Test your Business Vocabulary in Use

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## Contents

<table>
<thead>
<tr>
<th>Introduction</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test 1</td>
<td>7</td>
</tr>
<tr>
<td>Work and jobs</td>
<td>8</td>
</tr>
<tr>
<td>Test 2</td>
<td>9</td>
</tr>
<tr>
<td>Ways of working</td>
<td>10</td>
</tr>
<tr>
<td>Test 3</td>
<td>11</td>
</tr>
<tr>
<td>Recruitment and selection</td>
<td>12</td>
</tr>
<tr>
<td>Test 4</td>
<td>13</td>
</tr>
<tr>
<td>Skills and qualifications</td>
<td>14</td>
</tr>
<tr>
<td>Test 5</td>
<td>15</td>
</tr>
<tr>
<td>Pay and benefits</td>
<td>16</td>
</tr>
<tr>
<td>Test 6</td>
<td>17</td>
</tr>
<tr>
<td>People and workplaces</td>
<td>18</td>
</tr>
<tr>
<td>Test 7</td>
<td>19</td>
</tr>
<tr>
<td>The career ladder</td>
<td>20</td>
</tr>
<tr>
<td>Test 8</td>
<td>21</td>
</tr>
<tr>
<td>Problems at work</td>
<td>22</td>
</tr>
<tr>
<td>Test 9</td>
<td>23</td>
</tr>
<tr>
<td>Managers, executives and directors</td>
<td>24</td>
</tr>
<tr>
<td>Test 10</td>
<td>25</td>
</tr>
<tr>
<td>Business people and business leaders</td>
<td>26</td>
</tr>
<tr>
<td>Test 11</td>
<td>27</td>
</tr>
<tr>
<td>Organizations 1</td>
<td>28</td>
</tr>
<tr>
<td>Test 12</td>
<td>29</td>
</tr>
<tr>
<td>Organizations 2</td>
<td>30</td>
</tr>
<tr>
<td>Test 13</td>
<td>31</td>
</tr>
<tr>
<td>Manufacturing and services</td>
<td>32</td>
</tr>
<tr>
<td>Test 14</td>
<td>33</td>
</tr>
<tr>
<td>The development process</td>
<td>34</td>
</tr>
<tr>
<td>Test 15</td>
<td>35</td>
</tr>
<tr>
<td>Innovation and invention</td>
<td>36</td>
</tr>
<tr>
<td>Test 16</td>
<td>37</td>
</tr>
<tr>
<td>Making things</td>
<td>38</td>
</tr>
<tr>
<td>Test 17</td>
<td>39</td>
</tr>
<tr>
<td>Materials and suppliers</td>
<td>40</td>
</tr>
<tr>
<td>Test 18</td>
<td>41</td>
</tr>
<tr>
<td>Business philosophies</td>
<td>42</td>
</tr>
<tr>
<td>Test 19</td>
<td>43</td>
</tr>
<tr>
<td>Buying, sellers and the market</td>
<td>44</td>
</tr>
<tr>
<td>Test 20</td>
<td>45</td>
</tr>
<tr>
<td>Markets and competitors</td>
<td>46</td>
</tr>
<tr>
<td>Test 21</td>
<td>47</td>
</tr>
<tr>
<td>Marketing and market orientation</td>
<td>48</td>
</tr>
<tr>
<td>Test 22</td>
<td>49</td>
</tr>
<tr>
<td>Products and brands</td>
<td>50</td>
</tr>
<tr>
<td>Test 23</td>
<td>51</td>
</tr>
<tr>
<td>Price</td>
<td>52</td>
</tr>
<tr>
<td>Test 24</td>
<td>53</td>
</tr>
<tr>
<td>Place</td>
<td>54</td>
</tr>
<tr>
<td>Test 25</td>
<td>55</td>
</tr>
<tr>
<td>Promotion</td>
<td>56</td>
</tr>
<tr>
<td>Test 26</td>
<td>57</td>
</tr>
<tr>
<td>The Internet and e-commerce</td>
<td>58</td>
</tr>
<tr>
<td>Test 27</td>
<td>59</td>
</tr>
<tr>
<td>Sales and costs</td>
<td>60</td>
</tr>
<tr>
<td>Test 28</td>
<td>61</td>
</tr>
<tr>
<td>Profitability and unprofitability</td>
<td>62</td>
</tr>
<tr>
<td>Test 29</td>
<td>63</td>
</tr>
<tr>
<td>Getting paid</td>
<td>64</td>
</tr>
<tr>
<td>Test 30</td>
<td>65</td>
</tr>
<tr>
<td>Capital and accounting</td>
<td>66</td>
</tr>
<tr>
<td>Summary Test 1</td>
<td>67</td>
</tr>
<tr>
<td>Summary test for Units 1–16</td>
<td>68</td>
</tr>
<tr>
<td>Test 31</td>
<td>69</td>
</tr>
<tr>
<td>The bottom line</td>
<td>70</td>
</tr>
<tr>
<td>Test 32</td>
<td>71</td>
</tr>
<tr>
<td>Share capital and debt</td>
<td>72</td>
</tr>
<tr>
<td>Summary Test 2</td>
<td>73</td>
</tr>
<tr>
<td>Summary test for Units 17–32</td>
<td>74</td>
</tr>
<tr>
<td>Test 33</td>
<td>75</td>
</tr>
<tr>
<td>Success and failure</td>
<td>76</td>
</tr>
<tr>
<td>Test 34</td>
<td>77</td>
</tr>
<tr>
<td>Mergers, takeovers and sell-offs</td>
<td>78</td>
</tr>
<tr>
<td>Test 35</td>
<td>Personal finance</td>
</tr>
<tr>
<td>Test 36</td>
<td>Financial centres</td>
</tr>
<tr>
<td>Test 37</td>
<td>Trading</td>
</tr>
<tr>
<td>Test 38</td>
<td>Indicators 1</td>
</tr>
<tr>
<td>Test 39</td>
<td>Indicators 2</td>
</tr>
<tr>
<td>Test 40</td>
<td>Wrongdoing and corruption</td>
</tr>
<tr>
<td>Test 41</td>
<td>Ethics</td>
</tr>
<tr>
<td>Test 42</td>
<td>Time and time management</td>
</tr>
<tr>
<td>Test 43</td>
<td>Stress and stress management</td>
</tr>
<tr>
<td>Test 44</td>
<td>Leadership and management styles</td>
</tr>
<tr>
<td>Test 45</td>
<td>Business across cultures 1</td>
</tr>
<tr>
<td>Test 46</td>
<td>Business across cultures 2</td>
</tr>
<tr>
<td>Test 47</td>
<td>Business across cultures 3</td>
</tr>
<tr>
<td>Test 48</td>
<td>Telephoning 1: phones and numbers</td>
</tr>
<tr>
<td>Test 49</td>
<td>Telephoning 2: getting through</td>
</tr>
<tr>
<td>Test 50</td>
<td>Telephoning 3: messages</td>
</tr>
<tr>
<td>Test 51</td>
<td>Telephoning 4: arrangements</td>
</tr>
<tr>
<td><strong>Summary Test 3</strong></td>
<td>Summary test for Units 33–51</td>
</tr>
<tr>
<td>Test 52</td>
<td>Faxes</td>
</tr>
<tr>
<td>Test 53</td>
<td>E-mails</td>
</tr>
<tr>
<td>Test 54</td>
<td>Meetings 1: types of meeting</td>
</tr>
<tr>
<td>Test 55</td>
<td>Meetings 2: the role of the chairperson</td>
</tr>
<tr>
<td>Test 56</td>
<td>Meetings 3: points of view</td>
</tr>
<tr>
<td>Test 57</td>
<td>Meetings 4: agreement and disagreement</td>
</tr>
<tr>
<td>Test 58</td>
<td>Meetings 5: discussion techniques</td>
</tr>
<tr>
<td>Test 59</td>
<td>Presentations 1: preparation and introduction</td>
</tr>
<tr>
<td>Test 60</td>
<td>Presentations 2: main part</td>
</tr>
<tr>
<td>Test 61</td>
<td>Presentations 3: closing and questions</td>
</tr>
<tr>
<td>Test 62</td>
<td>Negotiations 1: situations and negotiators</td>
</tr>
<tr>
<td>Test 63</td>
<td>Negotiations 2: preparing</td>
</tr>
<tr>
<td>Test 64</td>
<td>Negotiations 3: furthering negotiations</td>
</tr>
<tr>
<td>Test 65</td>
<td>Negotiations 4: difficulties</td>
</tr>
<tr>
<td>Test 66</td>
<td>Negotiations 5: reaching agreement</td>
</tr>
<tr>
<td><strong>Summary Test 4</strong></td>
<td>Summary test for Units 52–66</td>
</tr>
<tr>
<td><strong>Answer key</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Acknowledgements</strong></td>
<td></td>
</tr>
</tbody>
</table>
Work and jobs

Use a word from the box to complete each sentence. The first one is an example.
There is one extra word that you don't have to use.

