

NAME:

DATE:

FINAL EXAM

BUSINESS PARTNER A1

READING

1) Read the conversation and write true (T) or false (F).

A: So, to issue a purchase order , you have to go into the payment system.

First, you have to open the system.

B: OK.

A: Then , you enter the supplier's details: name, address, etc. on the system.

B: Do I have to do that every time?

A: No, you don't. You can choose it from a list here. When you have the supplier's details , you enter the price here and the delivery date here. You can find the information on the contract.

B: And do I notify the supplier that the purchase order is ready?

A: No, you don't have to do that. The system notifies the supplier automatically by email.

B: OK, that's clear. What's next?

A: The supplier delivers the items and requests payment.

B: So they have to tell us to pay them. Right?

A: Yes, they issue an invoice with the purchase order number on it. We can't pay invoices without a purchase order number. You have to check the invoice against the purchase order. If it's correct, you can request management approval. The manager approves the payment. And when they approve it, you can make the payment, but that's later. Do you want to try to create a purchase order?

B: Yes, please.

1- To issue a purchase order, you have to enter the supplier's details on the system. _____

2- You have to enter the supplier's details on the system every time you issue a purchase order. _____

3- The system notifies the supplier by post. _____

4- First, you have to pay the supplier and then, they deliver the items. _____

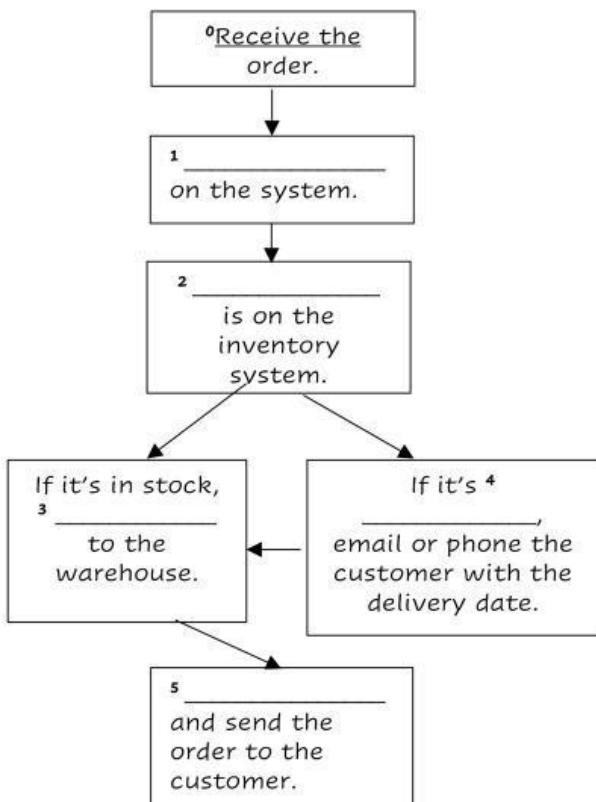
5- Invoices have to have the purchase order number on them. _____

6-Finally, the manager approves the payment, and then, you can make the payment. _____



LISTENING

2) [BP_A1_Test_07_01.mp3] Listen and complete the workflow with a short phrase.



3) Listen again and choose the correct word.

- 1- The website has / doesn't have an automatic order system.
- 2- The company has a small / large warehouse.
- 3- They can / can't phone the customer about delays.
- 4- The system is very good / bad.
- 5- They can always deliver in a month / week.
- 6- Customers have / don't have 40 days to pay.

GRAMMAR AND VOCABULARY

4) Complete the sentences with the correct form of HAVE TO and the verbs in brackets.

- 1- _____ to the planning meeting because it's cancelled. (Seb / not / go)
- 2- _____ the new contract. (you / check)
- 3- A: _____ the work this week? (we / complete)
B: No, next week is fine.
- 4- _____ (I / not send) an email to the client with the schedule now. The client isn't waiting for it.

5- Seb's manager _____ (approve) the dates before that. Seb can't do it.

6- _____ the accounts department about the changes? (he / notify)

5) Choose the correct word.



Top tips for a successful company website

1 Put / Don't put a lot of writing on the home page.

2 Remember / Don't remember to use a great design.

3 Check / Don't check that it works on laptops and mobile phones.

4 Enter / Don't enter personal information on the website. Put company information only.

5 Forget / Don't forget to include company contact information. Customers need our phone number.

6 Send / Don't send the website to colleagues to check it.

6) Choose the correct word.

1- We can _____ payment when we ship the order.

2- We sent the invoice yesterday and we're waiting for them to _____ it.

3- Denhams _____ paper to us and some other office items.

4- When you get a new order, _____ it on our system.

5- We can _____ the warehouse about the order when we get payment.

6- If our suppliers _____ an invoice with mistakes, we ask them to check it.

7) Complete the words in the online reviews.



The ordering process is very ⁰S_____, just one click! Delivery is very ¹E_____. I can order ink cartridges today and have them by tomorrow!

I am very unhappy with the ²U_____ service. Sometimes orders are days or weeks late. The quality of the product is also ³P_____. The products don't work after one or two months.

The online order form was very ⁴C_____ and I didn't understand the system.

The process isn't very ⁵C_____.