

FINAL BUSINESS ENGLISH REVIEW

PT ISAT × UIB | Advanced Professional English – Batch 2

25-Question Cumulative Multiple-Choice Assessment

Name: _____

Score: _____ / 25

Instructions: Choose the *ONE* best answer (A–D) for each question. Read each workplace situation carefully. Several options may sound reasonable; select the response that is most appropriate and strategically effective in context.

1. Your manager questions the cost of a proposed automation tool. A pilot showed a 25% reduction in manual processing time, but implementation will require additional training. Which response addresses the concern most strategically?

- A. The initial cost is higher, but the reduction in processing time should provide long-term efficiency gains.
- B. The tool involves some upfront costs, but automation is becoming increasingly important in the industry.
- C. Although training will require additional resources, the pilot results suggest that the efficiency gains may justify the investment.
- D. The pilot results are positive, so I believe we should proceed despite the additional implementation cost.

2. A department head is reluctant to approve a new monitoring platform. Which argument provides the strongest combination of logic and workplace relevance?

- A. The platform is widely used, so adopting it would keep our technology strategy aligned with other organizations.
- B. The platform provides a modern dashboard interface and additional reporting options.
- C. The platform could reduce recurring performance issues by improving visibility across the systems currently monitored separately.
- D. The platform offers broader monitoring coverage, which simply matches what other teams in the department use.

3. A proposal recommends replacing a legacy system. Which opening would best establish the purpose of the proposal for a senior decision-maker?

- A. This proposal recommends replacing the current system to improve reliability and reduce ongoing maintenance demands.
- B. The current system has been used for many years and is becoming increasingly difficult for the team to manage.
- C. Our team believes the current system should be replaced because several newer alternatives are now available.
- D. The purpose of this proposal is to discuss whether a replacement system might be appropriate for the organization.

4. A client asks why a service outage occurred while the technical investigation is still ongoing. Which response is most appropriate?

- A. The outage was caused by a configuration problem, although the team is still investigating the details.

- B. The service disruption was unexpected, and we are investigating it before providing a confirmed explanation.
- C. The team has identified a possible system issue, so we expect to understand the cause shortly.
- D. The outage appears to be related to an unexpected system issue, and the team is still confirming the underlying cause.

5. During a meeting, two participants repeatedly respond to each other and the discussion is moving away from the agenda. Which intervention best maintains control without shutting down useful input?

- A. Let's return to the agenda now and discuss this issue after we have covered the remaining items.
- B. There are useful points here, so let's capture them and return to the current agenda item before deciding whether we need a separate discussion.
- C. I think we have discussed this enough, so let's move to the next item on the agenda.
- D. Could we keep this discussion focused on the current item and leave the related issue for later if we still need to address it?

6. A vendor proposes a delivery schedule that would create a significant workload for your team. Which response is most appropriate for a negotiation?

- A. The proposed schedule would put pressure on our team, so we would prefer to move the delivery back by one week.
- B. A one-week extension would be necessary because our team cannot realistically meet the proposed deadline.
- C. We understand the proposed schedule, but our team would be more comfortable with a later delivery date.
- D. We may need to adjust the schedule because the current timeline creates a significant workload for our team. Could we explore a one-week extension?

7. A manager asks why your team selected a particular cloud platform instead of another option. Which response best defends the decision?

- A. We selected it because it integrates more easily with the infrastructure already supporting our core applications.
- B. We selected it because the team was already familiar with its tools and development environment.
- C. We selected it after comparing several options and discussing the strengths and limitations of each.
- D. We selected it because it offered a practical balance between the capabilities we needed and the resources available.

8. A software team has completed testing and found a defect that affects a key user workflow. What should happen before the system is released?

- A. The defect should be documented so that the maintenance team can address it after release.
- B. The release should continue if the development team considers the defect manageable for most users.
- C. The defect should be assessed and addressed, followed by appropriate testing before release.
- D. The testing phase should be repeated from the beginning before any decision is made.

9. A company delays a security patch because management wants to avoid scheduled downtime. Which concern should receive the greatest attention?

- A. The delay may require additional communication because employees could question the maintenance schedule.
- B. The delay may leave a known vulnerability exposed while the organization evaluates the operational impact.
- C. The delay may increase future maintenance work if the patch becomes more difficult to implement later.

D. The delay may affect the team's ability to maintain a predictable release schedule.

10. You are meeting a colleague from another department for the first time. Which opening is most likely to build professional rapport while remaining relevant to the workplace?

- A. Before we get into work details, could you explain the exact structure of your department?
- B. I wanted to meet you directly because our teams have a lot of deliverables scheduled this quarter.
- C. I've heard your department has been busy with the platform rollout. How is the transition going from your side?
- D. Let's review the platform rollout plan to make sure our team expectations are aligned.

11. A client asks whether a recent performance problem will definitely be fixed by the proposed configuration change. Which response best reflects consultative advice?

- A. The configuration change should resolve the issue because it addresses the most likely source of the problem.
- B. We recommend implementing the change because it is the standard approach for this type of performance problem.
- C. The configuration change is a reasonable option, and we can review the results after implementation.
- D. It appears likely that the configuration change will improve performance, although we would need to monitor the results to confirm the impact.

12. A technology team is forecasting how AI may affect internal operations over the next several years. Which statement uses an appropriately cautious forecasting approach?

- A. AI will have transformed most internal workflows by the end of the decade.
- B. AI is likely to have transformed several routine workflows by the end of the decade, particularly where automation is already being tested.
- C. AI should transform internal workflows because organizations are increasingly interested in automation.
- D. AI may transform internal workflows, although it is difficult to know exactly how quickly organizations will adopt it.