1. I __________ for Morgans the aircraft company.
2. I __________ the manufacturing plant in Cambridge.
3. I am in charge __________ the production team.
4. About 120 people work __________ me.
5. Coordination between production and design is my ___________
6. I'm ____________ for a budget of over €100 million.

Decide whether each statement is about full-time (FT), part-time (PT), permanent (P) or temporary (T) work. Tick the right box. The first one is an example.

<table>
<thead>
<tr>
<th>Statement</th>
<th>FT</th>
<th>PT</th>
<th>P</th>
<th>T</th>
</tr>
</thead>
<tbody>
<tr>
<td>I work from 9 to 5 during the week and 8 to 12 on a Saturday.</td>
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<tr>
<td>I joined the company ten years ago and I guess I'll be here for another 10 years.</td>
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<tr>
<td>I do four hours each morning and then I pick the children up from school.</td>
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<tr>
<td>I've been here since March and I'll leave in July when the designs are finished.</td>
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<tr>
<td>We are supposed to work 37½ hours a week but I usually do a bit more.</td>
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<tr>
<td>I started here when I left school. Oh, that's about 20 years ago now.</td>
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<tr>
<td>This job is only for six months, but that's OK because then I'm going to Italy.</td>
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<td></td>
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</tbody>
</table>

Write one word from the box below in each gap to complete the text.
The first one is an example. You may choose to use some words more than once.

<table>
<thead>
<tr>
<th>Work</th>
<th>at</th>
<th>for</th>
<th>in</th>
<th>of</th>
<th>off</th>
<th>on</th>
<th>get</th>
<th>to</th>
</tr>
</thead>
</table>

'My name is Anne Scott and I work __________ a public relations company in London. I leave __________ work at 7 o'clock in the morning. I go __________ work by train and I usually __________ to work by 8:30. I'm always __________ work till about 6 o'clock so I never get home before 7:30 pm. Last year I broke my leg and so I was __________ work for over a month. I didn't like being at home. I love my job. I would hate to be permanently out __________ work.'

In each sentence, write the correct form of the word given in brackets ( ). The first one is an example.

0. I'm responsible for __________ the design team. (manage)
1. I'm in charge of __________ the work of the team. (coordinate)
2. One of my responsibilities is to __________ sure that we don't spend too much money. (make)
3. My team is responsible for the __________ of new models for production. (design)
4. I'm in charge of __________ our work for the whole year. (plan)
Ways of working

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) The first one is an example.

Decide whether each statement is about regular office work (OW), teleworking (TW) or shift work (SW). Tick the right box. The first one is an example.

<table>
<thead>
<tr>
<th></th>
<th>OW</th>
<th>TW</th>
<th>SW</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>I'm at work by 8.30 and I leave for home at 5 o'clock.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>I work from 10 at night till 6 in the morning for four weeks, then I switch to days.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>We turned one of the bedrooms into an office and that's where I do all my work.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>When I'm working nights, it's really difficult to sleep during the day.</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Some people find the 9-to-5 routine boring, but I like working with other people.</td>
<td></td>
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<tr>
<td>5</td>
<td>I clock in at 8.55 every day and I'm at my desk till 5 pm.</td>
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<tr>
<td>6</td>
<td>The difficult thing is that my home is my office so I'm there 24 hours a day.</td>
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</tbody>
</table>

Choose the best word from the brackets ( ) to fill the gap. The first one is an example.

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>I had a 9-to-5 .......... job .......... when I left school but I hated it. (job/work)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>We have a ................. system, but everyone must be here between 10 and 2. (repetitive/flexitime)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>I work from ................. and simply send my work over the Internet. (house/home)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>I just sit in front of a computer all day, but this work is mentally ................. . (tiring/routine)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>This is the most ................. job I've ever had. There is never a boring minute. (stimulating/repetitive)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>We all look forward to 5.30 because then we can ................. off for the day. (shift/day)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The 7.30 train to London is always full of ................. . (commuters/telecommuters)</td>
<td></td>
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</tbody>
</table>

For each word, write one word which means the opposite. The first two or three letters are given. The first one is an example.

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<th></th>
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<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>0</td>
<td>mentally</td>
<td>physically</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>easy</td>
<td>h a _ _</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>interesting</td>
<td>b _ _ _ _</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>varied</td>
<td>t o u _ _</td>
<td>6</td>
</tr>
</tbody>
</table>
Recruitment and selection

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) The first one is an example.

Choose the best word from the brackets ( ) to fill the gap. The first one is an example.

6 We need to recruit four new people for our office in Manchester. (join/recruit)
1 We are using a recruitment agency/headhunter to find them for us.
2 They advertised the positions/applicants in the local newspaper last week.
3 So far, over 60 people have applied for the works/posts.
4 We are going to look at all the letters of application/situation over the weekend.
5 On Monday, we will draw up a reference/shortlist of 10 or 11 people.
6 Then we'll invite them all to come for an interview/appointment.
7 We hope to appoint the successful applicants by the end of the month.

Look at each sentence. Would you find it in the Situations Vacant section of a newspaper (SV), in an applicant's CV, or in a covering letter (CL)? Tick the right box. The first one is an example.

<table>
<thead>
<tr>
<th></th>
<th>SV</th>
<th>CV</th>
<th>CL</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>'The post offers a starting salary of £17,000 plus benefits.'</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>'I enclose my résumé for your consideration.'</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>'1997–2000 University of Maryland, MBA (Marketing and Public Relations).’</td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>'I am looking for a more stimulating environment and your company offers this.'</td>
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<tr>
<td>4</td>
<td>'Training will be given but basic word processing skills would be an advantage.'</td>
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<tr>
<td>6</td>
<td>'The successful applicant will be expected to take up the post in January.'</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Find a word related to each clue. Some of the letters are given.

1 Certificates from school and university
2 Where you've worked and what you've achieved
3 Hire a good person who is working for another company
4 People you can contact to find out about an applicant
5 Process to find the right person for a job
6 An applicant who has a good chance of getting the job
Write one word from the box below in each gap to complete the text. You may choose to use some words more than once. The first one is an example.

Skills and qualifications

My name is Jean Wilson and I have just started working at a bank. I graduated Edinburgh University last year with a degree Business and Management. Now I am going to train an accountant. I think I will do well because I am good figures and I am skilled using computers. I think that training a specific job will be more interesting than the general education I got at university.'

Choose the best word from the brackets ( ) to fill the gap. The first one is an example.

0 Everyone should stay in full-time education until they are at least 18. (school/education)
1 Of course qualifications are important, but they're not everything. (printed/paper)
2 I look for people with lots of relevant experience. (job/work)
3 Our company runs some very good in-house courses. (training/skilled)
4 Last year we spent over £50,000 on management courses. (experience/development)
5 We value people who are highly motivated and want to get on. (motivated/graduated)
6 Tom gets on well with everyone. He is a great team player. (person/player)

Look at these sentences taken from job advertisements. Are they describing work which is highly skilled (HS), skilled (Sk), semi-skilled (S-S), or unskilled (U)? Tick the right box. The first one is an example.

