FINAL TEST

PART A. LISTENING

Listening 1: You will hear six short recordings twice. For questions 1–6 choose the correct answer.

1 Which structure does Maria's company have?



a **b** **c**

2 Whose recruitment were employees involved in Elsa's company?
a the CEO
b department heads
c team leaders

3 What time does the presentation start?
a 2.45 **b** 1.00 **c** 1.30

4 Who is going to meet Mr Jones at the airport?
a the Production Manager
b the Production Supervisor
c the Assistant Purchasing Officer

5 Where are the current company headquarters currently?
a Montreal
b Geneva
c Dubai

6 Why is the company changing its structure?
a to make staff happier
b to make ordering easier for customers
c to reduce the number of complaints

Listening 2: You will hear a a young woman who has applied for an office job talking about her jobs. For each question, fill in the missing information in the numbered space. You will hear the conversation twice.

INTERVIEW FORM

Name: Vickey Brownlow

Age: 22 years

Position applied for: Office Manager

Two years' experience **(7)** _____

First job - worked for **(8)** _____

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- length of time stayed **(9)** _____

Second job - worked as **(10)** _____ in a hotel

- had my own **(11)** _____

Third job - worked for **(12)** _____

- got up at **(13)** _____

Bank International:

- worked in **(14)** _____

Listening 3: Listen to a meeting between the HR director and the CEO of a company. Choose the correct option a, b or c. You will listen to the recording twice.

15 What is happening in Singapore?
a The local staff want to recruit a new General Manager.
b The company is going to open a new office.
c Current staffing levels are not high enough.

16 The Office Manager needs HR experience because they
a have to look after the staff.
b need to recruit local staff.
c will lead the management team.

17 Other duties of the Office Manager will include
a doing the accounts.
b organising the budgets.
c buying all the supplies.

18 What can't the speakers agree on at first about the IT post?
a the need for experience
b offering work placements
c the choice of new technologies

19 The Customer Services Manager needs to
a be very happy and calm.
b speak at least three languages.
c maintain the company reputation.

20 What do the speakers decide about training?
a to offer courses for new staff in Singapore
b to offer incentives to staff for training
c to bring new staff to the UK for training

21 What do they decide to do about Simon Novak?
a ask him if he's worked in Singapore before
b offer him the General Manager position
c promote him to Regional Manager

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Listening 4: Listen and choose the correct answer. You will listen to the recording once.

22 (32) What are the speakers discussing? A. A motorcycle B. A mobile phone C. A laptop computer D. An exercise machine *23 (33) What does the man ask about?* A. The prices B. The battery life C. The warranty D. The color options *24 (34) What will the woman most likely do next?* A. Request some feedback B. Contact a technician C. Complete a transaction D. Create an online profile	*28 (71) where does the speaker work?* A. At an electronics store B. At a plumbing company C. At a car repair shop D. At a cleaning service *29 (72) What does the speaker say he has done?* A. Scheduled an appointment B. Completed a repair C. Adjusted an invoice D. Ordered a part *30 (73) What does the speaker offer?* A. Use of a vehicle B. An extended warranty C. A free inspection D. Expedited delivery
25 (35) What does the woman ask the man to do? A. Schedule an appointment B. Make a coworker's delivery C. Call a colleague D. Prepare an invoice *26 (36) What does the man say he needs?* A. Keys to a vehicle B. A telephone number C. A price list D. Directions to a store *27 (37) What does the woman remind the man to do?* A. Notify his manager B. Check some merchandise C. Print a document D. Get a signature	

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PART B. READING

Task 1: Look at the text in each question. What does it say? Mark the correct answer A, B or C on your answer sheet.

1.

Parking Form

Complete and place in lower left-hand corner of windscreen

Car registration .....

Date .....

A Register your car here by filling in this form.

B Put this form in your car windscreen after filling it in.

C Place the completed form at the top of your car windscreen.

2.

