

New International Business English

TESTS

WITH

ANSWERS

UNIT 1 Face to face

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- It's important to understand how other cultures behave so you don't cause _____ .
A offence **B** problem **C** disaster **D** behaviour
- In some countries it is quite _____ to use the correct title when talking to business colleagues.
A offensive **B** likely **C** formal **D** tricky
- Having good _____ may help you to make deals more easily.
A entertaining **B** manners **C** demonstrations **D** handshaking
- Ian has to be very organised as his work involves meeting tight _____ .
A problems **B** responsibilities **C** challenges **D** deadlines
- Lesley doesn't like having to wait for other people to _____ work for her.
A generate **B** solve **C** resolve **D** tackle
- Paul enjoys working at Small World because he finds the _____ stimulating.
A installation **B** environment **C** application **D** opportunity
- If someone looks me straight in the eye without _____ I tend to think they are honest.
A yawning **B** sighing **C** blinking **D** sniffing
- Your body _____ usually gives other people information about how you really feel.
A appearance **B** impression **C** language **D** relationship
- Bob and Tony are business _____ and have arranged to meet at the sales conference.
A delegates **B** customers **C** associates **D** officers
- I've given the latest sales _____ to Mr Allen but he hasn't had a chance to look at them yet.
A systems **B** figures **C** worksheets **D** facts

EXERCISE 2 Fill in the gaps with the correct nationality.

- He lives in Holland so he must be _____ .
- She comes from the USA so I think she's _____ .
- They speak French so they could be _____ or _____ (France/Canada).
- He's a _____ but he can't speak any Swedish.
- I became a _____ citizen when I married a woman from Hungary.

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Reading

EXERCISE 3 Put these sentences in the best order. Put a number, 1-4, in the space.

- 1 A Very well, thanks. Let's get down to business, shall we? _____
B I'm fine, thanks. How are you? _____
C Hello again! How are you getting on? _____
D Yes, all right. _____
- 2 A Miss Smith, I'd like you to meet Mrs Jones. _____
B Oh, please call me Liz. _____
C How do you do, Mrs Jones? _____
D And I'm Claire. _____
- 3 A Oh, yes. I've heard of you. _____
B The name's Alex White. _____
C I'd like to introduce myself. _____
D Pleased to meet you. _____
- 4 A I wondered if I might take Friday off? _____
B Yes. Tony, of course. _____
C Oh, Friday's rather difficult. _____
D Mrs Lang, could I have a word please? _____
- 5 A What do you think? _____
B Yes, sure, Bob. _____
C Geoff, could you come over here a minute? _____
D Aha, yes, you've put a lot of work into it. _____

UNIT 2 Letters, faxes and memos

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 There is always a lot of _____ to attend to on a Monday morning.
A letters **B** correspondence **C** communications **D** information
- 2 Please leave a message on the answer phone if you need to contact us _____ office hours.
A outside **B** over **C** through **D** against
- 3 The annual general meeting was _____ in the conference centre.
A conducted **B** provided **C** run **D** held
- 4 One of the _____ advantages of writing over talking to someone face-to-face is that you can take your time.
A remaining **B** related **C** relative **D** relevant
- 5 Make sure that the addressee's job _____ is correct.
A title **B** description **C** name **D** type
- 6 A well laid out letter always gives a good _____ .
A idea **B** reaction **C** impression **D** effect
- 7 If you are _____ in attending, please let me know as soon as possible.
A concerned **B** pleased **C** sure **D** interested
- 8 You must _____ your application by the end of the week.
A submit **B** subject **C** subscribe **D** subcontract
- 9 There has been a _____ agreement to supply Texmills with our products and services.
A long-winded **B** long-lasting **C** long-standing **D** long-lived
- 10 Managers should _____ staff to maintain the no-smoking policy throughout the building.
A suggest **B** encourage **C** support **D** co-operate

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Reading

EXERCISE 2 Fill in the appropriate word from the box.

Dear Mr Jacobs,

Thank you very much for your letter (1) _____ 5 March. (2) _____ answer to your request, we have (3) _____ in enclosing our latest (4) _____ and price list.

I would like to (5) _____ your attention to the special offers. These products are available at a reduced price for a limited time only.

