

PROGRESS TEST 5 – COMMUNICATION AT WORK

PART A: LISTENING

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

1 What is the woman doing?

- a** writing a text message
- b** making a phone call
- c** making a video call

2 What does the man think his company should do?

- a** stop personal emails at work
- b** make staff leave work phones in the office at night
- c** make staff exercise more

3 Where did the man meet his boss?



a



b



c

4 Where does the woman work now?

- a** in an open-plan office
- b** in a private office
- c** in her own home

5 Which product has a fault?



a



b



c

6 What has gone wrong with Helen's negotiation?

- a** The customer wouldn't agree to a compromise.
- b** Helen gave a bigger discount than she was allowed.
- c** Helen didn't have the right information.

7 Which report does the man need today?

- a customer service
- b export sales
- c regional planning

8 What must the woman do first?

- a write the report
- b speak to the designers
- c check the contract

Task 2: Listen to the podcast and do the following tasks.

1  8.01 Listen to the podcast and put the topics in the order they are mentioned.

- a communication skills needed by a good manager ____
- b choosing the right language to use ____
- c coming to a conclusion through discussion ____
- d deciding whether to email or phone ____
- e being quiet if you don't know the answer ____

2 Listen again and choose the correct option.

1 Andreas Hammer believes certain people

- a speak without thinking.
- b don't like meetings.
- c never know the answer.

2 He thinks that in meetings people

- a talk too much.
- b need to share ideas more.
- c discuss ideas too much.

3 According to Andreas the workplace

- a is like college.
- b is usually casual.
- c is more formal than university.

4 What does Andreas say people need to learn to do?

- a write emails
- b make phone calls
- c choose the right way to communicate

5 Managers

- a usually communicate well.
- b need to be better communicators than others.
- c are not always good communicators.

6 Managers have to communicate to their team

- a in writing.
- b as a group.
- c on a personal basis.

3 Complete the notes in the table.

Skills to develop	How to communicate	Good managers
Learn how to say 1 _____ at first and think about the question.	Decide the best 3 _____ of communicating: face to face, email, etc.	They have to communicate to the staff 5 _____ made by the directors.
Learn how to share ideas to 2 _____ a decision together.	In writing your view is fixed but by phone you can 4 _____ it during the conversation.	They need to communicate with each 6 _____ personally.

PART B: READING

Task 3: Text messages and instant message chain

Questions 1-2 refer to the following text message chain.

Ryo Tanaka

7:18 p.m.

Hey, Simon. Thanks for making my flight reservation. Unfortunately, I just found out that our partners in London want to meet a day earlier. I need to arrive on the morning of the 12th. Will that be a problem?

Simon Shah

7:19 p.m.

I don't think so. Let me check the flights and get back to you.

Simon Shah

7:30 p.m.

I can book you on a flight that arrives at 10:15 a.m. on the 12th. How's that?

Ryo Tanaka

7:31 p.m.

Perfect. And I'll obviously need to change the hotel reservation, too. Should I contact them myself?

Simon Shah

7:32 p.m.

Leave it to me. I'll text you when everything is confirmed.

- Why does Ryo Tanaka text Simon Shah?
(A) To ask him about his schedule
(B) To request a change in travel plans
(C) To apologize for canceling plans
(D) To express thanks for his help
- At 7:32 p.m., what does Simon Shah mean when he writes to Ryo Tanaka, "Leave it to me"?
(A) He wants her to send him information.
(B) He cannot answer her question.
(C) He will change her hotel booking.
(D) He wishes her luck on her trip.

Question 3-4 refer to the following text message chain.

Anne Kepler 2:39 p.m.
Hi, Thomas. A new apartment just became available that meets all of your requirements: two bedrooms, quiet neighborhood, subway and bus stops nearby. Can you view it this evening?

Thomas Park 2:40 p.m.
Sounds good! Where is it, and what's the rent?

Anne Kepler 2:41 p.m.
Keystone Apartments, \$650 per month. It's in the Midway Heights neighborhood, on 14th St. and Bowler Ave.