NOTICES

Boat Trip to Woodley Place

Due to high water levels, this trip will now take place by coach at no extra cost. The pick-up time from the hotel remains unchanged.

What has changed about the trip to Woodley Place?

A the transport

B the price

C the departure time

3.

Philippe,

Couldn't wait any longer, didn't want to miss the start of the match! Problem at work? Here's your ticket – see you at the stadium.

Stefano

A Philippe and Stefano missed each other at the stadium.

B Stefano had to leave without Philippe to get to work.

C Stefano has given up waiting for Philippe to arrive.

4.

From:	Gabi
To:	Jo

I'll be in town on business on Wednesday, so could we meet for dinner then, instead of on Thursday as usual?

Gabi wants Jo to

A change an arrangement.

B cancel a regular event.

C come to a business meeting.

5.



A It is not possible to use the lift above the ground floor today.

B The lift will not be going to the basement today.

C The stairs between the basement and the ground floor are closed today.

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Task 2: Complete the email using the expressions below.

a. **Could you let me know**
b. **Request a meeting**
c. **I'd appreciate it if you could**
d. **I'd like to know if**
e. **Would it be possible to**
f. **would you mind**
g. **Update**
h. **I need your help with**

To: Clara Newman
From: Claudia Gomez
Subject: **(6)** _____

Dear Clara,

I hope you are well. It was good to catch up with you last week at the training course. I'm writing because **(7)** _____ the monthly report. I know you're busy but it's important. **(8)** _____ what the current position is?
(9) _____ the first phase of the project is now complete. If not, what date do you have for completion? And is Dieter now working on the project? **(10)** _____give me his starting date. **(11)** _____ sending me final figures for the project? Sorry to ask so many questions. **(12)** _____ have this information by tomorrow? I'd also like to **(13)** _____ with the customer in Rome next week. I'd therefore be grateful if you could contact him and arrange it. I think that's all.

Kind regards,
Claudia

Task 3:
Question 14 to 16 refer to the following e-mail.

To: Saul Leganza, Guzzi Imports <sleganza@guzziimports.com>
From: Peter Brown, Mel-Mart superstore <pbrown@mel-mart.com>
Subject: Re: Flight delay
Date: August 15

Hi, Saul.

[1] This is just to confirm that I have received your phone message. [2] I will now be leaving Concord early tomorrow morning and arriving in Los Angeles on Star Airways flight 77 tomorrow night around 8:00. Because it's a last-minute booking, the only affordable flights had multiple stops (Philadelphia and Las Vegas), so it is going to take a lot longer than I had anticipated. [3] I am sorry for any trouble this will cause you.
[4] Hopefully, we can reschedule our meetings for the day after I get there, the 17th. I have attached my new itinerary. Please call me if you have any questions; otherwise, see you soon!

Regards,
Peter

Question 14: Where is Mr.Brown now?

A. Los Angeles
B. Philadelphia
C. Las Vegas
D. Concord

Question 15: In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong?
"My flight to California has been canceled because of bad weather."

A. [1]
B. [2]

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C. [3]
D. [4]

Question 16: When will Mr. Brown arrive?

A. August 1
B. August 15
C. August 16
D. August 17

Question 17-20 refer to the following instant message chain.

