



INTERMEDIATE ENGLISH I

Student's name: _____

Grade: (___ / 75 points)

UNIT 4 EXAM

INTERNATIONAL BUSINESS

A. COMPLETE EACH SENTENCE WITH THE CORRECT ITEM FROM THE CHART. (___/9 points)

Producer	Retailer	Competitors
Wholesaler	Warehouses	Customs
Customer	Consumer	Port

1. A town or city with a harbor where ships load and unload their goods is a _____.
2. _____ is the place at a port or border where products are administered or taxed before being imported.
3. A _____ is someone who acquires products for personal use.
4. Companies that sell the same product are _____.
5. A _____ designs, manufactures and supplies, goods or commodities for sale.
6. A _____ sells products in big quantities at low prices.
7. The _____ sells products in small quantities for consumption.
8. Raw materials and manufactured goods are stored in _____ before their distribution for sale.
9. The _____ is the person or organization that purchases goods, or services from a store or business.

B. IDENTIFY THE FUNCTION OF THE MODAL VERBS IN THESE SENTENCES AND WRITEN ON THE BLANK THE LETTER OF THE CORRESPONDING ANSWER (___/8 points)

- | | |
|---|------------------------|
| 1. Johnny can't speak French nor English. (___) | a. Future Possibility |
| 2. You can find the boss in his office. (___) | b. Present ability |
| 3. Can I take the day to rest? (___) | c. General possibility |
| 4. The imports could arrive tomorrow morning. (___) | d. Permission |
| 5. The customer could not find what she wanted. (___) | e. Past ability |
| 6. Could you send the E-mail again, please? (___) | f. Recommendation |
| 7. You should start your report with the date. (___) | g. Advice |
| 8. You should check these products! (___) | h. Request |

C. READ THE FOLLOWING SENTENCES AND MARK THE CIRCLE OF THE MODAL THAT COMPLETES THE SENTENCE ACCORDING TO ITS CORRECT FUNCTION. (___/8 points)

- | | can | could | should |
|---|-----------------------|-----------------------|-----------------------|
| 1. I ----- eventually join the last teleconference on time. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. ----- you bring the documents to my office, Mr. Johnson? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. ----- you log back in? The connection was restored | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The boss ----- arrive from her trip tomorrow. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | can't | couldn't | shouldn't |
| 5. I ----- go to the bathroom while I'm at work. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. You ----- buy the product without checking the prices | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Harry planned this meeting so it ----- go wrong. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. You ----- wear a yellow tie. It looks unserious. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

D. REWRITE THE FOLLOWING SENTENCES USING ONE OF THE MODAL VERBS: CAN, COULD, SHOULD OR THEIR NEGATIVE FORMS. (___/16 points)

0. **Do I have permission** to go to the bathroom? _____ **Could I go to the bathroom?** _____
1. It is impossible that the reports are wrong. _____
2. It is recommended that you treat your customers with respect. _____
3. I have the ability to speak several languages. _____
4. Unfortunately, I was not able to attend the meeting yesterday. _____
5. It is possible that the contract expires next week. _____
6. It is probable that the imports will take longer to arrive. _____
7. It is best for you to talk to the supervisor. _____
8. Livia is able to communicate with upper management. _____

E. COMPLETE THE COLLOCATIONS USING THE WORDS FROM THE BOX

(___/8 points)

Press	Manage	Prepare
Work	Time	Connect
Send out	Face-to-face	



1. _____ differences.



2. _____ questions.



3. _____ meetings.



4. _____ the mute button.



5. _____ from home



6. _____ people.



7. _____ a teleconference.



8. _____ the agenda

F. WRITE ON THE BLANK THE COLLOCATIONS FROM THE PREVIOUS EXERCISE IN THE CORRECT FORM TO COMPLETE THE FOLLOWING DIALOGUE. NOT ALL COLLOCATIONS ARE USED. (___/8 points)

Hey Diane, I wanted to ask you for advice, since you are so good at _____

Hello, Tom. Tell me what's up.

I have problems with the new teleconferences program. I almost never get time to participate, and I always join the meetings late because of the _____.

Well, I recommend you to _____ in advance, so you can always contribute to the conversation by asking them. You should always check your E-mail because the organizer always _____ of every meeting a couple of days before it takes place. Always remember to _____ when you are not speaking to avoid interrupting your colleagues with background noises.

I surely thought it was the same as easy as _____.

Teleconferences can be difficult, but they _____ when they are far away or when you have to _____.

G. READ THE ARTICLE AND SELECT TRUE OR FALSE FOR EACH SENTENCE.

(___/6 points)

THE SKILL OF EFFECTIVE TELECONFERENCING

For anyone who does international business, face-to-face meetings can be very useful – especially at the beginning of a new business relationship. However, such meetings often take up a sizeable chunk of time and costs can run high as a result of the flights, hotels, and meals. The alternative is teleconferencing which is a great way to connect people cheaply and it's much quicker than face-to-face meetings overseas.

It's true that teleconference meetings can often go wrong. People are sometimes late because they are calling in from different international time zones or because they have technical problems. But with proper planning and preparation – as with any meeting – you can usually avoid any difficulties.

The first thing to do is arrange a date and time that suits everyone and make sure everyone understands the local time. If you are based

in London, don't plan the meeting at 9am with colleagues in South America because it's probably the middle of the night. Also, send out the agenda and any relevant information a few days in advance.

Teleconferencing can also get confusing if you have too many people attending, so limit it to about five people if possible. Like a normal meeting, you will need someone to lead the teleconference. This person needs to make sure everyone has a chance to speak and should also use other people's names a lot so everyone knows who's speaking. Afterwards, write the minutes – or summary – of the teleconference for everyone.



	True	False
1. Teleconferencing is more expensive than face-to-face meetings.	<input type="radio"/>	<input type="radio"/>
2. Some people are late because of different time zones.	<input type="radio"/>	<input type="radio"/>
3. It is important to arrange a date using only London's Time zone	<input type="radio"/>	<input type="radio"/>
4. It's recommended to send out the agenda before the meeting.	<input type="radio"/>	<input type="radio"/>
5. It's ideal to have more than five participants in a teleconference.	<input type="radio"/>	<input type="radio"/>
6. You shouldn't have anyone leading the conference.	<input type="radio"/>	<input type="radio"/>

H. THE FOLLOWING SENTENCES ARE ALL WRONG. LISTEN TO THE CONVERSATION AND CORRECT ACCORDING TO WHAT YOU HEAR.

(___/12 points)

1. The retailer in China can start production as early as next week.

2. The clothing firm has confirmed the final price to the retailers.

3. Last time, three container loads were held up by customs for over a month.

4. In a worst-case scenario they'd use air transport, but it reduces their costs.

5. The price of transporting a container by train is a lot more than shipping.

6. The distance from the manufacturer to Yiwu won't affect the costs.