Thomas Park 2:42 p.m.
Really? I've never heard good things about that building. A friend of mine used to live there, and she always complained about the condition it was in.

Anne Kepler 2:43 p.m.
It's under new management, and it's been renovated. I think you'll be pleasantly surprised. Can we meet there at 7:00?

3. What is implied about Thomas Park?
(A) He wants to purchase a home.
(B) He uses public transportation.
(C) He lives in a badly managed building now.
(D) He is not very concerned about expense.
4. At 2:43 p.m., what does Anne Kepler mean when she writes to Thomas Park, "I think you'll be pleasantly surprised"?
(A) He will pay less in rent than he thinks.
(B) He will find Keystone Apartments better than he expects.
(C) He will get along well with building management.
(D) He will enjoy the Midway Heights neighborhood.

Question 5-6 refer to the following text message chain.

Hannah Crist 11:14 a.m.
Sorry to bother you, but we have an emergency. The organizer of the Small Business Owners' Banquet just e-mailed me. A lot of people responded to the invitation at the last minute. So they want us to cater dinner for about 75, not 50.

Liam Murphy 11:15 a.m.
I don't believe it. The banquet is on the 23rd—in three days!

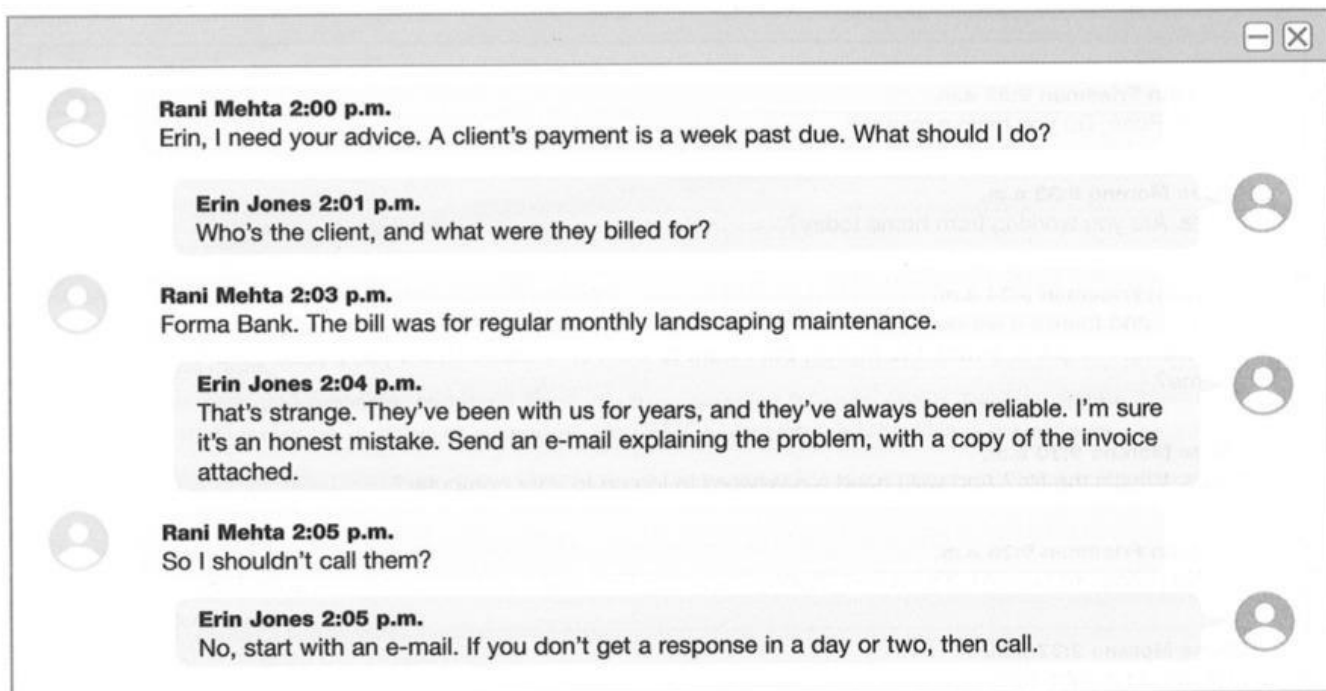
Hannah Crist 11:16 a.m.
I know. They were very apologetic about it. We should try to accommodate them though, shouldn't we? They could be very good customers in the future.

