

Name:
Date:



Complete the text with the best words.

When a buyer¹ an order with a seller for the first time, they usually have a lot of questions.
First, they want to² prices, of course.
Then, they want to know what kind of³ the seller can offer.
Very often, the buyer also asks if the seller has the goods in⁴, and if they can deliver on⁵.
Sometimes, the buyer will ask if it is possible to pay in⁶. If the seller agrees, they will often expect the buyer to pay a⁷.

- | | | |
|------------------|-------------|--------------|
| 1 a) puts | b) takes | c) places |
| 2 a) compare | b) offer | c) say |
| 3 a) commission | b) discount | c) feature |
| 4 a) shop | b) stock | c) delivery |
| 5 a) delay | b) speed | c) time |
| 6 a) instalments | b) parts | c) shares |
| 7 a) deposit | b) cheque | c) guarantee |

Complete the sentences with the correct word from the box.

~~costs~~ down leave manage suggestion too

- 1 I think we should try and keep ~~costs~~ down.
- 2 There's much work for the staff.
- 3 Sales are again this month, I'm afraid.
- 4 The problem is, she doesn't know how to people.
- 5 Can I make a ? I think we should hire some more staff.
- 6 I think he should the company. He's making everyone unhappy.

3) Underline the correct word or phrase in each sentence:

Example: My sister's a doctor / doctor.

- 1 They're beautiful shoes / shoes beautiful.
- 2 She's my children's / childrens' English teacher.
- 3 Can we meet on / in Friday morning?
- 4 I don't like get up / getting up late.
- 5 My father works / work in an office.
- 6 I have always / always have lunch at a café.
- 7 I don't have some / any money.
- 8 'Is that her car?' 'No, it's our / ours.'
- 9 Please drive carefully / careful. The weather's bad.
- 10 I have a lot / a lot of uncles and aunts.

4) Complete the sentences:

Example: This bag's mine. Look! It's got my name on it.

1. _____ your teacher live in Cambridge?
2. I usually get up late _____ Saturdays.
3. I _____ sing, but I can play the piano.
4. Are _____ any places for relaxing?
5. _____ you from China?
6. It _____ got meeting rooms.'

7. I spoke to him on the phone 20 minutes _____.
8. I hardly _____ watch TV in the evening.
9. _____ were a lot of people at the theatre last night.
10. We _____ Spanish, we're Brazilian.
11. 'What's the time?' 'It's half _____ five.'
12. 'What's that?' 'It's _____ identity card.'
13. They _____ like the film – they left after 20 minutes.

5) **Complete the sentences.**

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6) **Listening**

A.

Anna, Boris and Carl have a meeting. They need to decide who will lead the sales team: Sam, Rosie or Tina.

Listen and choose the best answer.

- 1 At the start of the meeting, Anna ...
 - a) gives her opinion.
 - b) makes the decision.
 - c) asks Boris for his opinion.
- 2 Boris and Carl ...
 - a) agree.
 - b) don't agree.
 - c) don't have any opinions.
- 3 At the end Anna suggests they ...
 - a) talk to the team members.
 - b) discuss the question tomorrow.
 - c) choose Sam to be the new leader.

B. You're going to hear an interview about the story of Starbucks. Listen and say if the following sentences are true or false:

1. The first branch of Starbucks opens in Seattle's Pike Place 1971	
2. Howard Schultz joins the company 1995	
3. Schultz copies the Italian coffee bars in Seattle	
4. Before Starbucks, the company was called Il Giornale.	
5. The company closes 1000 stores.	
6. Growth slows down in 2012 in Canada.	
7. Starbucks offers to pay more corporation tax after a scandal in the UK.	