A. Grammar / 28 points

1. Present simple or past simple? (16 pts)

Complete the email with the correct present simple or past simple form of the verbs in brackets.

Hi Alex,

I **(1)** _____ (work) for a company that sells office equipment. I **(2)** _____ (join) the sales team two years ago. My manager, Laura, usually **(3)** _____ (check) her emails at 8 a.m., but yesterday she **(4)** _____ (arrive) at 9 a.m.

Our manager normally **(5)** _____ (have) a short meeting on Mondays. Last Monday, Laura **(6)** _____ (give) a presentation about a new product. She usually **(7)** _____ (not work) outside the office, but after the presentation she **(8)** _____ (go) to a customer's office.

My colleague Tom **(9)** _____ (send) price lists to customers every morning. Yesterday he **(10)** _____ (not send) any emails because his computer was broken. He **(11)** _____ (call) a technician instead. The computers in our office **(12)** _____ (be) usually very reliable.

Yesterday **(13)** _____ (be) a busy day for everyone. We normally **(14)** _____ (not make) phone calls after 5 p.m. What time **(15)** _____ (do) you usually finish work? **(16)** _____ (do) you have a busy day yesterday, too?

Best wishes,
Sam

2. Possessive adjectives (4 pts)

Choose the correct option.

1. I work in sales. ___ desk is near the door. □ A. My □ B. His □ C. Their

2. Sofia is an engineer. ___ office is upstairs. □ A. Our □ B. Her □ C. Its

3. We are technicians. ___ tools are in the van. □ A. Their □ B. His □ C. Our

4. The directors are here. ___ meeting starts at 9. □ A. Your □ B. Their □ C. Her

3. There is / there are / there was / there were / can (8 pts)

Choose the correct option.

1. ___ a photocopier in the office now. □ A. There is □ B. There are □ C. There were

2. ___ two computers in the room today. □ A. There was □ B. There is □ C. There are

3. In 2020, ___ only one branch. □ A. there were □ B. there was □ C. there are

4. Last Friday, ___ three visitors in reception. □ A. there is □ B. there were □ C. there was

5. ___ you speak English? — Yes, I can. □ A. Do □ B. Are □ C. Can

6. He can ___ a computer. □ A. use □ B. uses □ C. used

7. Eva can drive, but she ___ repair a car. □ A. doesn't can □ B. can't □ C. not can

8. Can your team help us? — Yes, ___. □ A. we do □ B. they are □ C. they can

LIVEWORKSHEETS

B. Vocabulary / 18 points

4. Jobs and business sectors (6 pts)

Choose the correct word to complete each sentence.

1. A person who welcomes visitors and answers calls is a ___.

□ A. receptionist □ B. driver □ C. engineer

2. A person who designs and tests machines is an ___.

□ A. accountant □ B. engineer □ C. sales assistant

3. The ___ manager is responsible for hiring and training employees.

□ A. sales □ B. production □ C. human resources

4. Banks and insurance companies work in the ___ sector.

□ A. tourism □ B. finance □ C. construction

5. A company that builds houses and bridges works in ___.

□ A. construction □ B. retail □ C. telecoms

6. A business that sells clothes directly to customers works in ___.

□ A. energy □ B. finance □ C. retail

5. Office equipment and workplace vocabulary (6 pts)

Complete the sentences with the words in the word bank. Use each word once.

warehouse • printer • meeting room • head office • stationery • canteen

1. We keep boxes of products in the _____.

2. The company's main administrative building is its _____.

3. We need a _____ to put this digital document on paper.

4. The employees eat lunch in the _____.

5. Pens, pencils and envelopes are examples of _____.

6. The team uses the _____ for discussions with clients.

6. Daily tasks and professional skills (6 pts)

Choose the correct word or phrase.

1. I ___ phone calls to customers every morning.

□ A. do □ B. make □ C. go

2. We ___ a team meeting every Monday.

□ A. have □ B. send □ C. take

3. Please ___ an email to the supplier.

□ A. work □ B. send □ C. meet

4. A person who arrives at work on time is ___.

□ A. lazy □ B. late □ C. punctual

5. A person who works well with colleagues has good ___ skills.

□ A. teamwork □ B. computer □ C. driving

6. An employee who knows how to use spreadsheets has good ___.

□ A. computer skills □ B. phone numbers □ C. working hours

LIVEWORKSHEETS

C. Communication / 12 points

7. Meeting people and exchanging information (4 pts)

Choose the best response in each situation.

1. A: Hi, I'm Daniel. Nice to meet you. B: ___

□ A. See you tomorrow. □ B. Nice to meet you, too. □ C. I'm fine, thanks.

