PROGRESS TEST 1

PART A: LISTENING

Task 1: You will hear eight short recordings twice. For questions 1-8 choose the correct answer.

1 What shape is the footwear sign?
a square
b circle
c triangle

2 What kind of company is GSid?
a waste management
b clothing producer
c investment

3 Which system does the man want to buy?


a


b


c

4 Why is the woman meeting a supplier?
a The supplier hasn't followed specifications.
b She is looking for a new supplier.
c The supplier has failed to deliver on time.

5 Where must staff leave their mobile phones?


a


b


c

6 What do they decide to do about the factory cleaning?
a Find another company.
b Ask a friend to help with the cleaning.
c Give the current company a warning.

7 What annoys the team members?


a


b


c

8 What caused the accident?
a not enough signs
b something left on the floor
c no side guards on machines

Task 2: You will hear the recording twice. Listen to a man and woman discussing safety and security in their company. Choose the correct answer a, b or c.

1 Why was the meeting called?
a Safety and security has not been good.
b Three people had to go to hospital.
c Minor accidents are happening every week.

2 What could the reason be for the accidents?
a Workers are not aware of the rules.

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b Staff sometimes forgot to wear protective clothing.
c Supervisors are not checking employees.

3 What does the woman say about training?
a Everyone does one training course per year.
b There are too many rules to remember.
c People forget to do the training.

4 What is the woman's suggestion?
a Review training at the start of every shift.
b Have a weekly check to go over rules.
c Do much more training every year.

5 What does the woman say about safety?
a Staff do not trust the company to keep them safe.
b The company must do more to protect staff.
c Staff must take responsibility for their own safety.

6 What is security like in the factory currently?
a There are video cameras working 24/7.
b It needs improving.
c Tools are stolen every night.

7 How do they decide to stop people stealing the tools?
a by turning cameras on during the day
b by installing more cameras
c by installing more security locks

PART B: READING

Task 1: Read the text below and choose the correct answer for each question.

Making Better Offices

People spend a lot of time at work and companies spend a lot of money providing workplaces. Workplaces have changed a lot in the past fifty years. We can now see more relaxing spaces and open desk spaces in many offices but could this change more in the future? One company, WeWork, have been collecting data to do just that.

WeWork is a co-working supplier that have offices around the world. They provide self-employed people or small businesses a flexible space to work in. People can pay for an office or just use the facilities and a desk. They have offices worldwide and they have become central London's biggest office occupiers.

They have learnt a lot from having office spaces in many different countries. In their offices, they observe the daily routines of everybody who is working there. For example, they can see how many people are using conference rooms, and how often these rooms are booked. They can watch how people are using the group spaces and how they walk around the offices. They have also conducted surveys asking staff what they think of the spaces.

With all this information, WeWork is now offering office design services to businesses. They want to make sure companies are only renting the space they need and are using that space in the best way possible. The overall

1 What does the writer say about past workplaces in paragraph one?
a They were bad.
b They were more relaxed.
c They were different to now.

2 What does WeWork do?
a It provides flexible workspaces.
b It helps start up small businesses.
c It supplies office equipment.

3 How do WeWork learn about office space?
a by studying how workers use their office space
b by having conferences in different countries
c by changing workers' routines

4 What do WeWork ask workers about?
a their weekly work schedules
b their opinions on where they work
c their reasons for doing their job

5 What is WeWork's new goal?
a to rent more office spaces
b to help designers create smaller office space
c to help businesses use office space better

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aim for companies is to save money by a clever design of the workplace. David Fano of WeWork explained that one problem is how much space people really use at work. An example is people who send out meeting invites with RSVPs for three people, but they have booked an eight-person room. Using ideas like smaller conversation areas can help people work better and then businesses save money. However, it isn't all about saving money; the environment of a work space can improve the way people work and this can change depending on the focus of a meeting. Data has shown that for a sales meeting it can be a good idea to have bright lights and some music in the background because this gives energy to the participants and makes them feel positive. With more and more data on working habits, WeWork may continue to make work spaces more effective for companies and employees in the future.	**6** What does David Fano think is one problem for businesses? **a** They have many cancelled meetings. **b** They waste meeting space. **c** They don't have enough meeting rooms. **7** The last paragraph explains how WeWork can make work spaces more … **a** relaxing. **b** productive. **c** money saving.

