

Unit Test 11

Answer all thirty questions. There is one mark per question.

LANGUAGE

1 Re-write these sentences into the passive or active form.

1 Irene set up her company in 1991.

Irene's company _____.

2 The disc is inserted into the drive.

Insert _____.

3 We employ over two thousand people here.

Over two thousand people _____.

4 They will pay us the final fee at the end of next week.

The final fee _____.

5 All calls are recorded for training purposes.

We _____.

6 The government has increased the rate of tax.

The rate of tax _____.

7 We are working on a new procedure.

A new procedure _____.

VOCABULARY

2 Read people describing problems they have. Write the type of problem in the box next to the description.

injury / accident / damage / loss / theft / fraud / fire
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8 'We need to claim the cost of a new roof after the storm last night.' _____

9 'My car was stolen from outside my house!' _____

- 10 'I hurt my leg at work and claimed for medical expenses.' _____
- 11 'Two offices were burnt down and the factory was damaged.' _____
- 12 'Sorry, I dropped your computer – I didn't mean to.' _____
- 13 'One minute I had my bag and then after I went to the bar it wasn't here.' _____
- 14 'This person said the injury cost him \$40,000 but we discovered he didn't have an injury.' _____

3 An insurance company representative is talking about technology and insurance. Underline the correct verb in brackets.

There's no doubt that technology has made it quicker and easier for people to (15) **(take / pull)** out insurance policies with our company. Our customers want to (16) **(protect / prohibit)** themselves against risk, for example to (17) **(provide / prevent)** cover against things such as injury or damage to property. Most of them do it over the phone. You just (18) (make / give) us a call and we'll (19) **(give / spend)** you a quote within a few minutes and if you (20) **(detect / suffer)** loss or damage you (21) **(withdraw / receive)** compensation. Because it's easier to get insurance nowadays some people also say it's easier to (22) **(determine / commit)** fraud. But I don't believe that. For one thing we (23) **(monitor / maintain)** all calls and (24) **(watch / screen)** any claims that could be fraudulent. In fact technology means that insurance companies can (25) **(investigate / invent)** more claims than they used to and therefore we (26) **(save / raise)** more money than we used to.

CAREER SKILLS

4 The same word is missing from these pairs of phrases for expressing arguments. What is the word?

27

I understand your _____, but...

Surely the main _____ is...

28

On the one _____ you're right, but...

On the other _____ he's right too.

29

_____ have to consider the customer...

But don't _____ think it's too expensive?

30

The fact _____ customers are spending less, so...

My view _____ we need to spend more, because...