damaged! (not only)  
\_\_\_\_\_
- 19 You can only activate the virus scan program when you have restarted your computer. (not until)  
\_\_\_\_\_
- 20 As a result of seeing how our sister organization works, I'd like to suggest a few structural changes. (having)  
\_\_\_\_\_
- 21 Because there is a shortage of people with these qualifications, we need to consider other attributes in potential staff. (given)  
\_\_\_\_\_
- 22 If we were up against similar circumstances again, we wouldn't accept the offer. (faced)  
\_\_\_\_\_

Correct the two mistakes in each sentence 23–26. (2 points per sentence)

- 23 John, can I have a word? This is a bit dedicate. I don't mean sound rude, but that jacket just isn't appropriate for this event.  
\_\_\_\_\_
- 24 Please don't put this the wrong way, but this meeting is actually only for senior management, so you're not allowed to attend. Please don't give offence.  
\_\_\_\_\_
- 25 With respectful, your idea is unfeasible. I'm not quite sure where to put this, but from what I've heard, your ideas are often poorly thought through.  
\_\_\_\_\_
- 26 I think it's quite as simple as that. You need understanding that there are far more people involved in this.  
\_\_\_\_\_

Result \_\_\_\_\_ / 30 marks

## Unit 11 Speaking test

### Role cards

Copy this page and cut out the role cards for the students. Students should do both role-plays. Then use the *Speaking test results* forms to evaluate each student's performance. You can then cut out the results and give them to the students.

### Role-play 1

#### Student A

You are an office manager. An intruder recently entered offices at your company, threatened a member of staff, and stole some money. As a result, you want to introduce tighter security measures. Your preferences are:

- everyone (including staff) should have their bags checked when they enter the building
- introduce a signing-in system for staff for six months

Meet a senior manager to discuss the situation.

- State the situation and initiate negotiation.
- Be prepared to negotiate on some aspects, but not all.
- Reach an agreement.

cut along this line

#### Student B

You are a senior manager. An intruder recently entered offices at your company, threatened a member of staff, and stole some money. Tighter security measures are to be introduced. Your preferences are:

- visitors should have their bags checked
- introduce a signing-in system for two weeks

Meet an office manager to discuss the situation.

- Listen and then present your own preferences.
- Be prepared to negotiate on some aspects, but not all.
- Reach an agreement.

### Role-play 2

#### Student A

You are a senior manager. There are to be a series of one-week transport strikes in your city. Your preferences are:

- staff should try to get to work (car-share system)
- conference calls every day for all senior staff

Meet the HR manager to discuss the situation.

- Listen and then present your own preferences.
- Be prepared to negotiate on some aspects, but not all.
- Reach an agreement.

cut along this line

#### Student B

You are the HR manager. There are to be a series of one-week transport strikes in your city. This will make it difficult for staff to get to work. Your preferences are:

- let staff work from home
- ask staff to email a review of their work regularly

Meet a senior manager to discuss the situation.

- State the situation and initiate negotiation.
- Be prepared to negotiate on some aspects, but not all.
- Reach an agreement.

## Unit 11 Speaking test results

Use these forms to evaluate the students.

cut along this line

Student A Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
state the situation			
initiate negotiation			
show he / she is willing to negotiate			
show he / she is unwilling to negotiate			
reach an agreement			

Result \_\_\_\_\_ / 10 marks

Student B Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
state the situation			
initiate negotiation			
show he / she is willing to negotiate			
show he / she is unwilling to negotiate			
reach an agreement			

Result \_\_\_\_\_ / 10 marks