<p>| |
|  |</p>
<table>
<thead>
<tr>
<th>HS</th>
<th>Sk</th>
<th>S-S</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 'Experience of managing a modern production plant is essential.'</td>
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<tr>
<td>1 'Wanted – Early morning cleaners for office block in the centre of town.'</td>
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<td>2 'Eastern Buses now recruiting drivers. Competitive salary plus benefits.'</td>
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<td>3 'Building labourers required. Good money for hard workers.'</td>
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<td>4 'Pilot with experience of flying 747s required for new cargo carrier.'</td>
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<tr>
<td>5 'Local electrical company requires production line workers now.'</td>
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<tr>
<td>6 'Black Box Games needs an experienced software developer. Good salary.'</td>
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</tr>
</tbody>
</table>

Find a word related to each clue. Some of the letters are given.

1 Good at working on his/her own
2 Works in a systematic, orderly way
3 Good with figures
4 Naturally very good at what they do
5 Someone who is good with PCs is 'computer-
6 Works well on his/her own

Your score /24
Pay and benefits

Choose the best word from the brackets ( ) to fill the gap.

1 I work in a small hotel in Amsterdam. I ................. €8 an hour. (earn/paid)
2 It's not a lot, but it's more than the ................. wage. (maximum/minimum)
3 Some customers leave me ................. and that is a great help. (perks/tips)
4 My sister works in a bank and her ................. is €3,000 a month. (salary/wages)
5 The bank also provides her with a good ................. package. (bonus/benefits)
6 Next year she thinks she will get a ................. car. (company/business)
7 When she is 55 she will be able to give up work and live on her ................. . (package/pension)

Read the job advertisements. Write one word in each gap to complete the sentences.
The first letter of each word is given. The first one is an example.

In this job, the wages................. are £224 for 37 hours.
1 The ................. is just over £6 an hour.
2 Workers get £10 an hour for any ................. they do.
3 There are some ................. including free meals.
4 This job offers a ................. salary of £1000 a month.
5 You get 10% ................. on everything you sell.
6 When you sell enough you get a ................. of £400.
7 There are some ................. benefits including a pension.

Match each statement with a word or phrase from the list below. Write the letter of your chosen answer next to the statement. (There is one extra word/phrase that you don't have to use.) The first one is an example.

0 American term for all the benefits that an employee receives.
1 Payment for those who have stopped working – especially due to age.
2 Benefit that lets employees buy company shares at a low price.
3 This describes bonuses given for reaching objectives set by the company.
4 Money paid to an employee who is asked to leave an organization.
5 Formal word for all the pay that an employee receives.
6 Director of a company who is paid a huge salary . . . but doesn't deserve it.

A severance payment  B stock options  C compensation package  D remuneration
E performance-related  F fat cat  G boardroom row  H pension
People and workplaces

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don’t have to use.) The first one is an example.

Choose the best word from the brackets ( ) to fill the gap.
1 The CEO is the head of the ................. team. (administration/management/organization)
2 We have 200 people on our ................. . (recruitment/business/payroll)
3 Our ................. department is responsible for recruitment. (personnel/employee/worker)
4 Our main office is in London but we have ................. all over the country. (places/companies/sites)
5 I supervise all the ................. workers on the production line. (manual/white collar/labour)
6 I am in charge of training in the human ................. department. (support/resources/staff)
7 We have a ................. of 63 in London and about 30 in Paris. (staff/union/headquarters)
8 You haven’t been paid this month? OK, I’ll put you through to the ................. department. (pay/salary/finance)

Write one word in each gap to complete the conversation. The first letter of each word is given. The first one is an example.

‘Fellow workers, I’m calling for a ................. because the company says that it will not increase our pay by more than 2% this year. That is not good enough so we must take ................. action now. All workers who are in the ................. should stop work immediately.’

‘I don’t agree. If there is a ................. we won’t get paid. We should refuse to work more than 35 hours a week. An ................. ban would make management listen to us.’

‘That won’t be enough. We should also stage a ................. . If we don’t work very quickly, the company will lose money. Then they’ll talk to us.’

‘Right, then. Do we all agree?’
The career ladder

Match each statement with a word from the list below. Write the letter of your chosen answer next to the statement. (There is one extra word that you don't have to use.) The first one is an example.

0 We used to have four layers of management but now we have only two. B
1 I am an independent software designer. At the moment, I'm working for three companies. E
2 I don't know whether my job here is safe. I could be out of work next month. F
3 In 1999 we had 430 employees. Now there are only 280. H
4 We used to do our printing in-house, but now it's done by a company in Hong Kong. A
5 I was a shop floor supervisor but then they made me manager of the whole production plant. G
6 Our company has been completely reorganized to make it more efficient. C
7 Now that we have reduced our costs, we are making much more money. I

A downsize B delay C restructure D outsource E promotion
F freelance G dismiss H profit I insecurity

Choose the best word from the brackets ( ) to fill the gap.

1 I didn't like the way the company was being run so I ...................... (resigned/sacked/terminated)
2 They laid ..................... 200 people in March and 50 more in September. (on/off/out)
3 I joined this company because the career ...................... is excellent. (path/way/contract)
4 I have regular performance ...................... with my manager. (advice/support/reviews)
5 We now have fewer employees and so the company is much ...................... (efficient/leaner/latter)
6 I have worked my way up and now I am a ...................... manager. (main/old/senior)
7 She was ...................... for copying company software on to her PC. (fired/promoted/retired)
8 I was appointed on a ...................... contract so my job isn't very safe. (permanent/full-time/temporary)
9 When you join a company now you can't expect a ...................... for life. (job/work/career)
10 If you break the safety rules you can be ...................... immediately. (downsized/dismissed/delayed)

Write one word in each gap to complete the conversation. The first three letters of each word are given. The first one is an example.

'We have to restructure our company if we are to survive. We will have a structure with only two levels of management. We don't want to make anyone redundant. Some of our senior people will take early retirement. The rest will be offered posts, but they may be at a lower level. No one likes to be demoted, but it is better than being out of work. We hope people will be flexible and move to different jobs. If anyone decides to hand in their resignation, we will help by offering our advice. This is a very difficult time for us all.'
Problems at work

The symbols represent possible problems at work. Match each statement (1-6) with the right symbol. Write the letter of your chosen answer in the box on the right. You may use each symbol more than once.

1. That bottle of acid should be locked in the store room. If it gets on your skin it will burn you.
2. Only two people smoke in our office, but even that makes it difficult for me to breathe.
3. This safety guard MUST be in place at all times. Anyone who removes a guard will be sacked.
4. Last winter it got so cold that we all had to go home until the heating was fixed.
5. I've got a pain in my fingers and wrists. It must be due to all that data entry we did last month.
6. Caution! This machine must only be used by a trained operator.

Choose the best word from the brackets ( ) to fill the gap.

1. I've cut my finger. Can you get the ...................... aid kit for me? (health/injury/first)
2. That pile of waste paper is a fire ...................... (precaution/hazard/exit)
3. This special keyboard reduces the risk of repetitive ...................... injury. (strain/stress/stroke)
4. There is no smoking here because of the dangers of ...................... smoking. (passive/passionate/personal)
5. I reported the missing fire extinguisher to the health and ...................... inspector. (danger/hazards/safety)
6. The poor air-conditioning system makes it a bad working ....................... (environment/place/zone)

In each sentence, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line. The first one is an example.

0. All companies should have a dignity at work (police)
1. My last manager was a terrible bull. He shouted at us all the time.
2. Finally, he was sacked for sexual harass because of his remarks to women.
3. The judge said the company had discriminated about Mary Chambers.
4. There was a wooden ceiling which prevented her from being promoted.
5. This was obviously a case of serious woman discrimination.
6. The company said it had an equal opportune policy but I don't believe it.
7. I was the only black employee and I was a victim of racism discrimination.
8. We need some affirmative activation here like they have in America.
Managers, Executives and Directors

The diagram below shows the management structure of Universal Software. Match the people (1-8) with their positions. Write the letter of your chosen answer in the box on the right.