If you would like any (6) _____ information, please get in (7) _____ with me.

I look (8) _____ to hearing from you.

Yours (9) _____ ,

Howard Johnson

Sales Manager

(10) _____ : catalogue, price list, special offers supplement.

pleasure	touch	in	catalogue	of	further	forward
enclosed	draw	faithfully	from	delight	notice	sincerely

UNIT 3 On the phone

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 Mrs Perez is writing to _____ the arrangements she made with you.
A conform **B confer** **C confine** **D confirm**
- 2 _____ . I'll see if Mr Watson is available.
A Hold on **B Keep on** **C Go on** **D Stay**
- 3 I'll put you _____ to the Sales Department.
A over **B off** **C through** **D in**
- 4 Oh, dear. I think I've _____ the wrong number.
A put **B done** **C through** **D dialled**
- 5 I'm _____ Miss Johnson's in a meeting.
A worried **B afraid** **C concerned** **D frightened**
- 6 No. This is the Finance Department. I'll check the _____ number.
A extension **B external** **C exterior** **D extraction**
- 7 There are no public phones in here but there is a phone _____ in Market Street.
A room **B operator** **C booth** **D switchboard**
- 8 Would you like me to fix up an _____ for you?
A application **B appointment** **C arrangement** **D attendance**
- 9 Don't make jokes on the phone as you may be _____ .
A misunderstood **B misplaced** **C mistaken** **D misguided**
- 10 You should always speak to customers _____ .
A slowly **B politely** **C carefully** **D kindly**

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Reading

EXERCISE 2 Choose one of the phrases from the boxes to complete these conversations.

Conversation 1

Bill: Hi, Sally. (1) _____ changing the time of today's meeting? Some time this afternoon would be better for me.

Sally: (2) _____ I've got to finish that report today. Perhaps we could fix something up for tomorrow?

Bill: (3) _____ ?

Sally: (4) _____ Bill but I think (5) _____ .

Bill: O.K. Let's get together tomorrow.

if you need any help	would you mind	would you like a hand	do you think you could
that's very kind of you	I won't be able to	I'm sorry but	I'd prefer to do it myself

Conversation 2

Jim: Dr Henderson, (6) _____ I go home early today?

Dr H.: (7) _____ . Are you feeling O.K.?

Jim: I'm fine but I've got a lot of preparation to do for that course I'm on.
(8) _____ take tomorrow morning off as well?

Dr H.: No, (9) _____ . The sales staff are coming in for a briefing.

Jim: Oh, yes. I'd forgotten.

Dr H. What about taking some holiday next week?

Jim: No, thanks. (10) _____ . I'll need to take some holiday later.

I'm afraid you can't	I think I can manage	Do you mind if	Sure, go ahead
I'm sorry but	Yes, please. Thanks a lot	Do you think I could	

UNIT 4 Summaries, notes, reports

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- Printix are offering us a 15% _____ on all orders over \$1000.
A interest B replacement C discount D consultation
- It's important to take _____ breaks when working at a computer.
A frequent B lots C repeated D often
- The new Managing Director of the company has just been _____.
A applied B decided C requested D appointed
- Make sure that the main _____ of the report contains only relevant information.
A business B body C content D form
- If this project is completed on time we will receive a _____ in next month's pay.
A bonus B batch C bill D salary
- He was asked to _____ a thorough review of the health and safety provision within the organisation.
A underline B undergo C undertake D understand
- If you're taking notes it's a good idea to make them as clear and _____ as possible.
A quick B brief C essential D rough
- As a _____ of the review, they decided to close the factory down.
A conclusion B finding C purpose D result
- There is a _____ danger that the new regulations will be misunderstood by many staff.
A unnecessary B bad C unfortunate D grave
- The consultants _____ the importance of managers involving staff in the issue of timekeeping.
A emphasised B recommended C motivated D related

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Punctuation

EXERCISE 2 There is an incorrect punctuation mark in each of the lines of the texts. Underline each mistake and put the correct punctuation mark at the end of the line. The first one has been done as an example.

