

BELT Practice Test #1

Reading Comprehension

Choose the correct answer for each question.

1. Why is the Human Resources department sending this email?

To: All employees

From: Human Resources Dept.

Please remember that your manager must agree any vacation dates before you complete a form.

- a. To ask staff for some information
- b. To explain how something is done
- c. To tell managers about a problem

2. Frozen-dozen Foods requires an agent to:

Job opportunity: Frozen-dozen Foods

Description: In route agent required for nationwide distribution. Some experience in food retail is an advantage over other candidates. Refrigerated van will be provided.

- a. Own a suitable vehicle for delivery.
- b. be a specialist in food distribution.
- c. deliver goods all over the country.

3. What should Staff tell Doris McGonagall?

To: All staff

Subject: Accounts Payable Course

Memo: Staff wishing to enroll for the Accounts Payable course should contact Doris McGonagall, who needs to know numbers.

- a. How many people have enrolled for the course?
- b. If they are interested in doing the course.
- c. Which of the courses they have decided to do?

4. Contact Sheryl Smith if you want to:

"Phone Sheryl Smith at our showroom for a free estimate, or to arrange a visit from our representative".

- a. Obtain information about the company's prices.
- b. Arrange a visit to the showroom.
- c. Speak to a representative about special offers.

Vocabulary knowledge

Crash Course in satisfying your customers

Choose one word for each number:

You suspect that your customers aren't as happy as they once were. First, existing customers seem to be **5** you for the competition almost as fast as you can get new ones. Second, your company has started to become the butt of bad jokes at conferences and in the press. So how do you set about measuring, and improving, your customers' satisfaction?

It's important to see things through their eyes. You can **6** your service for yourself, or watch your customers using it. A further choice is to carry out some qualitative research with your customers. Whichever way you choose, the goal is to find the **7** on which customers will form their judgement of your service, so you can frame your questions accordingly. It would be foolish to think you could know all those questions, let alone their answers, at the **8**.

5. Departing / Abandoning / Defecting / Withdrawing

6. Tastes / Try / Experiment / Attempt

7. Topics / Subjects / Headings / Issues

8. Outset / Introduction / Origin / Foundation

Listening Practice

There are 5 questions. Please select the correct answer according to the audio.

1. What is the man doing?

- a) arranging a meeting
- b) giving the woman information about a meeting
- c) cancelling a meeting
- d) postponing a meeting

2. Which meal is the woman talking about?

- a) snack
- b) lunch
- c) breakfast
- d) supper

3. Where is this conversation taking place?

- a) in a university
- b) in a courtroom
- c) in a park
- d) in a police station

4. What are the couple talking about?

- a) a digital camera
- b) a DVD player
- c) an MP3 player
- d) a television

5. What are the women complaining their children do all the time?

- a) watch television
- b) surf the internet
- c) play video games
- d) play in the street