1. I'm Marco Alari and I'm the director responsible for the company budgets and accounts.
2. I'm Tom Scott. I'm not actually a manager at Universal, but I do sit on the board.
3. My name is Helen Good. I'm the CEO and I also chair the board.
4. My name's Carla Jelnek. I'm in charge of the company's information systems.
5. I'm Dan Matthews. My team develops new products and tests them.
6. I'm Karine and my team deals with calls from the public . . . and complaints!
7. I'm Alex Tait and I'm responsible for company recruitment and staff development.
8. My name is Patrick Aubailc and I report to the CFO.

Choose the best word from the brackets ( ) to fill the gap.
1. Our sales manager heads a department of 40 people. (out/off/up)
2. I work in accounts and Tina is my manager. (line/head/over)
3. I work for Franz and I think he is the best I've ever had. (boss/executive/director)
4. I was in management for 10 years before I became a director. (medium/middle/vice)
5. Tanya Minelli is Marketing at Global Foods in New York. (VP/COO/CFO)
6. She's the only woman here who has an executive position. (higher/chief/senior)

Find a word related to each clue. The first letter is given in each case.
1. Where company directors hold their meetings
2. Head of a company in the US
3. What 'F' stands for in CFO
4. Another term for the chief executive: Managing

Test Your Business Vocabulary in Use
10 Business people and business leaders

10.1  6 marks
Choose the best word from the brackets ( ) to fill the gap.
1 The Ford Motor Company was .................... in 1903. (find/found/founded)
2 There were 2,700 business .................... in the UK in the last quarter.
   (start-ups/get-ups/start-offs)
3 Sir Richard Branson is one of Britain’s .................... of industry. (bosses/captains/moguls)
4 Rupert Murdoch is a media .................... who owns many newspaper and TV companies.
   (leader/magnate/founder)
5 That’s Angelina Carlito. She’s a very successful .................... .
   (businessman/businesswoman/business people)
6 My mother started with one shop and now she heads up a huge business .................... .
   (empire/country/world)

10.2  6 marks
Write one word in each gap to complete this text. The first and last letters of each word are given.
‘My name is John Forbes. I’m 29 years old and I’ve just started my fourth company. I guess I am an e .................... e because I am good at g .................... g new businesses. My aim is to g .................... w a new company until it is big enough to survive and develop. Then I move on. I like taking risks so just managing an organization would be too boring. To tell the truth, I don’t have the l .................... p skills necessary. I can’t see myself as a software f .................... n like Bill Gates. I just want to make the most of the e .................... l skills that I do have.’

10.3  7 marks
Find the answer to each clue. One or two letters are given in each case.
1 Woman or man who has their own company
   2 Owns film studios – perhaps in Hollywood
   (2 words)
2 Owns well and pipelines – for ‘black gold’
   (2 words)
3 One who started a company
4 Collective term for TV, radio, newspapers
5 Owns a film studio – perhaps in Hollywood
   (2 words)
Organizations 1

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) The first one is an example.

big corporate
corporate
corporate
corporate
corporate
corporate

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) The first one is an example.

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter A, B or C, of the word you choose.

'The economy of eastern Europe has changed a lot. Twenty years ago, the main industries were completely nationalized and many companies were owned by the (1) .......... They did not work well. They were inefficient and (2) ........... Now governments are trying to (3) ........... them, but it is not easy to find (4) ........... People don't want to put money into the old companies. However, some people are happy to (5) ........... their money on new businesses and there are signs that a new enterprise (6) ........... is growing.'

1 A nation B state C country
2 A automatic B diplomatic C bureaucratic
3 A privatize B nationalize C enterprise
4 A corporations B firms C investors
5 A save B risk C sell
6 A culture B commerce C concern

Decide what each statement is about. Write the missing word. (The first letter is given.)

1 'We use our initials "TFT" inside a blue arrow. It's on all our notepaper.' corporate __________
2 'It was a bad idea. We lost a fortune and the company collapsed.' commercial __________
3 'We're based in the US but we operate in over 30 countries.'__________ corporation
4 'We specialize in helping SMEs.' small or medium __________
5 'We want people to see us as expensive - but offering the very best quality.' corporate __________
6 'We meet once a month and we aim to help local businesses.' ________ of commerce
7 'By next year, all our business will take place on the Internet.' electronic __________
8 'I was a manager, but I'm working my way up and I hope to be a director soon.' corporate __________
Organizations 2

Write the missing word in each sentence.

1. I work for myself. I have been ___-employed for ten years.
2. We borrowed £80,000 from the building ___ to buy our house.
3. We became a ___ limited company last year and since then our share price has risen by 15%.
4. I work for myself so the tax office classifies me as a ___ trader.
5. We are a not-for-profit organization dedicated to providing health services for the poor.
6. Like lots of charities, we employ a professional to organize our ___-raising activities.

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

Aberdeen Reliance is one of the country’s smaller life insurance companies. It was set up in 1920 as a (1) _______. This means that the 15,000 people who have insurance policies with the company are (2) _______. These, in theory, own all the (3) _______ and there are no (4) _______. Last year, the board of directors wanted to sell the company to a large American (5) _______, but first they had to get the policy holders to agree to (6) _______. This was heavily defeated, proving that many people still value the traditional status of the company.

1. A mutual B public C incorporated
2. A partners B directors C members
3. A profits B salaries C expenses
4. A customers B traders C shareholders
5. A corporation B sector C proprietor
6. A freelancing B demutualization C limiting

Find the answer to each clue. The first and last letters are given in each case.

1. Ltd written in full
2. What the ‘C’ stands for in PLC
3. Someone who works for him/herself - not for one company
4. Organization owned and run by two or more people
5. Charities are in this sector of the economy
6. Money given to a charity
Manufacturing and services

13.1 7 marks

Match each picture with one of the industries listed in the table. Write the letter of the picture next to the right industry. Some industries may match more than one picture. The first one is an example.

A) 
B) 
C) 
D) 
E) 
F) 
G) 
H) 

Match each statement with one of the service industries listed in the box. There is one extra industry that you don't have to use. The first one is an example.

<table>
<thead>
<tr>
<th>catering</th>
<th>financial services</th>
<th>healthcare</th>
<th>leisure</th>
<th>property</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

0. In our shop we sell high quality shoes from Italy.
1. We offer low-cost package holidays in Spain, Portugal and France.
2. We manage the largest, and most modern, private hospital in England.
3. We have 22 executive flats to sell close to the city's business district.
4. We currently supply in-flight meals to seven international airlines.
5. Our health and sports clubs can be found in over 130 hotels in the UK.
6. We give advice on how to save money or where to invest it.

Choose the best word from the brackets ( ) to fill each gap.

1. I spent 25 years in the US, working in the ................. industry. (automobile/automobiles)
2. In Britain, shipbuilding and other ................. industries found it hard to survive in the 80s. (light/heavy)
3. Telecommunications was one of the ................. industries of the 1990s. (growing/growth)
4. We don't build computers: we just write the ................. (software/hardware)
5. We manufacture refrigerators, washing machines and other household ................. . (goods/parts)
6. Biotechnology is the new, ................. industry of the 21st century. (processing/emerging)
The development process

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

'We are very excited about our new multimedia range. The original (1) __________ was to produce a large, flat screen that would hang on the wall like a picture. Our (2) __________ research showed us that people don't want huge TVs in their living rooms. 80% of people who filled in our (3) __________ said they wanted one screen to be a TV, a computer monitor, or used to show DVDs. It took us two years to make the (4) __________. When we showed it to our (5) __________ group, they loved it. There were one or two small (6) __________, but we solved them easily. We are having a big product (7) __________ next week and our sales (8) __________ is approximately 100,000 units in the first year.'

