REVISION END OF YEAR EXAM - BUSINESS A1

Exercise 1. Complete with the Present Simple.

1. Our manager _____ (check) all the orders.
2. The company _____ (deliver) products every day.
3. We _____ (not / work) on Sundays.
4. She _____ (answer) customer emails.
5. My boss _____ (not / start) work at 8 a.m.
6. They _____ (have) meetings every Monday.
7. _____ your manager _____ (speak) English?
8. The supplier _____ (not / send) the invoices on time.

Exercise 2. Complete with the Past Simple.

1. Yesterday, the driver _____ (arrive) late.
2. We _____ (have) a problem with the order.
3. The supplier _____ (not / send) the products.
4. I _____ (call) the manager.
5. She _____ (not / answer) my email.
6. The client _____ (be) very angry.
7. They _____ (send) the invoice last Friday.
8. The manager _____ (say) sorry.
9. _____ you _____ (receive) the delivery?
10. We _____ (not / get) the correct products.

Exercise 3. Complete the text with the correct form of the verbs.[Present or Past]

A problem at work

I usually _____ (start) work at 9 a.m. and I _____ (check) my emails first. My company _____ (work) with different suppliers.

Yesterday, we _____ (have) a problem with an order. The supplier _____ (send) the wrong products. I _____ (call) the company, but nobody _____ (answer). Then, I _____ (write) an email to the manager. He _____ (reply) in the afternoon and _____ (promise) to send the correct products.

Exercise 4. Choose the correct option.

1. I _____ speak English and Spanish.
   a. Am b. can c. do
2. _____ you help me with this problem, please?
   a. Could b. Are c. Have

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3. She _____ work on Saturdays. It's impossible.
   a. Can b. can't c. doesn't can
4. Could you _____ the client, please?
   a. Calling b. calls c. call
5. My manager _____ attend the meeting tomorrow.
   a. Can't b. isn't c. doesn't can
6. _____ you send me the invoice, please?
   a. Do b. Could c. Are

Exercise 5. Complete the requests with COULD and a verb from the box.

help – send – call – check – open

1. _____ you _____ me with this problem, please?
2. _____ you _____ the information by email?
3. _____ you _____ the client?
4. _____ you _____ the report, please?
5. _____ you _____ the door?

Exercise 6. Complete with AT, IN, ON or FROM / TO.

1. The meeting is _____ 10 a.m.
2. Our office is closed _____ Sundays.
3. We are very busy _____ December.
4. The manager works _____ the afternoon.
5. The meeting is _____ Monday morning.
6. The company closes _____ night.
7. The office is open _____ Monday _____ Friday.
8. My birthday is _____ August.
9. The delivery arrived _____ 15th September.
10. We have lunch _____ 1 p.m.

Exercise 7. Complete the words.

1. The first month of the year: J_____
2. The second month of the year: F_____
3. The eighth month of the year: A_____
4. The season when it is hot and sunny: S_____
5. The season that starts on 21st June in Argentina: W_____
6. The month before October: S_____
7. The month after April: M_____
8. The last month of the year: D_____

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Exercise 8. Write the dates in words.

1. 5th January: _____
2. 14th March: _____
3. 21st June: _____
4. 23rd September: _____
5. 31st December: _____

Exercise 9. Match the problems with the solutions.

1. The delivery was late. _____
2. The computer didn't work. _____
3. The order was incorrect. _____
4. The client didn't receive the email. _____
5. We didn't have enough products. _____

a. Send the email again.

b. Repair the computer.

c. Send the correct products.

d. Contact the delivery company.

e. Order more products.

Exercise 10. Complete the sentences with the words in the box.

problem – solution – invoice – complaint – meeting – promise

1. We have a _____ with the new order.
2. The customer made a _____ about the service.
3. Let's have a _____ to discuss the situation.
4. We need to find a _____ quickly.
5. I _____ to send the information tomorrow.
6. The supplier sent us an _____ yesterday.

Exercise 11. Complete the sentences with a suitable business expression.

1. The delivery was late. We need to contact _____.
2. The computer doesn't work. We need to _____.
3. The customer received the wrong products. We need to _____.
4. The client didn't receive our message. We need to _____.
5. We don't have enough products. We need to _____.

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