2. A: What do you do? B: ___

□ A. I'm an accountant. □ B. I'm from Spain. □ C. At 8 a.m.

3. A: How do you spell your surname? B: ___

□ A. It's a small company. □ B. My number is 4567. □ C. R-O-S-S-I.

4. A: Where are you from? B: ___

□ A. I work in marketing. □ B. I'm from Chile. □ C. I'm a manager.

8. Telephone calls (4 pts)

Complete the conversation with the expressions in the word bank. Use each expression once.

take a message • speaking • call me back • hold on

Receptionist: Good morning, Atlas Supplies. Maria (1) _____.

Caller: Hello. Can I speak to Mr Brown, please?

Receptionist: Certainly. Can you (2) _____ a moment, please?

Receptionist: I'm sorry. He's in a meeting. Can I (3) _____?

Caller: Yes, please. Can you ask him to (4) _____ this afternoon?

Receptionist: Of course. Thank you for calling.

9. Making arrangements and welcoming visitors (4 pts)

Choose the best response.

1. A: Are you free on Tuesday morning? B: ___

□ A. Yes, I work here. □ B. No, I don't have a printer. □ C. Yes, I am.

2. A: Can we meet at 10 a.m.? B: ___

□ A. That's fine with me. □ B. It's on the first floor. □ C. I work in sales.

3. A: Would you like a cup of coffee? B: ___

□ A. Yes, I do. □ B. Yes, please. □ C. Yes, I was.

4. A: Can I help you? B: ___

□ A. I'd like to see Ms Pérez, please. □ B. I'm thirty years old. □ C. It was last week.

LIVEWORKSHEETS

D. Reading comprehension / 12 points

From a small business to a growing company

Northline Supplies is a company in the construction sector. It sells tools and safety equipment to other businesses. Ana Torres started the company in Salta in 2018. At first, there were only four employees, and there was a small warehouse next to the office. Ana answered phone calls, visited customers and prepared orders herself.

Today, the company has 25 employees and two branches. There are separate departments for sales, finance and customer service. The sales team usually starts work at 8 a.m. and has a short meeting every Monday. The five customer service assistants speak to customers on the phone and reply to emails. Most of them can use the company's computer system, but only two can speak English.

Last year, Northline opened its second branch in Jujuy and bought a delivery van. It also hired six new employees. In September, the company organised a training course for its sales team. Ana did not attend the course because she was at a business conference in Buenos Aires. She is happy with the company's progress, but she wants to improve customer service and sell products to customers in other countries.

10. Multiple choice (4 pts)

Read the text and choose the correct answer.

1. What does Northline sell?

□ A. Office furniture □ B. Tools and safety equipment □ C. Food products

2. What did Ana do when the company was small?

□ A. She prepared orders. □ B. She taught English. □ C. She drove a delivery van.

3. How often does the sales team have a short meeting?

□ A. Every day □ B. Every month □ C. Every Monday

4. Why did Ana miss the training course?

□ A. She was on holiday. □ B. She was at a conference. □ C. She was ill.

11. True or false? (4 pts)

Decide whether each statement is true or false according to the text.

1. Northline had a large warehouse when it started. □ True □ False

2. There are three separate departments mentioned in the text. □ True □ False

3. All customer service assistants can speak English. □ True □ False

4. Northline bought a vehicle last year. □ True □ False

12. Complete the information (4 pts)

Write ONE word or number from the text in each gap.

1. Northline was founded in the year _____.

2. The company currently has _____ employees.

3. The second branch is in _____.

4. The training course took place in _____.

LIVEWORKSHEETS

E. Listening comprehension / 12 points

Listen to Denisa talking about a special New Year's Eve. Choose the correct option (A, B or C) for each question. You will listen to the recording twice.

13. Choose the correct option. (12 pts)

1. Who did Denisa spend New Year's Eve with in 2014?

A. Her friends from Brazil.

B. Her boyfriend.

C. Her parents.

2. Why did Denisa wear a white dress?

A. Because white represents peace in Brazil.

B. Because white was her favourite colour.

C. Because everyone at the party wore formal clothes.

3. How did Denisa and Marcelo travel to Copacabana after dinner?

A. They went by taxi.

B. They walked there.

C. They took a bus.

4. What did they do at a place near the beach before midnight?

A. They had dinner and listened to music.

B. They watched a show and danced.

C. They met some friends and had a drink.

5. What did they see on the beach at midnight?

A. Fireworks.

B. A traditional dance competition.

C. A live concert.

6. What did Denisa and Marcelo do after the fireworks?

A. They went home to sleep.

B. They went to another party.

C. They went to another beach and swam.

LIVEWORKSHEETS