1 A design  B concept  C manufacture
2 A market  B shop  C laboratory
3 A application  B interview  C questionnaire
4 A trial  B version  C prototype
5 A focus  B panel  C thought
6 A insects  B bugs  C flies
7 A launch  B survey  C rollout
8 A team  B department  C forecast

Choose the best word from the brackets () to fill the gap.

1 We did a _______________ in which we interviewed 200 members of the public. (survey/research)
2 I am on the _______________ panel for Smiths Frozen Meals. (researcher/consumer)
3 We hope to produce this medicine on an industrial _______________ by 2006. (size/scale)
4 Our new drug is _______________ against all common forms of malaria. (effective/active)
5 In _______________, 90% preferred the taste of our new coffee. (trials/questionnaires)
6 We’ll see what customers think of the new model after the _______________ in April. (rollout/forecast)

Find a word related to each clue. The first letters of the answers are given.

1 Another word meaning ‘idea’
2 The final test version
3 IT system used for design and manufacture
4 Another word for a ‘fault’
5 Where scientists develop new drugs
6 Ask people to return faulty products
Innovation and invention

Fill the gap in each sentence by writing the correct form of the verb given in brackets. The first one is an example.

0 Suzanne King is in charge of product development at Westworld Electronics. (develop)
1 I want to be a graphic designer when I graduate. (design)
2 I think that the Internet is the greatest invention of the past 50 years. (innovate)
3 We are looking for someone with knowledge of databases and spreadsheets. (know)
4 Christopher Cockerell was the inventor of the hovercraft. (invent)
5 You have to pay a lot to get a good software developer. (develop)
6 Have you seen her for the new shopping centre? (design)

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don’t have to use.) Then use your word pairs to complete the sentences below. The first one is an example.

0 We have made a patent application to stop people copying our invention.
1 Our drug for pain relief is made in 32 countries.
2 I’m in charge of product development at Minnow Technologies.
3 We use the latest technologies to keep our products at the cutting edge.
4 We took them to court because the original idea was our intellectual property.
5 We test all new drugs at our research centre in Zurich.

Choose the best word from the brackets ( ) to fill the gap.

0 I bought a PC just five years ago and now it is obsolete. (innovative/obsolete)
1 Our new engine uses state-of-the-art electronics. (art/science)
3 I think that the technology of computer control systems is fascinating. (technology/knowledge)
4 Advanced, hi-tech systems are great, but there is more to go wrong. (low-tech/hi-tech)
5 I receive a royalty of 10% on all my books that the publisher sells. (royalty/licence)
6 Finding out how antibiotics work was a tremendous breakthrough. (breakthrough/breakout)
Making things

Choose the best word from the brackets ( ) to fill the gap.
1. You can buy fresh vegetables and other agricultural ................................ in the market.
   (produce/production)
2. We are the largest ................................ of printing machinery in the UK.
   (manufacturer/manufacturing)
3. Their cars are cheap because they ................................ them out in huge numbers.
   (craft/churn)
4. I started working on the production ................................ ten years ago.
   (plant/line)
5. There aren’t enough skilled workers in the building industry and the ........................... is getting
   worse. (shortage/surplus)
6. ................................ is a problem in the holiday industry with too many hotels and not enough
   tourists. (Overproduction/Overcapacity)

Choose the best word or phrase to fill each gap from the alternatives given below. Put a circle around
the letter, A, B or C, of the answer you choose.
‘This is where we produce plastic pipes and fittings for the construction industry. This
(1) .......... was opened in 2001. Everything is highly (2) .......... with computers controlling all
the machines. The system was expensive to buy but it is very (3) .......... . When we are working
at (4) .......... capacity, we can produce 200 kilometres of pipe a day. We only employ 20 people
in our (5) .......... team so our (6) .......... is very high.’

1. A shop  B plant  C works
2. A automatic  B autocratic  C automated
3. A cost-effective  B labour-intensive  C mass-produced
4. A full  B excess  C spare
5. A making  B producing  C manufacturing
6. A intensity  B productivity  C capacity

Find the answer to each clue. Some letters are given to help you.
1. Too much of something on the market
2. Machine that does the work of a human
3. Place where goods are made
4. Where parts are put together to make a product:  ..........  ..........  line
5. Where a craftsman makes, for example, pieces of furniture
6. Not produced by a machine but crafted by a person
Summary Test 1

Read the questions carefully. Try to answer them all. This test takes about 45 minutes.

For each sentence, choose the best word to fill the gap from the alternatives given. Put a circle around the letter, A, B or C, of the word you choose.

1. This company was set up as a small family ................. in 1977.
   A empire   B corporation  C business
2. Sally Green is on the board of ..................
   A directors   B founders  C managers
3. Tom East is the ................. executive in charge of Marketing.
   A chief   B head  C senior
4. Last year we made ................. of £1.5 million.
   A liabilities  B profits  C finances
5. The corporate ................. we try to present is of a business that truly values its customers.
   A image   B logo  C ladder
6. We ................. about 20 people in our London office and most have been with us for years.
   A hire   B employ  C appoint
7. Each year, we ................. two or three graduates as trainee managers.
   A recruit   B qualify  C situate
8. We pay reasonable salaries and offer excellent fringe ..................
   A perks   B tips  C benefits
9. Next month we are going to ................. two new products.
   A forecast   B innovate  C launch
10. We have carried out a lot of market ................. over the past year.
    A focus  B research  C development

Write the abbreviations below in words. One word has been given in each case to help you.

1. HR   H ................. Resources
2. IT   I ................. Technology
3. CEO   Chief E ................. Q .................
4. CAD   C ................. Assisted D .................
5. RSI   Repetitive S ................. L .................
6. PLC   P ................. L ................. Company

Match each sentence beginning (1–5) with the correct ending. Write the letter (a–f) of the ending you choose in the box below. There is one extra ending that you don't have to use.

| The company has an equal opportunities | a I was offered early retirement. |
| Please send your application form,       | b with a covering letter, by Monday 9th May. |
| The health and safety inspector noticed  | c policy to fight discrimination. |
| Last month, I achieved my sales target   | d candidates had to do psychometric tests. |
| When the firm downsized,                 | e that the fire extinguisher was missing. |
|                                          | f so I got a performance-related bonus. |

Answers 1 .......... 2 .......... 3 .......... 4 .......... 5 ..........
The notice below shows where various departments can be found in the head office of Global Foods PLC. For each statement, decide which floor is needed. Then write the number in the box.

**GLOBAL FOODS PLC**

*Floor 1: Reception*
*Floor 2: Finance and Accounts*
*Floor 3: IT*
*Floor 4: R & D*
*Floor 5: Marketing and Sales*
*Floor 6: HR*
*Floor 7: CEO and Boardroom*

---

Choose one word from the box to complete each sentence. There is one extra word that you don’t have to use.

<table>
<thead>
<tr>
<th>in</th>
<th>out</th>
<th>off</th>
<th>on</th>
<th>as</th>
<th>over</th>
<th>against</th>
<th>for</th>
</tr>
</thead>
</table>

1. Daniel has applied _____________ a job as a software designer.
2. I start work at 8.30 and I clock _____________ at 5 pm.
3. Mary was discriminated _____________ because she is a woman.
4. Tanya is very skilled _____________ using PCs.
5. George works _____________ the production line at Ford.
6. There are currently 780,000 people _____________ of work in the UK.
7. I trained _____________ a teacher but now I sell luxury cars.

Complete the tables by writing in the British or American English equivalents of the words given.

<table>
<thead>
<tr>
<th>American</th>
<th>British</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 stock options</td>
<td>options</td>
</tr>
<tr>
<td>2 automobile industry</td>
<td>industry</td>
</tr>
<tr>
<td>3 labor union</td>
<td>union</td>
</tr>
<tr>
<td>4 flextime</td>
<td></td>
</tr>
</tbody>
</table>
Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) Then use your word pairs to complete the sentences below. The first one is an example.

