REVISION 3

I. LISTENING

Section 1: Listen to the dialogue and complete the note with NO MORE THAN TWO WORDS AND/OR A NUMBER

MEDIA CONCEPTS

Order form

Name: Joe Walker

Type of customer: _____ (1) customer

Account number: _____ (2)

Order number: 1. _____ (3), two items, for Thomas

2. EJS36899, _____ (4) items, for Sam

Note: Urgent, need to be delivered _____ (5)

Section 2: Listen and answer the questions with NO MORE THAN TWO WORDS AND/OR NUMBER

1. What time could Jack meet Elaine Strong?
2. What information does he need from the brochure?
3. What time should the secretary send the material?
4. What is the caller's surname?
5. When will he receive the fax?

II. READING

Passage 1: Read the passage and complete the sentences with NO MORE THAN TWO WORDS from the text

Worldwide, the traditional places to have out-of-the-office meetings are hotels and restaurants. Planes and airports are also popular. But today people are doing business whenever business needs to be done and nowhere is off-limits.

"Time is money, so everyone is looking for convenient locations to meet with clients or business partners", said Greg Robbins of the business magazine Royce. "Sometimes a casual chat turns into a spontaneous business meeting, for example, at a wedding banquet, in the gym, or at a sport event. Businesspeople are holding scheduled and unscheduled meetings everywhere from bathrooms to beaches, which show how flexible people have to be in today's business world." According to a global survey, a roller coaster and a baseball park are two of the oddest

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places where executives have discussed business. The top 10 strange places include a military tank, an ice bar, and old railway tunnel, and a hot spring.

But what may seem unusual in one culture may not be at all unusual in another. "Holding a business meeting in a hot spring might seem strange in the West, but not in parts of Asia Pacific, where there is a social side to doing business," said Robbins. In Japan, deals are often made in karaoke bars, and in Finland it is completely normal to hold a business meeting in a sauna. In Korea, executives often follow a formal meeting by going to what is called "the second place," perhaps a restaurant or a bar, where discussions continue in a more informal way. "Doing business is about building relationships and that is easier in a relaxed atmosphere," Robbins added.

1. According to Greg Robbins, people can meet their business partners or customers everywhere because time is _____.
2. People in today's business world must be _____.
3. A roller coaster and a baseball park are described as the _____.
4. The agreements are often done in _____ in Japan.
5. Korean people can hold a(n) _____ in "the second place" like a restaurant or a bar.

<u>Passage 2</u>: Read the job advertisement and answer each question with NO MORE THAN THREE WORDS from the text

Travel Adviser – The New York headquarter

The image

At Atlantic Rose, we're renowned for our high standards of customer service and known that first impressions count.

Our Reservations Team creates a rapport with our callers, understanding their needs, and providing advice and assistance on all their travel requirements.

The demands

Speaking to around 100 callers each day, you need to be self-motivated whilst maintaining high levels of accuracy in this busy environment. On your shift pattern there will be a variety of start and finish times, including some early mornings and late nights, which means you need to be hardworking. Don't forget, shift work means you might have to work weekends and bank holidays.

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The interview

The interview process consists of a group interview, which we last approximately one and a half hours. You will then take part in a series of exercises. We will monitor your performance and look for specific competencies such as customer relation-ships, service orientation, and attention to detail. You should be communicative and patient to finish these. If you are successful through the group stage, you will be asked to attend an individual interview with two recruitment assessors. You will be notified of the outcome of this final stage in writing.

The rewards

Right after entering our firm, you'll be given a specialist training course to develop your abilities. After 3 months of working, you will be entitled to a benefits package which includes a pension, life assurance, Atlantic Group discount scheme, and concessionary travel.

1. Where is the headquarter located?
2. How should you be to maintain high levels of accuracy?
3. How should you be to pass the series of exercises when being interviewed?
4. What course can you get when working for this company?
5. What will you be offered after working 3 months?

III. GRAMMAR

1. I'm (A) afraid I've got a complaint for (B) your website. It is too (C) complex to log in and search for (D) information.
2. I am not going to (A) order some (B) goods from mail-order catalogues because (C) they won't arrive (D) after a month.
3. At the moment, Amazon brings (A) two more distribution centers (B) to the Chicago area with (C) the promise of offering more than (D) 1,000 jobs in Aurora.
4. We're going to (A) pass your order to (B) the production unit if we receive (C) your signed (D) order.
5. I often (A) contact with (B) my customers on social (C) networks. However (D), I've already increased customer retention.
6. These (A) documents should (B) be send (C) by express mail if you want to meet (D) the deadline.
7. If you finished (A) everything that needs (B) to be done in the CV, you will send (C) it through email to (D) me.

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8. Good afternoon. It's (A) great to see everybody. Thanks for be (B) here today. I'm Timmy, the (C) chairperson of (D) this meeting.
9. A lot of (A) people use (B) online recruitment services (C) because it's more convenient (D) of all.
10. I am impressed in (A) the quality of (B) your products so I really (C) want to be (D) a part of your company.

IV. VOCABULARY

1. We needs to find and use the services of a reliable **c**_ _ _ _ _ _ _ _ _ **f**_ _ _ in order to set appropriate targets for the company.
2. I can't understand the **i**_ _ _ _ _ _ _ _ _ _ **m**_ _ _ _ _ of this product because it is written only in French.
3. Their company offers free pick-up and **d**_ _ _ _ _ _ _ to many commercial retail offices and homes located in the city center.
4. After they had **c**_ _ _ _ _ _ everything on the agenda, Ben gave a short summary of the meeting.
5. We'd like to place our first order in accordance with the terms and conditions of our **c**_ _ _ _ _ _ _.
6. To make sure all the items are correct in a financial report that is hundreds of pages long, accountants must be **d**_ _ _ _ _ - **o**_ _ _ _ _ _ _.
7. Mai needs to hire a **t**_ _ _ _ _ _ _ _ _ _ _ service to translate her CV from Vietnamese into German because she wants apply for a job in a German company.
8. With **v**_ _ _ _**c**_ _ _ _ _ _ _ _ _ _ _ _, people don't need to spend time and money travelling to meetings.
9. The chairperson **s**_ _ _ _ _ _ _ _ _ the new action points and made an arrangement for the next meeting.
10. New staff must participate in the **s**_ _ _ _ _ _ _ _ _ **t**_ _ _ _ _ _ _ course of the company because our operation requires very unique skills not taught in any university.

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