Following your memorandum of 27 <u>April</u> ; we carried out	April,
study of staff view's in three selected departments	(1)
to see, how the arrangements for breaks had been working.	(2)
I here summarise the results.	(3)
• 65% office workers found the break arrangements satisfactory:	(4)
• 25% would be in favour of a shorter lunch break;	(5)

EXERCISE 3 There is a missing punctuation mark in each of the lines of the texts. Underline the word next to where it should be and put the correct punctuation mark at the end of the line. The first one has been done as an example.

You also asked for my views on how to deal with <u>unions</u> I mentioned	unions.
that in some departments the break was lasting too long The union	(1)
representatives answer was not very helpful. She said the union	(2)
would always insist on the break being left as it is. In conclusion it	(3)
seems important to draw the Boards attention to possible difficulties	(4)
which the installation of clocking in machines could bring.	(5)

UNIT 5 Working together

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 Telecommunication companies belong to the tertiary _____ of industry.
A section B sector C area D part
- 2 She took the job there because they provide good child-care _____.
A equipment B conveniences C schemes D facilities
- 3 Siemens is a highly _____ leader in the electrics and electronics market.
A innovative B reliable C extensive D traditional
- 4 Many employees are eager to try _____ new ideas.
A in B up C on D out
- 5 Some companies have _____ all their secretarial posts.
A abandoned B collapsed C abolished D failed
- 6 Over the decades, the name of Siemens has become _____ with progress.
A symptomatic B synonymous C systematic D synthetic
- 7 The development of new technologies means that there are fewer jobs for manual _____.
A workforce B staff C employees D workers
- 8 Buying in _____ can reduce unit costs.
A bulk B amounts C volume D weight
- 9 If the workplace is a happy place, then staff _____ is usually low.
A structure B turnover C changes D takeover
- 10 The _____ Department is responsible for sending out invoices.
A Accounts B Purchasing C Sales D Production

New International Business English

EXERCISE 2 Match the sectors on the right to sentences 1–5.

<p>1 In developing countries most people are usually employed in agriculture.</p> <p>2 During the 21st century we expect to see a huge expansion in telecommunications.</p> <p>3 Vehicle manufacturing has been an important industry in Western Europe for many years.</p> <p>4 The discovery of oil in the Far East resulted in a rapid increase in the standard of living for many people.</p> <p>5 Service industries, such as catering and hotels, often pay low wages.</p>	<p>A primary sector</p> <p>B secondary sector</p> <p>C tertiary sector</p>
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EXERCISE 3 Match the descriptions 1–5 to the different functions of a company.

<p>1 Creates new products.</p> <p>2 In charge of the welfare of employees.</p> <p>3 Keeps a record of all payments made and received.</p> <p>4 Orders all supplies needed.</p> <p>5 Provides office services, e.g. typing.</p>	<p>A administration</p> <p>B purchasing</p> <p>C personnel</p> <p>D research & development</p> <p>E sales & marketing</p> <p>F production</p> <p>G accounts</p> <p>H legal</p>
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UNIT 6 International trade

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 Most of our _____ have been working with us for a number of years.
A supplies **B** suppliers **C** supporters **D** supplements
- 2 Unfortunately the recent takeover will result in a number of _____ at the plant.
A rationalisations **B** dealings **C** redundancies **D** exchanges
- 3 You will see from the catalogue that our prices are very _____ .
A competitive **B** competent **C** completed **D** compatible
- 4 The price of the catalogue is _____ against your first order.
A removable **B** replaceable **C** rechargeable **D** refundable
- 5 All items in this range will be _____ from 27 April.
A suitable **B** portable **C** available **D** accessible
- 6 The assignment arrives at the warehouse on Monday and will be _____ immediately.
A unloaded **B** emptied **C** undone **D** unsent
- 7 Unfortunately it is _____ to keep the complete range in stock.
A insufficient **B** uneconomic **C** uncertain **D** invalid
- 8 After rationalisation the company was _____ and its order book was full.
A in good time **B** in good shape **C** in good spirits **D** in good health
- 9 Artemis gives us a good price on this because they are our _____ suppliers.
A single **B** one **C** individual **D** sole
- 10 I would be grateful if you could let me have a detailed _____ , including prices and delivery terms.
A quotation **B** term **C** offer **D** order

New International Business English

EXERCISE 2 Match the words 1-5 to their definitions A-G. There are two extra definitions you do not need to use.