0 We used a recruitment agency to advertise for graduates to train as managers.
1 Many healthcare workers are paid the minimum.
2 I don't have any sexual experience, but I've got lots of work experience.
3 I want to be a software tycoon like Bill Gates by the time I'm 25.
4 When he was accused of harassment, he resigned immediately.
5 I don't like working the night shift because I can't sleep during the day.

Complete the sentences below by writing one word in each gap.

1 We set up a focus group to discuss our ideas for a new range of hair care products.
2 We discovered a design that so we had to recall all the cars sold in May and June.
3 I really wanted to work for a charity, but wages are very low in the voluntary sector.
4 Our sales for next year is that business will grow by 5%.
5 The designs are our intellectual property and they are protected by patents.
6 When we are working at full capacity we can produce 22,000 units per hour.
7 I found this job in the situations pages of my local newspaper.
8 I left the company in 1990 and I've been self-employed ever since.

In each sentence, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line. The first one is an example.

0 When the CEO was arrested, our corporate image was severely damaged.
1 The railways were owned by the state, but they were privatised in 1984.
2 I believe the strongest economies are built on free entrepreneur.
3 Paul has worked in the aerospace industrial for over 20 years.
4 Making high quality furniture by hand is very labour-intensive.
5 Our CADCAM system is at the cutting edge of technology.
6 She is training to be a commerce artist in New York.
Match each headline to a statement. Write the number of the statement you choose in the box next to the headline. (There is one statement that you do not have to use.)

1. Members of Saxon National turned out in force today to vote against the controversial proposal to change the status of one of England’s oldest building societies.
2. Trained people are starting to come into the industry but there aren’t enough of them and they have little on-site experience.
3. The idea is to attract businesses to the area by offering low commercial taxes and by lifting many of the legal restrictions on the import and export of goods.
4. Union spokesperson Harry Evans said that many of his members wanted a total stoppage but this action would send a strong message to the employers.
5. Liberty Homes PLC announced annual profits of £1.1 million yesterday – an increase of 2.2% on the previous year.
6. Workers, who on Monday were offered 1.2%, were furious to learn that directors had voted themselves a huge 11.6%.
7. Restructuring was necessary to save the plant but the scale of the redundancies came as a terrible blow to the workforce.

This is the end of Summary Test 1. Use the Answer key at the back of the book to check your answers.
17 Materials and suppliers

17.1 5 marks

Choose the best word or phrase to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the answer you choose.

“We sell parts to more than 100 computer companies. In fact, we are the largest (1) ___________ of electronic (2) ___________ in the country. We hold huge (3) ___________ worth millions of pounds in our (4) ___________ in Manchester and Southampton. The big manufacturers use us because we provide a just- (5) ___________ service. They order the parts when they need them and we deliver within 24 hours.”

1 A business B supplier C industry
2 A components B pieces C bits
3 A stocks B goods C works
4 A headquarters B plants C warehouses
5 A in-house B in-time C in-case

17.2 7 marks

Match each statement to a word or phrase from the list. Write the letter of your chosen answer next to the statement. The first one is an example.

A raw material B subcontracting C capital D finished goods
E labour F work-in-progress G in-house H knowledge

0 We also have a small printing department where we print all our own stationery. G
1 The steel that we use to make the engines comes from Poland. C
2 We borrowed £20,000 from the bank to cover start-up costs. F
3 At any moment there are about 200 cars on the production line. B
4 We don’t have our own drivers – we pay a local company to deliver to our customers. A
5 The most important input is the ideas that come from our R & D department. H
6 We are lucky that we have good managers and a well-trained workforce. I
7 Last week, 2,500 TVs went out of this factory and into the shops. G

17.3 6 marks

Find the answer to each clue. Some letters have been given to help you.

1 To move stocks from one place to another ___________
2 Materials, capital, and labour are all ___________
3 Another word for ‘paid for’ ___________
4 Buy in services from an outside supplier ___________
5 ‘Lean production’ means to make things ___________
6 What ‘stocks’ are called in the US ___________
Business philosophies

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don’t have to use.) Then use your word pairs to complete the sentences below. The first one is an example.

0 We regularly upgrade our products because we believe in ................................. continuous improvement.
1 To test customer service in our stores we send in ..................................................
2 We look around the industry for examples of ......................................................... and then copy them.
3 I believe that ......................................................... is all about checking that products match the specs.
4 We can’t afford any mistakes. Our target is to have ..................................................
5 We make frequent ......................................................... throughout the manufacturing process.

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the answer you choose.

'I’m Sue Carter, production manager at F1 Parts PL.C. We make engine parts for high performance cars. Here we believe in (1) ....................... quality management. The (2) ....................... of each part are given to one-hundredth of a millimetre. At every stage we check that our products (3) ....................... to the specs. We try to get it right (4) ....................... time because, if there is a defect, (5) ....................... is very expensive. We are always looking for ways to improve quality and so our motto is (6) ....................... , which comes from Japanese.'

1 A all B full C total
2 A dimensions B pieces C components
3 A work B conform C exact
4 A one B first C last
5 A reworking B repairing C recalling
6 A aikido B bonsai C kaizen

Write the abbreviations in words.

1 TQM T _______ Q _______ M _______
2 BPR B _______ P _______ R _______
Buyers, sellers and the market

Choose the best word from the brackets () to fill each gap.

1 Our ................................ includes several multinational companies. (clientele/economy)
2 We wanted to buy the house but the ................................ was asking for £300,000. (purchaser/vendor)
3 The government brought in several market .............................. to strengthen the economy. (reforms/pressures)
4 Until 1998, the government fixed all the prices, but now we have a .............................. market. (free/state)
5 It’s only a small shop, but we serve nearly 200 .............................. a day. (consumers/customers)
6 Most of our .............................. are small businesses. (markets/users)

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don’t have to use.) Then use your word pairs to complete the sentences below.

1 He started out as a ................................ selling hot dogs from a van.
2 We publish school textbooks, so our ................................ are the students.
3 We’ve built up a really strong ................................ over the past five years.
4 Their product is too expensive, so ................................ will soon make them drop the price.
5 She is the ................................ for the country’s leading chain of shoe shops.

Find the answer to each clue. Some letters have been given to help you.

1 The market .................. is made up of buyers and sellers.
2 The marker .................. is how much buyers are willing to pay.
3 Producers are forced to sell what buyers want by market ..................
4 The government doesn’t fix prices in a market ..................
5 An advertising company needs a strong ................. base.
6 People who buy products for their own use are .................
Markets and competitors

Choose the best word to fill each gap. Put a circle around the letter, A, B or C, of the answer you choose.

1. We are well known in America, but now we want to ...................... the European market.
   A compete B entrance C penetrate
2. The world's soft drinks market is ...................... by Pepsi and Coca-Cola.
   A dominated B segmented C shared
3. We were ...................... out of business by the large supermarket chains.
   A left B driven C abandoned
4. We bought out our only competitor so we could ...................... the market in coffee.
   A corner B front C edge
5. Our most important market ...................... is men aged from 18 to 30.
   A place B share C segment
6. Competition is ...................... in the fast food business.
   A efficient B intense C successful

Complete each sentence by writing in the gap the correct form of the verb given in brackets ()

1. In the late 1990s, market ...................... in the field of computers was incredible. (grow)
2. Our company is the market ...................... in financial software in the UK. (lead)
3. Today our market ...................... is about 60% and it is still growing. (share)
4. We investigated market ...................... and found that there are two main types of user for our product – small to medium companies and private individuals. (segment)
5. We can't relax because we face stiff ....................... (compete)
6. Our next target is to become a key ...................... in the US market. (play)

Find the answer to each clue to complete the crossword. Some letters have been given to help you.

Across
1. Enter a market
3. Abandon a market
6. To be the only seller

Down
2. Competitor
4. Intense
5. Not tough: _ _ _ _ key
Marketing and market orientation

Choose the best word or phrase to fill each gap. Put a circle around the letter, A, B or C, of the answer you choose.

