Read the text.

Solving Problems

An American manager was quite happy with his Chinese team's performance. He decided to give the team some rewards and a motivational boost. He promoted one of the top performers to the post of Assistant Manager. To the manager's surprise, the team's performance deteriorated in the next business quarter. Upon discussion and personal research, he found that the team performs well for the sake of the team, but the team members don't perform as well when they work for the benefit of one individual. It was a big revelation to the manager as he realized the different cultural values. That existed in the group.

Adapted from: https://www.linkedin.com/pulse/how-overcome-major-challenges-cross-cultural-iim-shillong-pgpex

Based on the previous conversation choose the correct alternative to complete the information requested.

75) In order to motivate his team work, the American manager_____.

A) gives a surprise rewards
B) offers more high positions
C) raises salaries and extra bonus
D) promotes one of the performers

LIVEWORKSHEETS

74) Read the text below.

> Motivation is very important among human beings. In order to achieve goals, managers should promote cooperation and effort from employees.

According to the previous text, motivation is related to_____.

A) marketing
B) solving problems
C) human resources
D) economic systems

LIVEWORKSHEETS

) Read the text.

Working Conditions

Working conditions are regulated in Costa Rica by the Labor Code (Código de Trabajo), and by administrative directives issued through the Ministry of Labor. Among the basic stipulations in effect: minimum salary, a maximum workday with overtime stipulations, minimum safety and health requirements at the workplace, paid vacations and resting days, severance pay, mandatory Christmas bonus and maternity leave. Wage statistics published by the Inter-American Development Bank show that, although real minimum wages in Costa Rica fell by 1.4% between 1990 and 1992, they rose by 15% between 1992 and 1998.

According to the text above, what is the Costa Rican Labor Code responsible for?
It regulates the rights and duties of _____.

workers and banks
workplace and wages
employees and banks
employees and employers

LIVEWORKSHEETS

) Read the text.

How to Start a Small Business

Deciding to start a business can be one of the most exhilarating decisions you make in your life. All business starts from a common point – an idea. Next, it is important to conduct a research that will help you to figure out if your business idea has potential. In order for a small business to be successful, it must solve a problem, fulfill a need or offer something the market wants. In addition, it is essential to make a plan. In general, your business plan should outline your business goals and the motivation behind them, as well as your plan for reaching your goals in terms of marketing and funding.

According to the previous text, what should be done to have a profitable business?
To_____.

- write business goals
- motivate the business
- find external investment
- comply with a current need

LIVEWORKSHEETS

Read the text.

Customer Service means being Consistently Polite and Courteous
This may seem like no-brainer, but it cannot be over-emphasized. Always greet your customer in a friendly manner, be a good listener and be sure to thank the customers for visiting your store as they are leaving, even if they don't buy anything. If you provide a pleasant experience, they more often than not will be back, or at least recommend your store to others.

According to the previous text, in order to keep the customers attracted to your business it is important to_____.

- provide excellent attention to the buyers exclusively
- recommend the store to your friends
- provide an enjoyable experience
- over-emphasized greeting

LIVEWORKSHEETS

Read the text.

How to Raise Money for your Business

Whether you've been in business one week or five years, an infusion of funds is always welcome. But what type of financing is best for your business? There are so many factors to consider from the stage of your business to how much it'll cost to get the money that just choosing a path to follow can be overwhelming. For instance, when you need only a little cash to grow, it's time to check into microloans. They are very small loans to small business borrowers. These funds may be used for working capital, inventory, supplies, furniture, fixtures, machinery and equipment. Microloans are perfect for startup companies with lower capital requirements and limited operating history.

Adapted from: http://www.entrepreneur.com/howto/raisemoney/index.html

Based on the previous text, microloans are commonly used by:

- consolidated enterprises which need to grow faster.
- companies that are beginning their business.
- very tiny companies with high fund needs.
- financing huge amounts of money.

LIVEWORKSHEETS

Read the text.

Business trips

Business today is international. Business people often have to travel a lot. They have to plan an itinerary for a foreign business trip to make good use of their time. On a business trip people may meet colleagues and business partners for the first time. It is usual for colleagues from different countries to experience cultural differences. In other words, they may be surprised by foreign social conventions, which are the different ways that other nationalities or different cultures do things.

Taken from: First insights into business.

Based on the previous text, in order to take advantage of time in a business trip, people:

- experience interactions with foreign colleagues.
- schedule meetings with different cultures.
- stay away from social conventions.
- program their activities.

LIVEWORKSHEETS

Read the conversation.

Mr. Ross: I'm Mr. Ross. Is that Computech Co?
Receptionist: Yes, sir. _____? (**X**).
Mr. Ross: I would like to place an order: 5 keyboards, 7 screens and 6 CPUs.
Receptionist: Thanks, can you give me your address, please?
Mr. Ross: My address is 42 Main Street.
Receptionist: You will have your order tomorrow morning.
Mr. Ross: Great. Thanks.
Receptionist: You're welcome.

Based on the previous conversation, the question that best completes **X** is_____.

- What do you think
- What can I do for you
- What can you do for me
- Where do you get the order

LIVEWORKSHEETS

Financial Times Group
Business Graduate Trainee Program

The Financial Times Group is part of Pearson, the international media group with interests in publishing, television production, broadcasting, and electronic and media business.

The FTG is planning to recruit up to six business graduates for a fifteen-month training program enabling participants to gain an overall understanding of the business. Projects may include work in strategic planning, product development, editorial, marketing and advertisement sales.

The requirements:

- Ability to think innovatively and practically
- A high degree of business awareness
- Good communication skills
- A wide range of interests and experience

Adapted from: First Insight into Business. Longman. 2005.

Based on the previous text, how many people do the FTG is planning to recruit?

A) Fifteen business graduates.
B) More than six participants.
C) No more than six people.
D) Six marketing graduates.

LIVEWORKSHEETS