Liam Murphy 11:17 a.m.
True. I'll have to call our suppliers to increase our orders. We'll need more of everything, including tables, chairs, and servers.

Hannah Crist 11:18 a.m.
OK. You call the suppliers, and I'll handle the scheduling of the extra serving staff.

5. At 11:15 a.m., what does Liam Murphy imply when he writes, "I don't believe it"?
(A) He is annoyed by Hannah Crist's news.
(B) He does not want to fulfill the request.
(C) He thinks Hannah Crist has wrong information.
(D) He is excited about catering the banquet.
6. What is NOT indicated about the event?
(A) Food and drinks will be served.
(B) It will be held three days from now.
(C) It was originally scheduled for a different date.
(D) More people are coming than previously thought.

Question 7-8 refer to the following text message chain.

A screenshot of a text message conversation window. It has a title bar with a minus sign and a close button. The messages are in a light gray bubble on the left (Rani Mehta) and a white bubble on the right (Erin Jones). Each message is preceded by a small circular profile icon. The messages are as follows:
Rani Mehta 2:00 p.m.
Erin, I need your advice. A client's payment is a week past due. What should I do?
Erin Jones 2:01 p.m.
Who's the client, and what were they billed for?
Rani Mehta 2:03 p.m.
Forma Bank. The bill was for regular monthly landscaping maintenance.
Erin Jones 2:04 p.m.
That's strange. They've been with us for years, and they've always been reliable. I'm sure it's an honest mistake. Send an e-mail explaining the problem, with a copy of the invoice attached.
Rani Mehta 2:05 p.m.
So I shouldn't call them?
Erin Jones 2:05 p.m.
No, start with an e-mail. If you don't get a response in a day or two, then call.

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| <p>7. What is suggested about Rani Mehta?</p> <ul style="list-style-type: none">(A) She has worked at the company for years.(B) She will make a visit to Forma Bank.(C) She is angry about a client's non-payment.(D) She is less experienced than Erin Jones. | <p>8. At 2:04 p.m., what does Erin Jones mean when she writes, "I'm sure it's an honest mistake"?</p> <ul style="list-style-type: none">(A) The client often makes errors.(B) Rani Mehta may be to blame.(C) The client most likely has overlooked the payment.(D) The invoice may have been incorrect. |
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Question 9-10 refer to the following text message chain.

John Friedman 9:32 a.m.

Hi, Rose. Do you have a minute?

Rose Moreno 9:33 a.m.

Sure. Are you working from home today?

John Friedman 9:34 a.m.

Yes, and there's a file on my office computer that I need, the first draft of a proposal that I'm writing. I forgot to e-mail it to myself, but I want to work on it today. Could you please send it to me?

Rose Moreno 9:36 a.m.

Sure. What's the file? And will I need a password to log on to your computer?

John Friedman 9:36 a.m.

No password needed. It's named "Spring Marketing Proposal," and it's saved on the desktop.

Rose Moreno 9:37 a.m.

OK, I'll do it right now.

9. At 9:32 a.m., what does John Friedman mean when he writes to Rose Moreno, "Do you have a minute"?
- (A) He would like to know what she is working on.
 - (B) He is asking how her day is going.
 - (C) He is wondering if she needs his help.
 - (D) He wants to know whether she is busy now.
10. What will Rose Moreno most likely do next?
- (A) Send an e-mail to John Friedman
 - (B) Save a file to her computer
 - (C) Read John Friedman's proposal
 - (D) Search her computer for a file

Question 11-13 refer to the following text message chain.

10:45 a.m.

Lily Wu Hey, are you excited about your presentation this afternoon?

10:46 a.m.

Yeah, but also nervous. I've never done a software demonstration like this by myself before. It could lead to the biggest sale I've ever closed.

10:47 a.m.

Lily Wu I've seen you rehearse, so I don't think you have anything to worry about. Besides, it'll be a small audience. Just five or six people from WinCo. And I'm sure they'll love the product.