Our company makes wooden garden furniture – mainly tables and chairs. Sales are much higher this year because we have spent a lot on (1) __________. First we did a survey to find out about customer (2) __________. Then we redesigned all our (3) __________ to include the special (4) __________ that people want. Our (5) __________ included a competition in all the major gardening magazines where the prize was a set of our furniture. Most importantly, we’ve made sure all our (6) __________ are very competitive because our customers want value for money.

1 A selling B distributing C marketing
2 A wants B needs C uses
3 A products B benefits C services
4 A goods B profits C features
5 A presenting B promotion C persuasion
6 A prices B costs C charges

Complete each sentence by writing the correct word in each gap. Some letters have been given to help you.

1 We advertise on TV, but that’s not enough. We need a whole new marketing (mix/change) ________.
2 We need to tell customers about the special (promoted/driven) ________ that our service provides.
3 Our company is market-_______-_____. Everything we do is about giving buyers what they want.
4 The (characteristics/benefits) ________ doesn’t only protect the goods – it advertises them too.
5 I’ve been a (promoting/orienting) ________ for ten years and I know how to promote any product.
6 People in different parts of the country buy different things, so ‘p______e’ is one of the four Ps of marketing.

Choose the best word from the brackets ( ) to fill the gap.

1 You can’t maximize sales unless you get the marketing (mix/change) ________ right. (promoted/driven)
2 Our company is market-_______-_____, and so we regularly talk to focus groups.
3 The new model has lots of new (services/features) ________ including air conditioning. (promoting/orienting)
4 Jim Scott is in charge of (characteristics/benefits) ________, our new range mobile phones. (promoting/orienting)
5 Our travel service offers customers many (services/features) ________ including free insurance. (led/led)
6 If your business is not market-_______-_____, you may find that your product doesn’t sell.
Match each statement to a word pair from the list. Write the letter of your chosen answer next to the statement. There is one word pair that you don't have to use.

A product catalogue  B consumer durables  C generic products  
D product placement  E brand image  F brand recognition  G product lifecycle

1 If you want a big Hollywood star to wear a shirt with your company's logo on in a film, it will cost you over one million dollars.
2 The latest edition contains pictures, descriptions and prices of everything that we sell.
3 In a survey, 72% of shoppers identified our product before those of our competitors.
4 The dishwashers, washing machines and dryers we produce have three-year guarantees.
5 We aim to sell 500,000 units in the first year. Then sales will drop quickly to about 15,000 a year. We'll have to launch a new model in four years' time.
6 Customers buy supermarket own-label versions rather than branded products because they offer better value for money.

Choose the best word from the brackets { } to fill the gap.

1 Our product {group/portfolio/package} includes tables, chairs and cupboards.
2 I've always bought Ford cars and I love their new {mark/make/model}.
3 We will be launching a new product {brand/cycle/line} early next year.
4 We want our brand {consumer/customer/client} to be young, fast and exciting.
5 Fast-moving {consumer/customer/client} goods, such as fresh food, have to be sold quickly.
6 The purple colour we use on all our labels is a key part of our {branding/marketing/positioning}.

In each numbered line, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line. The first one is an example.

0 Our {branding} name is recognized throughout Europe.
1 We make men's clothes and our product mixture includes shirts, trousers and jackets. Next year's product range will also include hats and shoes.
2 We have a clear brand identity. Our customers see our clothes as modern, but also well made. Our product depositing is between the famous fashion labels of Italy and the owner-brand products of UK high street shops.
3 To maintain brand aware, we advertise in men's lifestyle magazines.
Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) Then use your word pairs to complete the sentences below.

1. Our basic range of tennis rackets is priced at the __________________________ of the market.
2. For example, our __________________________ racket for beginners is just £20.
3. Last year, the __________________________ for our most expensive model was £250.
4. But after last week's __________________________, it is now just £200.
5. Lots of people start with one of our cheaper rackets and then move __________________________.

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

Homestead is a new company selling consumer durables at low prices. The company has a policy of permanently low (1) __________. In fact, they guarantee that all branded products will be at least 10% less than the recommended (2) __________ price. For example, a washing machine listed at £380 is on sale at £320. That's a (3) __________ of over 15%. Competitors are angry that the company is using loss (4) __________ to attract customers. A spokesperson for Homestead admitted that some products were being sold at a (5) __________ but argued that this is standard business practice. 'They just don't like the fact that we are (6) __________ them,' he added. Is this the start of a price (7) __________?

1. A charging B pricing C trading
2. A retail B sale C cost
3. A charge B profit C discount
4. A dealers B leaders C traders
5. A loser B lost C loss
6. A undercutting B discounting C overpricing
7. A hike B war C tag

Find the answer to each clue. One or two letters are given in each case.

1. When prices are rising quickly: a price __________
2. Not cheap and not expensive
3. Small, specialized market
4. Goods between basic and sophisticated
5. Buy a better model than the one you have
Place

Find the word from the list below that best fits each statement. Write the letter of your chosen answer next to the statement. There is one extra word that you don’t have to use.

1. We buy large quantities of wine directly from the producers and sell to shops and restaurants.
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

2. We have a small shop selling newspapers, magazines, sweets and cigarettes.
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

3. We opened in Chicago in 1952. We sell coffee, sodas and pastries. And, of course, medicines!
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

4. I own the Pizza Express restaurant in our town. I get a lot of help from the parent company.
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

5. It is a huge shop and it sells everything - food, clothes, furniture, plants, everything.
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

6. We sent out 200,000 letters to car owners last week promoting our new insurance service.
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

7. We phone people between 6 and 8 in the evening trying to sell them home security products.
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

8. Most big towns in England have a shopping centre, but the idea came from the US.
   - A telemarketing
   - B mall
   - C discounter
   - D hypermarket
   - E drugstore
   - F mailshot
   - G wholesaler
   - H retailer
   - I franchise

A telemarketing B mall C discounter D hypermarket E drugstore F mailshot G wholesaler H retailer I franchise

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don’t have to use.) Then use your word pairs to complete the sentences below.

1. Mailshots, telemarketing and door-to-door selling are all part of ......................................................
2. We have about 150 telesales people in our ...................................................... in Dublin.
3. We use ...................................................... to find new customers but most people don’t like being approached by companies that they don’t know.
4. The bigger supermarkets don’t like ...................................................... because they offer very low prices.
5. The ‘Body Shop’ is a ...................................................... with branches throughout the UK.

Find the answer to each clue. The first letter is given in each case.

1. Disapproving term for direct mail: ...................................................... mail
2. A shop can also be called a retail ......................................................
3. Disapproving term for wholesalers
4. Type of store that sells a wide range of goods
5. Local shop that’s open long hours: ...................................................... store
6. Wholesalers and retailers are ......................................................

Your score /24
Promotion

Complete each sentence by writing in the gap the correct form of the verb given in brackets ( ).

1. I work for a large ................................ agency. (advertise)
2. We have placed a full-page display ................................ in every national newspaper. (advertise)
3. Product ................................ is very effective if you use a really big sports star. (endorse)
4. This year we will spend about 2 million dollars on ................................ . (sponsor)
5. The ................................ of our new product range starts next week. (promote)
6. The first prize in our ................................ is a week's holiday in Spain. (compete)

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) Then use your word pairs to complete the sentences below.

1. We sent .............................................. of our new shampoo to 100,000 homes for people to try.
2. When a customer shows her .............................................. she gets a 2% discount.
3. We use .............................................. so, for example, if you buy our toothpaste you get a special deal on our toothbrushes.
5. The .............................................. on this product range ends on the first of September.

Choose the best word from the brackets ( ) to fill the gap.

1. I think that a TV commercial is the best advertising .............................................. (place/medium/agency)
2. Our magazine offers readers a free .............................................. every month. (prize/discount/gift)
3. We value the men and women of our .............................................. (salesmen/salespeople/sales force)
4. I'm running the advertising .............................................. for the launch of our new model. (campaign/endorsement/promotion)
5. I'm Sally Forbes and I'm .............................................. manager for Iceberg Frozen Foods. (sells/sales/selling)
6. Most of the .............................................. who use our newspaper are small, local businesses. (advertisers/adverts/advertising)
The Internet and e-commerce

Choose the best word to fill each gap from the alternatives given in the box below. There are some words that you don't have to use.