<p>1 CIF 2 EXW 3 CPT 4 irrevocable letter of credit 5 CFR</p>	<p>A The cost and transportation of the goods, carriage paid, to a named destination in the buyer's country.</p> <p>B This document is a receipt for goods loaded on a ship.</p> <p>C This price covers the cost, insurance and freight charges to port of destination.</p> <p>D This document is evidence that goods have been sent by air.</p> <p>E This document ensures that the exporter will be paid.</p> <p>F This price includes cost and freight, but not insurance, to a named port of destination in the buyer's country.</p> <p>G This price covers the ex-works cost of goods, but not the insurance and freight charges.</p>
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Reading

EXERCISE 3 Fill in the appropriate word in gaps 1-5 from the box. There are three words you do not need to use.

Thank you for your (1) _____ enquiry about our AntiSpy SP 700 computer screen protector. This particular model is available from (2) _____ at this time. The special (3) _____ price is \$199 per unit or \$499 for six. The (4) _____ price is \$499. Please let me know by fax or e-mail if you would like to (5) _____ an order at these prices as this offer will end on 31 March.

introductory regular stock warehouse return recent confirm place

UNIT 7 Money matters

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 The company saw net profits fall as a result of the _____ in the industry world-wide.
A downfall **B** downgrade **C** downturn **D** downward
- 2 It is important for many small businesses to improve their credit _____ and ensure customers pay on time.
A limit **B** control **C** risk **D** term
- 3 All letters of credit should include an expiry date when payment is _____.
A called **B** complete **C** ready **D** due
- 4 We apologise for the difficulty we are experiencing in paying your _____ account.
A delayed **B** waiting **C** outstanding **D** owing
- 5 Thank you for your _____ of \$500 which we received today.
A remittance **B** remission **C** remains **D** remuneration
- 6 The credit terms _____ that payment should be on presentation of the goods.
A remind **B** stipulate **C** agree **D** settle
- 7 It's important to _____ customer references when offering credit.
A take on **B** take down **C** take up **D** take in
- 8 If you do not pay your bill within the next few days we will have to consider taking legal _____.
A prosecution **B** action **C** instruction **D** presentation
- 9 He was offered a bank _____ when the company experienced financial problems.
A payment **B** credit **C** overdraft **D** debt
- 10 If customers fail to _____ their bills you can be left with a serious cash-flow problem.
A meet **B** charge **C** invoice **D** state

EXERCISE 2 Match the words 1-5 to the definitions A-G. There are two extra definitions you do not need to use.

<ol style="list-style-type: none"> 1 CWO 2 International money order 3 Documentary bill of exchange 4 Banker's draft 5 Telegraphic transfer 	<ol style="list-style-type: none"> A Fastest method of sending money abroad. B A cheque drawn on an overseas bank. C Payment in advance of delivery. D Payment not required until after despatch of goods. E Usually the slowest method of payment. F Can be purchased from a bank and posted to supplier. G Your bank can instruct an overseas bank by airmail to make a payment.
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New International Business English

Reading

EXERCISE 3 Fill in the appropriate word in gaps 1-5 from the box. There are three words you do not need to use.

Dear Mr Becker,

(1) _____ our records your account is still overdue. We would like to remind you that our (2) _____ of business are 30 days net. (3) _____ unsettled debts, it is our (4) _____ to take legal action. We would prefer not to take this course. May we ask you to settle your account by (5) _____. I am enclosing a copy of your invoice for your information.