13. An employee posts a long internal message containing several unrelated updates, requests, and questions in one Teams channel. What would be the most effective improvement?

- A. Keep all the information together but use clearer headings so colleagues can scan the message more easily.
- B. Shorten the message while keeping the same structure so that colleagues can read it more quickly.
- C. Separate the unrelated items and direct each action or discussion to the most appropriate channel or thread.
- D. Keep the message in one channel but ask recipients to respond only to the sections that concern them.

14. A project manager needs to give senior stakeholders a five-minute update on a technical problem. Which approach is most effective?

- A. Explain the technical architecture first so the stakeholders understand the background before hearing about the problem.
- B. Present the complete troubleshooting process so stakeholders can see how thoroughly the team investigated the issue.
- C. Start with the problem and its business impact, then provide only the technical detail needed to support the recommended next step.
- D. Summarize the technical issue briefly and focus mainly on the team's completed troubleshooting activities.

15. A presenter is explaining a proposed system change to a mixed audience of managers and technical specialists. Which approach best demonstrates stakeholder awareness?

- A. Lead with the shared business objective, then adjust the level of technical detail according to the audience's questions and responsibilities.
- B. Use the same explanation for everyone so that all participants receive identical information.
- C. Explain the technical rationale in detail first and summarize the business implications at the end.
- D. Present the business case to managers and reserve all technical information for the specialists after the meeting.

16. In a performance review, an employee says, "The rollout was delayed, but we eventually completed it." Which additional information would most strengthen the Action part of a STAR response?

- A. The rollout affected several departments and required careful coordination.
- B. The team had to adjust the original deployment plan because of the delay.
- C. The rollout was completed successfully despite the earlier delay.
- D. I coordinated the testing schedule, worked with the vendor to resolve the integration issue, and updated the affected teams.

17. Which statement best demonstrates the difference between a team's achievement and an individual's contribution in a STAR response?

- A. Our team successfully launched the system after several rounds of testing.
- B. The team launched the system successfully after I coordinated the final testing and resolved two high-priority defects.
- C. I supported the team during the launch and helped with several technical tasks.
- D. We worked together throughout the launch and made sure the system was ready for users.

18. A manager asks an employee to explain the impact of a successful technical improvement. Which response provides the strongest Result component?

- A. The improvement reduced average processing time by 18% and allowed the support team to handle peak demand more consistently.
- B. I completed the improvement within the planned project period.
- C. The team was able to implement the improvement without changing the overall project scope.
- D. The improvement was well received by the technical team after implementation.

19. Which response best demonstrates professional reflection rather than simply describing a past task?

- A. I coordinated the deployment with the infrastructure team and completed the required testing.
- B. The deployment required several changes to the original plan, which made the project more difficult to manage.
- C. The project was challenging, but the team remained focused and completed the deployment successfully.
- D. The experience showed me the importance of involving the infrastructure team earlier, so I now build that coordination into the planning stage.

20. A colleague gives a technically accurate presentation, but senior stakeholders seem disengaged. Which change would most directly improve the presentation?

- A. Add more technical examples so the audience can better appreciate the complexity of the work.

- B. Reduce the technical explanation and connect the key points to stakeholder concerns, decisions, and business impact.
- C. Increase the presentation speed so that more technical information can be covered within the same time.
- D. Use more formal terminology to make the presentation sound more executive-level.

21. A client asks whether a proposed database change will eliminate all future performance problems. Which response best manages professional risk while remaining helpful?

- A. The change is likely to improve performance, although continued monitoring would be advisable before drawing broader conclusions.
- B. The change should prevent similar problems because it addresses the current performance bottleneck.
- C. We would recommend the change because the current configuration is no longer performing efficiently.
- D. The change may address the current issue, and we can determine its longer-term effect after implementation.

22. Your team has posted an important policy update in a busy general channel, but several employees continue asking questions that the announcement already answers. What is the most effective next step?

- A. Repost the full announcement with a stronger subject line so that employees are more likely to notice it.
- B. Respond individually to each question so that every employee receives a direct explanation.
- C. Ask employees to read the original message again before posting any further questions.
- D. Consolidate the key information in an easy-to-find location and redirect related questions there.

23. A proposal has strong technical justification, but the financial section is still being reviewed. Which wording is most appropriate in the executive summary?

- A. The proposed solution is expected to improve operational efficiency, while the projected financial impact remains subject to final review.
- B. The proposed solution will reduce operating costs once implementation is complete.
- C. The proposed solution should reduce operating costs, although the current figures are not yet available.
- D. The technical case for the solution is strong, and the financial benefits will be confirmed later.

24. At the end of a project meeting, several issues have been discussed but no one is clearly responsible for following them up. What should the meeting leader do?

- A. Summarize the issues and ask participants to continue discussing them through the team channel.
- B. Review the main decisions and assign clear owners and next steps before closing the meeting.
- C. Ask whether anyone has concerns about the discussion before moving to the next meeting.
- D. Circulate the meeting notes afterward and allow each participant to determine what action is required.

25. During a performance review, an employee describes a successful project mainly by saying, "We worked hard, solved several problems, and delivered the system." Which revision would provide the strongest STAR-based evidence of achievement?

- A. During the rollout, our team faced several challenges, but everyone contributed to completing the deployment successfully.
- B. During the rollout, I worked closely with the team and made sure that the technical issues were handled appropriately.
- C. During the rollout, I coordinated the technical response to two major issues, which helped the team complete deployment without extending the revised deadline.

D. During the rollout, I was involved in resolving problems and supporting the team until the system was successfully delivered.