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Questions 10 – 12 refer to the following e-mail.

E-mail

To: Randall Jones, Alpha Stationery Supplies <randyjones@alpha.com>

From: Leslie Yamamoto, Corporate Office Manager <yamamoto@hotnet.com>

Re: Looking for new supplier

Dear Mr. Jones,

My name is Leslie Yamamoto. As corporate office manager, I am responsible for ordering all the office supplies for our five branch offices as well as the head office. Our contract with our previous office supply company has ended, and as I was unhappy with their service, I am now looking for a new supplier. The last company had issues with keeping large enough quantities of catalog items in stock. Therefore, I am looking for a company that has a reliable source of inventory to meet our needs. I would very much like to set up a time for us to meet so that we can discuss details about what your company can and is willing to offer. Please call me at (360) 213-5555 to schedule an appointment at your earliest convenience.

Thank you,

Leslie Yamamoto
Corporate Office Manager

10. What is the purpose of this e-mail?
- (A) To get advice on supplies
- (B) To complain about poor service
- (C) To arrange a meeting
- (D) To ask about products

11. What was the problem with the previous supplier?
- (A) They were late with most of their shipments.
- (B) They did not always have enough of some items.
- (C) They did not fulfill the terms of the contract.
- (D) They were unwilling to supply Yamamoto's company.

12. What does Leslie Yamamoto ask Randall Jones to do?
- (A) Get in touch by phone
- (B) Describe his company's inventory
- (C) E-mail a product catalog
- (D) Send a shipment of office supplies

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Questions 13 – 17 refer to the following e-mails.

TO:	Customer Service <customerservice@flowerexpress.com>
FROM:	Mitchell Smith <MSmith@adstyle.com>
DATE:	February 23
SUBJECT:	Order complaint

To whom it may concern,

Two weeks ago, I ordered a "Spring Blooms" bouquet from your website, to be delivered to my wife on her birthday, February 21st. I also ordered a box of chocolates and a card. Not only did the flowers arrive a day late, but they were in terrible condition. Some of the stems were broken, and most of the flowers had already started to wilt and turn brown. Furthermore, the chocolates and the card were missing entirely.

This was very disappointing since I am a longtime customer of yours and have had only good experiences until now. I believe I should get a full refund in the amount of $46.50. I'm attaching my e-mail receipt and a photo of the flowers just after they arrived.

Regards,

Mitchell Smith

To: Mitchell Smith <MSmith@adstyle.com>
From: Customer Service <customerservice@flowerexpress.com>
Date: February 24
Subject: Re: Order complaint

Dear Mr. Smith,

Thank you for your e-mail. I'm very sorry about the late delivery and for the poor condition of the flowers. Many of our shipments were delayed and damaged this past week due to snowstorms and extreme temperatures. The failure to include the card and chocolates, however, seems to have been simply an oversight.

We are happy to refund the full amount, which will be credited to the card you used for payment. This will be done within five business days. We'd also like to offer you a gift coupon in the amount of $25 toward your next order. To redeem the coupon, please enter the code EXPRESSFREE when you make your next purchase on our site.

Again, we at Flower Express sincerely apologize. Thank you for your understanding and your continued business.

All the best,

Jay Tanaka, Customer Service Representative
FlowerExpress.com

13. What is the purpose of Mitchell Smith's e-mail?
- (A) To request a replacement for damaged goods
- (B) To reorder a product that was not delivered
- (C) To complain about being overcharged
- (D) To demand a refund for an order

14. Which is true about Mitchell Smith?
- (A) He did not order a card.
- (B) He ordered flowers to be delivered.
- (C) He has no proof that the flowers were damaged.
- (D) He recently made his first Flower Express order.

15. What reason does Jay Tanaka give for the problem?
- (A) Severe weather
- (B) Lack of payment
- (C) A mistake by Mitchell Smith
- (D) An unusual number of orders

16. What does Jay Tanaka promise Mitchell Smith?
- (A) A payment to his credit card account
- (B) A free card and chocolates
- (C) A shipment free of charge
- (D) A cash refund

17. How can Mitchell Smith receive an extra $25?
- (A) By calling a customer service representative
- (B) By visiting a Flower Express store
- (C) By typing a code when ordering online
- (D) By sending the flowers back

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