Yours sincerely,

Mrs Jones

terms

in the case of

for example

now

according to

policy

instead of

return

UNIT 8 Dealing with problems

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 We are happy to replace the _____ goods free of charge.
A injured **B** hurt **C** destroyed **D** damaged
- 2 All the cars in this particular range were recalled because of a design _____.
A fault **B** mistake **C** error **D** slip
- 3 The customer complained that the assistant he spoke to had been most _____.
A helpless **B** incapable **C** unhelpful **D** impotent
- 4 There was a _____ in the order at the factory and the wrong package was sent.
A mix-up **B** mixture **C** mixing **D** mixed-up
- 5 The delay in despatch was due to circumstances _____ our control.
A above **B** beyond **C** under **D** in
- 6 There was a serious staff _____ at the time so several shipments were held up.
A shortage **B** reduction **C** decrease **D** contraction
- 7 The complaint about the cost of the item was soon _____ out.
A dealt **B** sorted **C** taken **D** cleared
- 8 As we were entirely responsible for the confusion your account has been _____ with the full amount.
A debited **B** added **C** given **D** credited
- 9 The poor quality of the products was _____ on inadequate supervision of the workforce.
A caused **B** blamed **C** explained **D** put
- 10 The customer demanded a _____ when he discovered the equipment was missing.
A return **B** repair **C** refund **D** reply

New International Business English

EXERCISE 2 Match the two halves of these sentences.

1 There's been a slight mix-up	A but there seems to be some mistake.
2 I'm sorry to bother you	B for the late arrival of this flight.
3 If you don't send your engineer today	C we will be forced to cancel.
4 I'm not at all satisfied	D over your recent order.
5 Please accept our apologies	E with the reasons for the delay.

Reading

EXERCISE 3 Fill in the appropriate word in gaps 1-5 from the box. There are three words you do not need to use.

FAX

Dear Mr North,

We very much regret the (1) _____ about your order. There was a (2) _____ fault that day which resulted in a number of errors being made. Unfortunately, your order was one of those (3) _____. This error has now been (4) _____ and you should be receiving the goods in the next few days.

We are very sorry about the (5) _____ caused.

Yours sincerely,

Jill South

Customer Care Officer

electric	affected	put right	inconvenience
repaired	confusion	inefficient	computer

UNIT 9 Visitors and travellers

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 You need to _____ your seat 24 hours before departure or they may cancel your reservation.
A book B reconfirm C register D arrange
- 2 Their flight was delayed due to engine _____ .
A failure B collapse C defeat D crash
- 3 Please send us a copy of her _____ so that we can arrange transport.
A journey B map C itinerary D route
- 4 The hotel restaurant is not open 24 hours but room _____ is always available.
A menu B catering C waiter D service
- 5 The journey took ages. We were stuck in a traffic _____ as soon as we left the airport.
A queue B jam C hold-up D block
- 6 The delegates are _____ booked into the Hotel du Lac but they can move to something more luxurious if they want.
A provisionally B approximately C temporarily D conditionally
- 7 Make sure that you allow plenty of time to _____ at the airport.
A check up B check out C check in D check on
- 8 I always choose a room _____ the back of the hotel as it's usually quieter.
A showing B seeing C overlooking D viewing
- 9 The conference speakers will require photocopying _____ throughout their stay.
A amenities B facilities C opportunities D appliances
- 10 In the interests of safety it's a good idea to walk _____ when visiting a place for the first time.
A confidently B convincingly C confidentially D consciously

New International Business English

Reading

EXERCISE 2 Choose one of the phrases from the boxes to complete these conversations. There are three phrases you do not need to use.

Conversation 1

Tourist: Excuse me. How do I get to the Europa Hotel?

Local person: Ah. It's (1) _____ .

Tourist: Oh, dear. Is it far?

Local Person: Not really. It'll (2) _____ . Now when you leave the station (3) _____ and after about 500 metres you'll come to the town hall. (4) _____ this road for another 300 metres till you come to a church on a big square. (5) _____ is the Hotel Europa.

Tourist: Thanks a lot.

turn left	can't miss it	continue along	opposite the church
a bit complicated	take about 10 minutes on foot	just after	when you get to

Conversation 2

Host: What would you like to eat?

Guest: I'm not sure. (1) _____ what this is?

Host: It's chicken with tomatoes. It's a (2) _____ .

Guest: (3) _____ . I'll have that, please.