10:48 a.m.

Thanks, and I took your suggestion.

10:48 a.m.

Lily Wu You shortened the slide show?

10:49 a.m.

Right, so we'll have more time for the Q and A section. And I made a video of the demonstration as a backup, just in case there are any Internet problems at the WinCo office.

10:50 a.m.

Lily Wu Good thinking. I've seen demonstrations go wrong because of slow Internet. When are you heading over there? Around 3:30?

10:50 a.m.

No, at 3. I asked if I could set up in the conference room early, and they didn't mind. I was wondering if you'd come along so we could run through it one more time.

10:51 a.m.

Lily Wu I'd be happy to.

11. What is suggested about Jonathan Mason?

- (A) He works for WinCo.
- (B) He sells software.
- (C) He is Lily Wu's superior.
- (D) He is not prepared to present.

12. What does Jonathan Mason ask Lily Wu to do?

- (A) Review a video he made
- (B) Make a backup of all his files
- (C) Come to a Q and A session
- (D) Help him practice for his presentation

13. At 10:50 a.m., what does Lily Wu imply when she writes to Jonathan Mason, "Good thinking"?

- (A) She approves of his idea.
- (B) She sees him as confident.
- (C) She thinks he will do a good job.
- (D) She wants him to reconsider his plan.

Question 14-20: Read the article and choose the correct answer a, b or c.

Digital technology: Does it really improve work?

The digital revolution took many older, well-established businesses by surprise. Unfortunately, many 90of these companies still do not use digital systems which are suitable for them. Larger organisations can often be much slower to react to change than smaller businesses and do not adapt as quickly. Due to this lack of vision, these companies have sometimes been slow to follow a new way of doing business. As a result, they have had to watch new online shops eat into their market share. Technological innovation has allowed many new online retailers to set up. Even individuals are now able to sell their goods worldwide thanks to this technology. However, when companies do allow technology to take over, the result is not always what was expected. Colleagues no longer speak to each other face to face, but send hundreds of emails instead. This has led to people feeling isolated and alone, and people working alone are more likely to suffer from depression. Digital communication systems help companies be more efficient, but managers need a good strategy to ensure that their staff know how to make the best use of system updates. Therefore, it is important that everyone is given training each time new software is introduced. Otherwise, employees will get frustrated if they do not know how to use the system effectively. Two decades ago experts encouraged businesses to aim for paperless offices. While technology has made this possible, security is a big issue: every digital system that exists could be hacked into or power cuts could make the system crash completely. People therefore keep paper copies of important files in case these things happen. A large percentage of the current workforce is made up of millennials, the generation brought up with digital technology. They expect the digital systems at work to function as quickly and efficiently as their home systems and this often is not the case. Companies which do not have up-to-date systems find that they are not attracting younger employees.

14 What does the first paragraph say about large organisations?

- a** They led the digital revolution.
- b** They do not make changes quickly.
- c** Their vision has surprised some people.

15 According to paragraph 2, what has technological innovation led to?

- a** a large number of new companies failing
- b** large companies exporting more
- c** online shops increasing their market share

16 What might happen when technology takes over?

- a** Colleagues expect better communication.
- b** There are more face-to-face meetings.
- c** Staff might become depressed.

17 What does the article say about digital communication systems?

- a** They are rarely effective.
- b** They need to be used correctly.
- c** They train staff efficiently.

18 What does the article say about the paperless office?

- a** Important files are still kept in paper form.
- b** Hacking has made it impossible.
- c** Businesses are expected to have them.

19 What do we learn about millennials?

- a** They want good digital systems at work.
- b** They are not attracted to large companies.
- c** They prefer to work from home.

20 In the last paragraph we learn that experts

- a** can make expensive mistakes.
- b** know that companies have individual needs.
- c** do not always have the answers

It is true that many companies have not chosen digital systems which are right for them. However, experts now recognise that one size does not fit all, which is good news for businesses who do not have extensive digital knowledge. They can now use consultants to advise them and help them avoid making expensive mistakes.	
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