

## LISTENING

**A Listen to a telephone conversation. Choose the best answer - a, b or c - to the questions below. You will hear the conversation twice.**

Track 1

- 0** What time of day is it?  
a) morning                      b) afternoon                      c) evening
- 1** Who is the caller?  
a) Anna Klein                      b) John Morgan                      c) Eva Schilling
- 2** What is the caller's company?  
a) DHM                      b) LDL Consulting                      c) Morgan Consulting
- 3** What time was the appointment for?  
a) Two o'clock                      b) Three o'clock                      c) Five o'clock
- 4** What has it been changed to?  
a) Five thirty today                      b) Eight o'clock tomorrow                      c) Nine o'clock tomorrow
- 5** How can the caller be reached?  
a) On their mobile                      b) At their hotel                      c) At their office
- 6** What is the final part of the caller's message?  
a) They're worried.                      b) They'll hurry.                      c) They're sorry.

## SKILLS

**A Complete the conversation with the best responses (a-f).**

- a) Thanks for the invitation. I'll work on the presentation until eight and then join you for dinner.
- b) I'm going to finish the PowerPoint for tomorrow's presentation.
- c) It's kind of you to ask but I don't think so. I love my job!
- d) Well, yes. But I think I can make it better.
- e) What time are you going?
- f) Great, thanks.

**A** Stuart, how's it going?

**B** \_\_\_\_\_<sup>0</sup>



A What are you planning this evening?

B \_\_\_\_\_<sup>7</sup>

A I thought you'd already finished it.

B \_\_\_\_\_<sup>8</sup>

A That may be true. But it would be good for you to relax a little, too. Aren't you working too hard?

B \_\_\_\_\_<sup>9</sup>

A Well, Joe and I are going to dinner tonight with some people from Telesponix. Would you join us?

B \_\_\_\_\_<sup>10</sup>

A We're meeting in the hotel lobby at eight o'clock.

B \_\_\_\_\_<sup>11</sup>

**B Put the sentences into a logical order to make a voicemail message. The first one has been done for you.**

- a) Hi, Joe, this is Sam.
- b) I'd like to add two things to the order.
- c) We also need one case of A4 note pads, your part number 89-0093.
- d) I'm ringing about my order, number 2179.
- e) We need 200 conference badges, your part number 79-0098.
- f) Speak to you soon!
- g) Give me a call if there's a problem or you don't have those things.
- h) If I don't hear from you, I'll assume everything's OK.

0 \_\_\_\_\_<sup>a</sup>

15 \_\_\_\_\_

12 \_\_\_\_\_

16 \_\_\_\_\_

13 \_\_\_\_\_

17 \_\_\_\_\_

14 \_\_\_\_\_

18 \_\_\_\_\_

## VOCABULARY

**A Correct one wrong word in each sentence.**

19 We interviewed more than 2,500 customs at our London shop.

20 Can you help organisation the conference next week?



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21 We give every new employee six months of on-the-job train.

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22 We product most of our components in the Asia Pacific region.

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23 We've invited the team from EBS to meeting with us in Madrid next week.

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**B Complete the sentences with the words (a–h).**

- a) line manager
- b) trainer
- c) trainee
- d) customer
- e) colleague
- f) CEO
- g) employee
- h) manufacturer

0 A  b  came to our company to teach us new skills.

24 The person who directly supervises me is my \_\_\_\_\_.

25 I learned my job when I was a \_\_\_\_\_ during my first year.

26 I own a small business with only one \_\_\_\_\_, who helps with office work.

27 The \_\_\_\_\_ is the highest-ranking person in my company.

28 My company is a \_\_\_\_\_ of electrical goods.

29 I share my office with one \_\_\_\_\_ and we work together on a lot of projects.

30 My company's biggest \_\_\_\_\_ is the car-maker BMW.

## READING

**A Read texts a) to e) from the *Financial Times* and match them to the types of business (31–35).**

31 Consumer goods and retailing \_\_\_\_\_

32 Travel and leisure \_\_\_\_\_

33 Agriculture and construction \_\_\_\_\_

34 Telecommunications \_\_\_\_\_

35 Drink and food \_\_\_\_\_

**a)**

Oriental Land Company manages and develops theme parks. The company also has retail businesses and manages entertainment and leisure facilities. The company primarily operates in Japan. It is headquartered in Chiba, Japan, and employs 2,193 people. **FT**

**b)**

Heineken brews and sells more than 170 beers, including *Heineken*, *Amstel*, *Cruzcampo*, *Tiger*, *Zywiec*, *Birra Moretti*, *Ochota*, *Murphy's* and *Star*. It operates in Europe, the Americas, Africa, the Middle East and Asia Pacific. It is headquartered in Amsterdam, the Netherlands and employs about 54,000 people. **FT**

**c)**

Revlon produces, markets and sells cosmetics, skin-care products, fragrance and personal-care products. The company's products are sold in over 100 countries across six continents. It is headquartered in New York City, New York, and employs about 5,600 people.

**d)**

IOI Corporation Berhad is a diversified group that grows oil palm, produces rubber and is engaged in property development and investment, landscaping services and general contracting. The group has manufacturing facilities in the Netherlands, the US, Malaysia and Egypt and sales offices in eight other countries including China. The group primarily operates in Malaysia. It is headquartered in Putrajaya, Malaysia, and employs around 27,330 people. **FT**

**e)**

JDS Uniphase Corporation manufactures and markets optical products for communications, commercial and consumer applications. The company offers test and measurement systems and services for telecommunications service providers, cable operators and network equipment manufacturers. The company primarily operates in the US, Europe and Asia Pacific. It is headquartered in Milpitas, California, and employs about 7,000 people worldwide. **FT**



**B Now decide if these statements are true or false.**

- 36 Oriental Land Company has more employees than Revlon. \_\_\_\_\_
- 37 Heineken produces more than 200 beers. \_\_\_\_\_
- 38 Revlon products are sold worldwide. \_\_\_\_\_
- 39 IOI Corporation Berhad's main operations are in Malaysia. \_\_\_\_\_
- 40 JDS Uniphase Corporation is based in Mexico. \_\_\_\_\_

**LANGUAGE**

**A Complete the e-mail with the appropriate phrases a–e .**

- a) give you a call
- b) launch our new line
- c) like to meet
- d) make a plan
- e) missed your call

**To:** Alicia Innes

**Subject:** Your call

Hi Alicia,

Sorry I \_\_\_\_\_<sup>41</sup> yesterday. I've been out of the office all week on a product training course. We're going to \_\_\_\_\_<sup>42</sup> next month in Antwerp, so everyone's really busy.

Your message said you'd \_\_\_\_\_<sup>43</sup> for dinner next weekend. That sounds like a great idea. I'll \_\_\_\_\_<sup>44</sup> this evening and we can \_\_\_\_\_<sup>45</sup> about where to meet.

Best wishes,

Pat

**B Put the words in the correct order to make sentences.**

46 2007 I've since been here working

\_\_\_\_\_

47 training a new we're programme developing

\_\_\_\_\_

48 I'm to the office Stuttgart going visit

\_\_\_\_\_

49 were redundant made people three

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50 6:30 the take always I train

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