Host: (4) _____ I'll have the soup, (5) _____ by the chicken.

speciality of the region	to start with	can you tell me	that sounds very nice
difficult to explain	followed by	I'll ask the waiter	I don't like the sound of that

UNIT 10 Marketing

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 The company will be _____ a new range of health foods over the next few months.
A promoting **B encouraging** **C competing** **D supporting**
- 2 Although prices have remained _____ for the past two years we are expecting a sharp rise in the near future.
A still **B immobile** **C same** **D static**
- 3 This particular _____ of ice cream is supposed to contain very little fat.
A name **B brand** **C label** **D product**
- 4 Their products are only available through selected _____.
A outlooks **B outlets** **C outlines** **D outfits**
- 5 The sales _____ for the next few months is not particularly optimistic.
A figures **B drive** **C forecast** **D trend**
- 6 The advertising company have come up with a catchy new _____ for the car.
A slogan **B saying** **C image** **D feature**
- 7 It's going to be difficult to break _____ the Far East market but I believe it will become a key market for us.
A through **B up** **C into** **D down**
- 8 We're hoping that the new software package is going to make a big _____.
A effect **B impact** **C influence** **D mark**
- 9 Supermarkets often find point of sale _____ very useful when introducing new products to their customers.
A displays **B exhibits** **C presentations** **D exhibitions**
- 10 When deciding what kind of advertising to use it's important to find out as much as possible about your _____.
A companions **B competitions** **C competitors** **D components**

New International Business English

Reading

EXERCISE 2 Match sentences 1–5 to the words in the box.

- 1 “I’m concerned that our customers may feel we are charging too much for this product.”
- 2 “We need to ensure that we keep a high profile. People should be reminded of our good reputation and image.”
- 3 “What makes this computer special is its unique design. There isn’t anything else like it on the market.”
- 4 “We have to consider everything about the product not just what it looks like or what it’s called.”
- 5 “I buy these jeans because they have a designer label. They make me feel expensive.”

Total Product
Unique Selling Proposition
Public Relations
Price-conscious
Product Image

EXERCISE 3 Put these sentences in order of probability. Begin with the highest probability.

- 1 It’s quite possible that we will see sales increase in the UK.
- 2 I don’t think we are going to see any improvement for some time.
- 3 There’s no doubt that these figures are accurate.
- 4 It’s just possible that interest rates will go down.
- 5 This definitely isn’t a good time for our product range.

UNIT 11 Meetings

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 It was decided to _____ the meeting until after lunch.
A finish **B** hold **C** adjourn **D** interrupt
- 2 Copies of the _____ for the meeting were distributed to the heads of departments.
A proposal **B** summary **C** plan **D** agenda
- 3 The management committee _____ that flexitime should be limited to permanent members of staff.
A stipulated **B** required **C** asked **D** wanted
- 4 The members were asked to _____ on the proposal to introduce flexitime.
A conclude **B** vote **C** elect **D** opt
- 5 They agreed that the system wasn't working well and there was a need to _____ a more radical approach.
A choose **B** designate **C** prefer **D** adopt
- 6 The chair suggested that we got _____ to business as quickly as possible as there was a lot to get through.
A on **B** up **C** down **D** about
- 7 She made sure that everyone was able to express their points of _____ .
A view **B** opinion **C** idea **D** impression
- 8 He thanked the management _____ behalf of the staff for taking their suggestions seriously.
A with **B** on **C** in **D** for
- 9 The management decided _____ to accept the proposals put forward by the committee.
A unanimously **B** altogether **C** completely **D** totally
- 10 He was unable to stay for the _____ of the meeting as he had other business to attend to.
A time **B** length **C** extent **D** duration

New International Business English

Reading

EXERCISE 2 Put sentences A-F under the correct headings.

1 Tips for chairing a meeting

2 Proposals

3 Agenda

4 Summary

- A Flexitime: discuss staff suggestions and management stipulations.
- B Provide more car-parking places.
- C Make sure everyone has a chance to give their views.
- D Flexible hours should only be worked on Mondays and Fridays.
- E If there is disagreement on any point, call for a vote.
- F The meeting ended at 5.15 pm.
- G Any other business.
- H It was agreed that most people were happy with the present system.
- I There should be 'core time' for all staff.
- J Arrangements for the Company picnic.