Sam Kliff: 9:41 a.m.
Hi, Rob & Tina. Sorry to bother you on a Saturday, but it's kind of an emergency. I've been looking over the brochures for the trade fair, and there are some serious errors in them. Some photos are wrong, and two of the pages are out of order.
Rob Martin: 9:44 a.m.
And we need those for the trade fair by the 16th! This isn't good.
Tina Zakaria: 9:44 a.m.
It's strange – somebody must have checked the proofs before they were printed. What happened?
Sam Kliff: 9:45 a.m.
I haven't been able to trace the error yet because I can't get a hold of the people in charge. But my main concern is what to do now. Do we order 400 new copies?
Tina Zakaria: 9:46 a.m.
I think we have to. We can't go to the fair without them.
Sam Kliff: 9:55 a.m.
I just got off the phone with the printer. The only way to get the corrected brochures done in time is to pay for their rush service, which isn't cheap. But I can't do that without approval from someone higher up.
Rob Martin: 9:56 a.m.
Yeah, we have to get approval from Peter. I'll call him. He's probably working from home today anyway.
Tina Zakaria: 9:57 a.m.
Exactly, he almost never takes a day off. And I'm sure he'll OK it. It's our only option at this point.
Sam Kliff: 9:58 a.m.
Thanks, guys. I appreciate your help. I'm checking over the digital file now, and I'll email it to you both so you can look at it before I send it to the printer.
Tina Zakaria: 9:59 a.m.
OK. You were right to let us know. And nice job catching those mistakes.
Rob Martin: 10:00 a.m.
Yep. Sam, I'll call you when I get confirmation.

17. What does Sam Kliff apologize for?

A. spending too much money
B. Forgetting to check the brochures
C. Texting his co-workers on the weekend
D. Making mistakes on the brochures.

18. What is suggested about Peter?

A. He is new to the company.
B. He often works on weekends.
C. He has a low-level position.
D. He worked on the brochures.

19. What will Rob Martin most likely do next?

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A. Call Peter
B. Call the printer
C. Correct the brochures
D. Send the digital file

20. At 9:57 a.m., what does Tina Zakaria imply when she writes, "It's our only option at this point"?

A. They have to ask for approval.
B. They have to call another printer.
C. The company has to go to the trade fair.
D. The company has to pay for the extra cost.

Question 21 - 23 refer to the following article.

Tips for Shopping online

Shopping online gives you access to thousands of goods from companies around the world. However, some more unfortunate individuals find that the goods they ordered look nothing like the pictures, arrive damaged, or don't arrive at all. Here are some tips to help protect yourself when you shop on the Web.

• Before placing your first order, research other people's opinions of the company. There are many websites dedicated to reviewing online companies with satisfaction surveys, and customer reviews and comments.

• Next, read all the available information the company provides, including the fine print. Make sure you read and understand the return policy. Check whether you will have to pay for shipping if you need to return the goods.

• Always include shipping costs and sales tax in the final price when comparing costs. If the cheapest item has the most expensive shipping fees, it might not be the bargain it seems to be.

• Keep records of your order. Print out your e-receipt, or save it to a file on your hard drive. This proof-of-purchase will help you in the event that your item is damaged or not what you ordered.

If you encounter any problems with an online company, contact a consumer advocacy group. You can easily find telephone numbers for such groups on the Internet.

21. What should you do before making an online purchase?

A. ask about discounts
B. compare similar websites
C. check the pictures of the item
D. Find out about shipping costs

22. Why should an online shopper keep the receipts?

A. For recycling purposes
B. In case there are disputes
C. To show for the shipping
D. To prove his or her identity

23. Whom should you contact if you have problems?

A. the review websites
B. The shipping company
C. A customer watchdog
D. Your internet provider

Question 24 – 26 refer to the following letter.

Bugs and Beans Coffee Shop
Museum of Natural Sciences
401E. Rosser Ave., Columbus, OH 45021
Tel: (502) 235-5555
coffe@mofns.com

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Mr. Tomi Galoob
Galoob Ceramics,
P.O. Box 356,
Frisbee, NY 02165

Dear Mr. Galoob,

Thank you for sending me a copy of your latest ceramics catalog. You have been sending us your catalog here at the museum for several years now, and I always look forward to reading it. I was amazed yet again at the variety and creativity that you have displayed in your work. You vases and bowls are quite exquisite! They really do resemble the plants and animals that they are modelled after. I will probably purchase 50 or more of the ladybug bowls. They are perfect for holding sugar cubes. However, it was the scorpion cups that really grabbed my attention. According to the catalog, they are available in small, medium, and extra-large sizes. I am interested in purchasing approximately 25 of the extra-large scorpion cups. Please send me information on your available stock. I would appreciate receiving the information by email. I look forward to hearing from you.

