

## Unit test 8

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

### LANGUAGE REVIEW

Add up to three words in each space to complete this e-mail in a formal style.

Hi Pablo

(1)\_\_\_\_\_ just left the weekly meeting where recruiting (2)\_\_\_\_\_ Head Designer vacancy (3)\_\_\_\_\_ discussed. I agreed to draft the advert for the website (4)\_\_\_\_\_ end of the week. John's going to give me the job specification later today. Lots of interest in the vacancy (5)\_\_\_\_\_ anticipated, so we need to draft a confirmation-of-receipt e-mail before (6)\_\_\_\_\_ posted on the website.  
(7)\_\_\_\_\_ off to Italy for an HR conference this afternoon.  
(8)\_\_\_\_\_ any questions, (9)\_\_\_\_\_ call me on my mobile.  
(10)\_\_\_\_\_ speak to you later.

### VOCABULARY

Choose the correct words to complete this text.

Management consultancies provide business consulting services to improve (11) (performance/implementation) within organisations. They can also provide the specialist knowledge which may be lacking in some companies. Companies who employ consultancy firms, need to ensure that they give the consultants as clear a (12) (scope/brief) as possible in order to identify the value the project will bring.

When looking at the (13) (tangible/operational) efficiency, consultants will use the phrase 'order to (14) (cash/money)', which means the process from receiving the order to receiving payment. The first thing consultants do is get an overview of the organisation and find out what customers really want. They may use a technique called value stream (15) (planning/mapping) which looks at all the activities required to deliver the service or product. When the consultants (16) (go through/hammer out) the work in more detail, they often find that there is considerable (17) (duplication/resistance) of processes, which can lead to huge inefficiency in an organisation. Input from customers is very important because it (18) (shapes/wraps) the way services and products are defined. Consultants also look very carefully at (19) (lead/deliverable) times as these are key (20) (drivers/designs) for efficiency.

### SKILLS

**A Complete the dialogue with the phrases (a–e).**

- a) Leave it with me
- b) We were wondering if you'd like to increase your monthly orders
- c) What if I could guarantee deliveries

- d) I'll have to run it by my manager
- e) And you'll increase your orders by how much

**A** (21)\_\_\_\_\_ as we're offering an extra 7.5 per cent off for increases of 10 per cent or more.

**B** Well, (22)\_\_\_\_\_, but since we've been having a few delivery problems with your company, I'm not sure he'll agree.

**A** (23)\_\_\_\_\_?

**B** I think we'd want to agree a compensation package for any delays.

**A** (24)\_\_\_\_\_?

**B** Ten per cent to start with, providing we can agree to the compensation.

**A** (25)\_\_\_\_\_. I'll see what I can do.

**B** Complete the job offer e-mail with formal words or phrases.

(26)\_\_\_\_\_ to the interview last week, I am

(27)\_\_\_\_\_ you the position of Head Designer with our company. A copy of the contract is attached.

I (28)\_\_\_\_\_ if you could confirm your acceptance as soon as possible.

Should (29)\_\_\_\_\_ questions, please do not hesitate to contact me. I look (30)\_\_\_\_\_ from you.