UNIT 12 Processes and operations

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 The operations _____ in how a photocopier works are clearly explained in the manual.
A invested B invented C involved D investigated
- 2 It doesn't matter if you don't know all the technical _____ as long as you can describe the process.
A conditions B terms C particulars D qualifications
- 3 There was a major breakdown in the factory so the assembly line was brought to a _____.
A stoppage B close C halt D pause
- 4 The temperature of the chocolate mixture has to be carefully _____ as it affects texture and flavour.
A monitored B guided C followed D surveyed
- 5 Paper can get _____ to the drum or between the rollers.
A fixed B joined C connected D stuck
- 6 The motor should rotate the wheels at very _____ speeds to ensure a consistent mix.
A correct B precise C definite D particularly
- 7 This model is fitted _____ all the latest electronic gadgets.
A on B for C with D up
- 8 Full _____ are given on the back of the packet.
A instructions B operations C outlines D functions
- 9 There was no room in the warehouse as all _____ space was taken up with unsold machinery.
A allowable B available C attainable D applicable
- 10 A microprocessor _____ temperature changes.
A contracts B conveys C controls D converts

New International Business English

Reading

EXERCISE 2 Complete the flowchart, showing how chocolate is made, by putting the sentences (A-H) in the correct order.

1 ___ ⇒	2 ___ ⇒	3 F ⇒	4 ___ ⇒
5 H ⇒	6 ___ ⇒	7 ___ ⇒	8 C

- A While the kibbling is taking place the shells are blown away by air currents.
- B When the chocolate beans arrive at the factory they are sorted out and cleaned.
- C This solid mass is used to make a variety of chocolate products.
- D The grinding reduces the nibs to a thick, hot liquid known as 'mass'.
- E The mass is allowed to cool and, as it does so, it solidifies.
- F The next process, called kibbling, involves breaking down the beans into small pieces.
- G Then the beans are fed into revolving drums where they are roasted.
- H When all the shells have been removed, the small pieces of bean or 'nibs' are ground in mills.

EXERCISE 3 Read this conversation and fill in the gaps by choosing phrases from the box. There are two phrases you do not need to use.

- A: (1) _____, collect all the things you need for the recipe.
B: I see.
A: (2) _____ is to put all the ingredients in a bowl and mix them together.
B: I'm with you, so far.
A: (3) _____ everything is blended well together. You don't want any lumps!
B: (4) _____ to make the mixture as smooth as possible?
A: Yes, that's right. You then put the mixture into a greased cake tin and pop it in a preheated oven.
(5) _____. Not very difficult, is it?
B: I can't wait to try!

And then finally	First of all	So, is the basic idea	Make sure that
Be careful not to	So, there we are	The next thing you have to do	

UNIT 13 Jobs and careers

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 For many people job _____ is more important than a high salary.
A satisfaction B expectation C achievement D acceptance
- 2 The company needed to make job cuts so they asked staff to _____ for redundancy.
A offer B choose C volunteer D select
- 3 Employees are allowed up to three weeks unpaid _____ a year.
A absence B vacation C time D leave
- 4 Carol's reliability and confidence make her an _____ employee.
A idealized B ideal C idyllic D idealistic
- 5 The interview panel's _____ impression was that Sam was the most suitable candidate.
A overdone B overall C overbearing D overblown
- 6 Many people would jump _____ the chance of working for a successful travel company.
A off B in C at D over
- 7 Although I am a very junior member of staff, my _____ prospects are good.
A long-lived B long-standing C long-winded D long-term
- 8 One of the advantages of this job is that they offer accommodation at a _____ rent.
A nominal B small C poor D deficient
- 9 I'm looking for a career which will give me plenty of _____ to use my foreign languages.
A area B room C scope D space
- 10 Unfortunately there is still a lot of _____ against older people in the workplace.
A distraction B discrimination C discretion D distortion

New International Business English

Reading

EXERCISE 2 Complete this résumé by choosing headings from the box. There are two headings you do not need to use.