Sincerely,

Linda Trent

24. What does Linda Trent request?
A. A copy of the catalog
B. A reply by email
C. A set of bowls
D. A large cup
25. What is Linda Trent's opinion of Galoob Ceramics?
A. Their products have become expensive
B. Their products are very attractive.
C. Their products used to be better
D. Their products lack any variety
26. What will the coffee shop use to hold sugar?
A. Scorpion cups
B. Ceramic vases
C. Ladybug bowls
D. Small cups

Question 27-30 refer to the following memo and e-mail

MEMO
To: All Branch Managers
From: Sunshine Holidays Marketing
Re: Customer Preferences
As a result of recent research, we have decided to launch a staff competition.

More than 1,000 British people were recently surveyed by Sunshine Holidays about their vacation plans for the coming summer. About 200 people in each of five different age ranges were surveyed. They were asked to indicate which countries they planned to visit out of four possible choices: Italy, France, England, and Spain. It seems that as they get older, people tend to choose not to travel overseas. Participants over 55 chose Britain as their first choice to visit. When asked why, they gave several reasons, including fears about health problems and access

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to medical treatment in a foreign country, worries about communicating in a foreign language, and the desire to spend time with their grandchildren during school vacations. However, overall, France was the most popular destination for all age groups. This is because of its close location to Britain.

We want to increase the number of older customers visiting Spain (target A) and the number of younger visitors traveling within Britain (target B). For this reason, we are launching a staff competition. Please submit your ideas to increase the number of customers in these two groups. All staff at the branch with the winning ideas will get five additional paid vacation days. You have until March 27 to make your submissions. Good luck!

To: Nigel Rory, Yasmin Farhad, Greg Stiles
From: Olivia Benn
Subject: Competition
Date: March 20

Hello, everyone.

This is to follow up on our brief discussion of the recent memo from Marketing about the staff competition. I think it makes sense to divide into two teams: Greg and I will work on target A. Nigel and Yasmin, I'd like you to tackle target B. Let's meet as teams tomorrow at 4:30 and start brainstorming. Then on Friday, each team will make a presentation, and we'll give each other feedback. My assistant will combine all the best ideas into a slide deck, which I'll send in by Monday. Let's win this!

Olivia Benne, Branch Manager

27. What were the people mainly surveyed about?
A. their vacation plans
B. countries they had visited
C. Ski resorts in Europe
D. concerns about overseas travel
28. Why was the memo written?
A. To describe Sunshine Holidays
B. To introduce a marketing contest
C. To announce the winner of a contest
D. To discuss new countries to visit
29. What is stated about the contest
A. Only one person can win
B. The prize is extra time off.
C. It involves marketing to one age group
D. A deadline has not been chosen yet.
30. What will Olivia Benn do this week?
A. Prepare slides on marketing ideas
B. Give a presentation to the marketing department
C. Work on ideas for marketing trips to young people
D. Think of ways to market Spanish vacations

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PART C. WRITING

Read part of an email from your HR Manager about a new employee.

Mr Nkomo Kasaba is starting work here next week as a Mechanical Engineer.
Please introduce him to your department so that he can learn as much about your department as possible and know what he needs to prepare before working on any projects.
Thank you for your help.

Write an email to Mr Kasaba:

- welcoming him to the company.
- introducing your department to him.
- outlining what to prepare for any projects
- telling him what to do if he has any questions about your department

Write about 100–120 words.

Write about 100–120 words.

You work for an internet provider and you are going to increase your business prices.

Write an email to a customer:

- informing them of the price increase.
- giving details of the increase.
- explaining the reason for it.
- concluding in a positive way.

Write about 80–100 words.

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