REVISON 2

LISTENING

Section 1: Listen and complete the sentences with NO MORE THAN TWO WORDS from the recording

A: Excuse me. I was wondering how to order (1)_____.

B: We have a requisition form on the company web site. What type of supplies do you need?

A: I need paper, (2)_____, and paper clips.

B: How quickly will you need your supplies?

A: I need all of my supplies right away.

B: We also will have to check your (3)_____ budget. Do you know how much money you have for office supplies?

A: I will check to see what my (4)_____ is.

B: Would you like these supplies delivered or would you like to pick them up?

A: Please deliver them to my (5)_____.

B: Fine, well just send the form to us and we will let you know as soon as your supplies come in. Have a good day!

A: Thank you.

Section 2: Listen and answer the questions with NO MORE THAN TWO WORDS or A NUMBER

1. Apart from being a founder, what is Lorella Braglia's job?
2. What does her husband do in the company?
3. How many collections does Lorella design every year?
4. Where does she organize fashion shows to present her collections besides Paris and London?
5. How many units does Dielle company produce per year?

Section 3: Listen to the conversation and answer the questions with NO MORE THAN TWO WORDS and/or A NUMBER

1. What did the customer call to talk about?
2. What is her phone number?
3. What is the problem with the TV?
4. What is the TV model number?
5. When did she buy it?

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READING

Task 1: Read the passage and fill in the blanks with NO MORE THAN TWO WORDS or A NUMBER from the text

Three Easy Ways To Cut Office Expenses

Every office needs equipment but it can be so expensive. Still, there are ways to outfit an office cheaply and efficiently. Here's how:

Firstly, buy a four - in - one printer. This acts as a printer, copier, fax machine and scanner. Save up to 70% by purchasing only one machine. Besides, look for a telephone and answering machine combination, too. Or, skip the answering machine and order voice mail with your telephone service package.

The second way to cut office expenses is to look for good quality used equipment. A shredder or dictation machine doesn't have to be new. Just make sure that everything still works.

Finally, use the cloud and other online storage software tools. Believe it or not, the average employee uses over 10,000 sheets of paper per year, which adds up to a couple pounds per day. By reducing this and going digital, your office will not only be more efficient in terms of production, but also in terms of cost.

1. By buying a _____ printer, you can cut off up to 70% expense.
2. The second way to save office budget is to buy used _____.
3. With the use of the _____ and other online storage software tools, your office might reduce the cost of paper.
4. More than _____ sheets of paper are used per year.
5. On average, our office has to pay _____ pounds per day for paper.

Task 2: Read the passage and answer the questions with NO MORE THAN THREE WORDS or A NUMBER from the text

Welcome

We welcome you to the Office Depot Registration site where our customers can apply for an Office Depot Online Account.

If you are a new business to Office Depot and would like more information on how to start trading, please call our dedicated Customer Services team on 0844 412 3444.

By clicking on the 'Register Now' button, you will have to answer a series of simple questions. When they approve your registration, you will have full access to Office Depot Online - our web ordering site. In Office Depot Online, you can find anything that you need for your office, from pens, pencils and highlighters to desk accessories and organization.

Please note

You must already have a trading account with Office Depot to register for accessing to our website. If you are new to Office Depot, please call us on telephone 08444 123 444.

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1. In which website can customers apply for an Office Depot Online Account?
2. What number do they call for information to start trading?
3. What would customers have to answer after clicking on the 'Register Now' button?
4. In which website can they surf to find the things they need?
5. What kind of account do customers need to have in order to get access to the website?

Task 3: Read the text and answer the following questions with NO MORE THAN THREE WORDS from the text

April 29

Maria Sanchez

209 Ontario Street, Mount Hope, Ma 25038

Dear Ms. Sanchez,

I'm sorry to inform you that we will be unable to visit your London production facilities in June as previously scheduled. Complications in the construction of our new office buildings have made it difficult for me to leave New York at this time.

We will be attending the trade shows in both Chicago and Los Angeles in August and October respectively. Perhaps we can arrange a meeting at either one of these conferences. If not, I will definitely contact you to reschedule later in the year.

Regards,

Paul Kay

Paul Kay, Eastern Regional Director

Kent Manufacturing Inc.

1. When did Mr. Kay plan to visit Ms. Sanchez's production facilities?
2. Where was Mr. Kay when he sent the letter?
3. When will the trade show be taken place in Chicago?
4. Where will Mr. Kay participate in the other trade show?
5. What is his job position?

