

Unit test 11

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

LANGUAGE REVIEW

Correct the error in each sentence.

- 1 Which a good entrepreneur does is focus on what he or she is good at. _____
- 2 Going to the wrong trade show was what the best thing for her. _____
- 3 It is not only the big well-known companies have built successful online businesses.

- 4 What we're planning a whole new product line for next year. _____
- 5 Their decision to have a centralised warehousing system was that saved them in the recession.

- 6 The person dealt with that customer is now away on holiday. _____
- 7 The reason why have I called the meeting is to discuss the social media strategy. _____
- 8 The only thing matters to us is that our workers are treated fairly. _____
- 9 The factory that the product is made is undergoing a total refurbishment at the moment.

- 10 Where you've done with the company is truly wonderful. _____

VOCABULARY

Complete the paragraph with the words and phrases in the box.

what it takes	net	came up with	bounce back	a good grasp	set up
draw on	the risks	carry out	the making		

Have you got (11)_____ to start your own company? If you are going to (12)_____ a business, you will need to have plenty of time, funds and energy. And do you really have the courage to handle (13)_____ involved? Are you the sort of person who can (14)_____ from setbacks and learn from them? Even if you have the core business skills and have (15)_____ of cashflow planning, you also need to be prepared to (16)_____ market research before you start. In addition, you should be able to (17)_____ expert help when you start out as there may be pitfalls you are unaware of. One successful self-starter, Mandy Haberman, (18)_____ a design for a non-spill baby cup. Some of her success was down to luck as she went to the wrong trade show by mistake but it

proved to be (19)_____ of her business, which currently turns over about a million pounds per year. In fact, it may soon (20)_____ much more each year.

SKILLS

A Complete the conversation with the phrases (a–f). You will not need all of the phrases.

- a) would that be acceptable
- b) we also sent you an e-mail reminder
- c) I'm phoning about the outstanding payments
- d) could you give me the invoice numbers
- e) yes, that seems reasonable
- f) as you know, our credit terms are 30 days

A Could I speak to Flavio Dossi please.

B Speaking.

A Hello Mr Dossi. (21)_____ on your last two orders.

B (22)_____ so I can check, please?

A (23)_____. You should have got it on the 7th. The invoice numbers are 0014 and 15.

B I don't seem to have any record of them.

A Both invoices are now way overdue and, (24)_____.

B I'm so sorry, here they are. They seem to have dropped out of the system. I'll authorise payment right away. You'll have it by the end of the month. (25)_____?

A Well we would prefer payment within 15 days but I think we can work with that as you've been a customer for so many years.

B Write a final payment reminder. Your e-mail should:

- give details of unpaid invoices and amounts due
- remind them of your payment terms
- suggest account settlement terms
- advise what to do if they have problems paying
- inform them what you will do if they do not pay.

26 _____

27 _____

28 _____

29 _____

30 _____