Name: **Johanna Needham**
Address: **27 Leys Road, London, SW1 5BW**
Telephone: **0181 24567813**
Date of Birth: **4 June 1968**
(1) _____ : **Single**
(2) _____ : **Hereward Comprehensive School 1979–1984**
University of East Anglia 1984–1986
(3) _____ : **Marketing Assistant, Britannic Travel Ltd September 1986–July 1991**
Sales Development Manager, Texington plc August 1991–present
(4) _____ : **Mountaineering, Painting, Reading**
Languages: **Spanish (good)**
French (basic)
(5) _____ : **Derek Francis** **Jane Holgate**
Marketing Executive **Sales Director**
Britannic Travel Ltd **Texington plc**
Britannic House **Brentford**
Dorking **Middlesex**
Surrey **TW5 8ST**
RH5 6BW

Interests	Professional Experience	Qualifications	Marital Status
	Education	References	Training

UNIT 14 Sales and negotiation

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 Neither the customer or the salesperson wants to feel _____ over a deal.
A checked **B** changed **C** cheated **D** charged
- 2 The retailer was allowed to order the goods on a sale or _____ basis.
A return **B** revert **C** restore **D** retract
- 3 The service engineer was _____ to guarantee the work for six months.
A granted **B** conceded **C** accepted **D** prepared
- 4 It was agreed that the full cost would be refunded if the goods were returned in perfect _____ .
A condition **B** state **C** situation **D** shape
- 5 We are willing to supply the goods _____ a discount of 5%.
A in **B** after **C** at **D** over
- 6 Before negotiating a deal make sure you know the strengths and weaknesses of _____ products.
A competing **B** conflicting **C** commanding **D** connecting
- 7 A good salesperson can _____ almost anybody to buy anything.
A satisfy **B** appeal **C** persuade **D** adapt
- 8 Once they had agreed terms the deal was pushed _____ very quickly.
A over **B** through **C** in **D** by
- 9 The goods will be delivered by Wednesday at the _____ .
A last **B** longest **C** least **D** latest
- 10 The most effective sales technique is one which tells the customer how the product will _____ him or her.
A better **B** improve **C** profit **D** benefit

New International Business English

Reading

EXERCISE 2 Match the words on the left with those on the right.

1 after-sales	A offer
2 trade	B service
3 advertising	C discount
4 guarantee	D campaign
5 introductory	E period

Now fit these pairs into the following sentences.

- 1 The cost to the retailer is \$50 minus the usual _____ .
- 2 There is a special _____ of free film processing with this particular camera.
- 3 We are running a national _____ in all the Sunday newspapers next week.
- 4 All our electrical components carry a _____ of 12 months.
- 5 The company has recently taken on 6 engineers, so any problems we have had with our _____ will be a thing of the past.

UNIT 15 Summary test

Reading

EXERCISE 1 Match a phrase from column A and a phrase from column B to form a complete sentence.

Column A	Column B
1 Do you think _____	A they are probably not listening to what you are saying.
2 In 1885 _____	B we have pleasure in enclosing our information pack.
3 Please accept our apologies for _____	C you could check my hotel booking?
4 The goods will be ready for shipment 3 to 4 weeks _____	D I have investigated the problems she raised about health and safety.
5 If someone keeps looking out of the window when you're talking, _____	E the company had more than 5000 employees.
6 I'm quite sure that _____	F from receipt of your written order.
7 In answer to your enquiry _____	G payment of our invoice has not been received.
8 I'd like to reconfirm _____	H the delay in despatching your order.
9 As requested by Ms Renoir, _____	I my seat on flight TR 998.
10 According to our records, _____	J the figures I quoted were accurate.

EXERCISE 2 Fill in the gaps in the following texts using the words or phrases in the box. Do not use a word or phrase more than once.

It was agreed that the cause of the (1) _____ was very simple. The equipment used to deliver the components to the (2) _____ has been in need of an (3) _____ for some time. We had decided to (4) _____ a fully automated robot system but there were insufficient (5) _____ engineers to run it if significant problems arose.

A good chairperson should start the meeting on time and (6) _____ to the agenda. Everyone should be given a chance to (7) _____ their views and individuals should not be allowed to (8) _____ the discussion. It's not important for everyone to (9) _____ the chair but order should be maintained. Allow time for (10) _____ to be considered before the meeting is drawn to a close.

We are presently (11) _____ new graduates as management trainees. Prospects for (12) _____ on completion of the training programme are excellent. (13) _____ will be selected for an initial assessment and those who are then (14) _____ will be invited to return for a second interview. If you are interested please submit a full C.V. including the names of three (15) _____.

contribute	short-listed	stick	assembly line	dominate
promotion	install	any other business	overhaul	recruiting
referees	maintenance	breakdown	applicants	address