Task 4: Read the text and and fill the gaps in the summary with NO MORE THAN THREE WORDS and/or A NUMBER from the text

The Welcome Tech Inc. company, established in 2001, is producing and exporting high quality ink to overseas markets. Especially, our company produces a wide range of ink products according to the consumers' taste.

Our company is widely recognized by global consumers in this field as a leading company based on its excellent quality and strong competitiveness.

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Additionally, we produce high quality ink by applying our experience accumulated for more than ten years and export to more than 80 countries.

We have been continuously improving and developing our products since being selected as a prospective exporting company and ISO certified company by the Small and Medium Business Administration in 2002.

From now on, the Welcome Tech Inc. is going forward armed with excellent strategies and with new technologies to be a reliable company for customers.

Summary:

The Welcome Tech Inc., company was founded in (1)_____. Now, it produces (2)_____ and exports to global markets. The company exports them to over (3)_____. Thanks to the continuous efforts, the company was ISO certificated in (4)_____. In an effort to be a(n) (5)_____ company for customers, Welcome Tech Inc. plans to move forward with excellent strategies and modern technologies.

Task 5: Read the passage and answer the questions with NO MORE THAN TWO WORDS from the text

The Six Basics of Business Etiquette

The basis of business etiquette is about building strong relationships in your field by fostering better communication. This can only happen when those you work with feel secure and comfortable. Although basic business etiquette may vary from country to country, some principles stand the best of time and geography.

Arrive on Time

In the business world, it is best to observe the old rule, "Five minutes early is late." Allow yourself enough time to arrive promptly, take off your coat, and settle in a bit. Arriving at a meeting exactly at the appointed time can make you feel rushed, and you will look it. Time is a commodity; by being punctual, you show you respect others.

Dress Appropriately

While appropriate dress certainly varies from field to field and climate to climate, some things remain the same. Clean, pressed clothing without any loose threads or tags and relatively polished, closed-toe shoes are a must. Look at the people around you for ideas on what sort of clothing is standard. The adage, "Dress for the job you want, not the job you have," is a good rule to follow. When in doubt, ask human resources personnel when you get the job or discreetly ask someone you work with.

Speak Kindly

Taking care to greet your co-workers and remembering to say "please" and "thank you" make a tremendous difference in the way they perceive you. Your good manners show that you acknowledge those around you and are considerate of their presence. Avoid discussing political

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or religious matters. Keep the conversation focused on noncontroversial topics, so your co-workers find you easy to talk to. That sort of diplomacy is the basic idea of business etiquette.

Avoid Gossip or Eavesdropping

Gossip and eavesdropping are childish behaviors that have no place in the workplace. If you hear a rumor about someone in the workplace, do not pass it on. People don't always know or remember who starts a rumor, but they always remember who spreads it. If you walk into an area, and it seems your co-workers don't know you are there, make sure to greet them politely to remove any chance that you accidentally eavesdrop on their conversation.

Don't Interrupt

When you have a great idea or suddenly remember something important, it can be tempting to blurt it out. Do not do this. Interrupting the person who is speaking sends the message that what she is saying isn't as important as what you have to say. Demonstrating you are an attentive listener is the backbone of diplomacy.

Consume Correctly

If you attend an after-hours work event, do not drink too much alcohol. When at work, take care not to bring particularly smelly foods that everyone in the office can't help but smell. Don't make noises during or after you eat; no one wants to hear that.

1. How should people arrive to the office?
2. What kind of clothes should people wear to the office?
3. What should office staff discuss in the office?
4. How should you be when others are speaking?
5. What should people do in order NOT to affect others around?

<u>Task 6</u>: Read the email and answer the questions with NO MORE THAN THREE WORDS from the text

Dear Dr Biz,

I am the owner of a restaurant in Cambridge where I serve traditional English food. During the day we get a lot of business from officers and tourists. We are very busy, but our prices are low because there's a lot of competition for the lunchtime market. In the evening it's very quiet. The restaurant has a cellar downstairs which is not used. I pay a high rent because we are in the center of town. Next month I have to decide if I want to renew my lease. Do you think we should move to cheaper premises further from the town center?

Francis Beaney

Cambridge, England

1. What kind of food does the restaurant sell?
2. How are their prices?
3. When is the daily quiet time of the restaurant?
4. Which room is not used in the restaurant?
5. Who is the owner of the restaurant?

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