I'm Justin and I run a chain of bookshops specializing in old and rare books. Last year we started an e-(1) operation. It's been very successful. We have about 4,000 unique (2) and last month our home page had over 15,000 (3) . Visitors use the site's search (4) to look for book titles or authors. They add items to their shopping (5) and, when they've finished, they pay (6) using a credit card. We send the books out by post so we don't have any (7) , mile problems like some companies. Since we started (8) we've had more customers in our traditional (9) -and-mortar shops. People see our site while they are (10) the web and that persuades them to come along.

In each sentence, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1. E-port is the country's latest Internet serving provider.
2. It gives free Internet excess to registered users.
3. You can open an account at by visiting E-port's website.
4. The first thing to do is to get your user word from the ISP.
5. Then you enter a secret passport so that only you can log on.

a) Complete the meaning of each abbreviation.
b) Decide whether each statement is about B2C, B2B or B2G. Tick (✓) the right box.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Members of the public can buy train tickets online.</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Last year we paid our business tax directly over the Internet.</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>3. We order all our office stationery from our supplier on the web.</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>4. All our workshops use e-procurement for the spare parts they need.</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>5. We applied for the contract after seeing the details on the Ministry's website.</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>6. I order my contact lenses over the Internet and pay with my credit card.</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
Sales and costs

Choose the best word from the brackets ( ) to fill the gap.
1. The new model will be ....................... sale in July. (at/on/in)
2. The shop was having a ....................... so I got these shoes at half price. (sale/sales/sell)
3. It's easy to ....................... a sale if the product's good and the price is right. (do/make/give)
4. Last month, ....................... sales reached nearly 1500. (unit/piece/number)
5. Sales last month were below our ....................... of €120,000. (gross/target/share)
6. Staff salaries are included in our ....................... costs. (direct/indirect/overhead)
7. Our basic model has a selling ....................... of £28. (cost/margin/price)
8. We estimate that sales ....................... next year will be about 5%. (growth/forecast/volume)

Choose the best word to fill each gap from the alternatives given in the box below.
There are some words that you don't have to use.
'I've just finished ....................... the new computer we are launching next year. Direct ....................... costs will be $480. I estimate our ....................... to be about $20. That gives ....................... costs of $500. We want a ....................... -up of about 20% so the sale price will be $600. That gives a ....................... margin of nearly 17%. Not bad.'

Find the answer to each clue. The first and last letters are given in each case.
1. Selling price minus total costs: ................. margin
2. Abbreviation for the variable costs in making goods
3. Selling price minus direct costs: ................. margin
4. Number of things sold: sales .................
5. Money received from sales
6. Money received from sales (another word)
7. Another word for indirect costs
8. Estimate of next year's sales

Test Your Business Vocabulary in Use
Profitability and unprofitability

Look at the costs and prices of these lamps. Choose the best word from the brackets ( ) to fill the gap in each sentence that follows.

<table>
<thead>
<tr>
<th>Production cost</th>
<th>Selling price</th>
</tr>
</thead>
<tbody>
<tr>
<td>€45</td>
<td>€60</td>
</tr>
<tr>
<td>€30</td>
<td>€30</td>
</tr>
<tr>
<td>€45</td>
<td>€40</td>
</tr>
<tr>
<td>€60</td>
<td>€120</td>
</tr>
</tbody>
</table>

1. We make a .................. of €15 on lamp A. (budget/expense/profit)
2. We ............... even on sales of lamp B. (break/make/take)
3. We make a .................. on lamp C. (lose/loss/lost)
4. Lamp D is very popular. It's a real .................. - spinner. (cash/finance/money)
5. We are going to stop making lamp C because it's just not .................. . (profitable/saleable/valuable)

Choose the best word to fill each gap from the alternatives given in the box below.

Expenditure, expenses, budget, under, over, spend, overspent, underspent

My name is Ann Morgan and I'm Advertising Manager at Gissing PLC. Last year, I had an advertising .................. of £1,000,000. Our .................. on TV adverts was £800,000 and £400,000 went on placing display ads in magazines. So our actual .................. was £1,200,000. That means that we .................. by £200,000. The Director of Finance was not pleased and I have been told that I must not be .................. budget again next year.

Write one word in each gap to complete the sentences.

1. We sell 15,000 of this model a year and make $80 on each one. It's a real ............... cow.
2. I overspent because I didn't budget ............... the repair of the photocopier.
3. We reach break-even ............... when we've got ten buyers. After that, everything is profit.
4. We sell this product at less than cost price. Loss ............... like this attract customers into the shop.
5. The big supermarkets benefit from ............... of scale because they get low prices from suppliers.
6. Since we set up the business two years ago we've been on a steep ............... curve.
Getting paid

Choose the best word from the brackets ( ) to fill the gap in each sentence.

1. You have to .................................. the furniture directly from the manufacturer. (ask/order/require)
2. Your order is now ready and we will .................................. it tonight. (plane/train/ship)
3. We send the invoice to the customer's .................................. address. (billing/receipting/costing)
4. We have a strict credit .................................. : all accounts to be paid in 28 days. (police/policy/politics)
5. I have a serious cash .................................. problem because they haven’t paid me. (credit/expense/flow)
6. You must send your tax form to the .................................. Revenue tomorrow. (lnland/lnside/lnboard)
7. They are never going to pay the £200 they owe me so I’ve .................................. it off. (signed/written/posted)
8. Our payment .................................. are cash or cheque when the goods are delivered. (terms/words/notes)
9. In the US, ‘accounts .................................. ’ refers to customers that owe the company money. (deductible/payable/receivable)

In each of the numbered sentences (1–5) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

Our company supplies stationery and office equipment.

1. Customers put their orders by phone or over the Internet. ..................................
2. Nearly all orders are dispatched within 24 hours. ..................................
3. We give business customers trade debit with 30 days to pay. ..................................
4. Most people pay on time but some still owe us money after six months. ..................................
5. Last year we had bad debts worth over £10,000. ..................................

For each sentence, find one word to replace the underlined phrase. Write the word at the end of the sentence.

1. I look after our large and important accounts. .................................
2. I'm also responsible for chasing people who owe us money. ................
3. We always pay our suppliers and other people we owe money to on time. .................................
4. We give our best customers a 10% reduction in the price they have to pay. .................................
5. We don't give credit so our customers have to pay before they receive the goods. .................................
6. We raise an invoice and send it to the customer immediately. .................................
30

Assets, Liabilities and the Balance Sheet

30.1 6 marks

Choose the best word from the brackets () to fill the gap in each sentence.

RETAIL BUSINESS FOR SALE: £125,000

1 Newsagent’s shop for sale as a going ..........................
2 ...................... assets include shop, fittings and a new delivery van.
3 The estimated ...................... value of these assets is £120,000.
4 ...................... assets include stock worth £15,000.
5 The most important ...................... asset is our good reputation.
6 The ...................... of our customers is included in the asking price.

(business/concern/outlet)  (permanent/firm/fixed)
(book/invoice/paper)  (current/present/actual)
(invisible/invaluable/intangible)  (goodness/goodwill/goodbye)

30.2 5 marks

Complete each of the numbered sentences (1–5) by writing one word in the gap. The first letter has been given to help you.

Over time, the equipment that a company owns loses value.
1 For example, computers and other IT equipment d ............... very quickly.
2 When we do our accounts, we a ............... them over three years.
3 So the value of a $6,000 PC is w ............... down by a third in the first year.
4 The depreciation of $2,000 is shown as a c ............... in our financial records.
5 Depreciation of all assets is shown on the b ............... sheet at the end of the year.

30.3 5 marks

Choose the best word from the brackets () to fill the gap.

1 Our ...................... include a €12,000 tax bill and the €8,000 we owe our suppliers.
2 Our ...................... are valuable because they have good customer recognition.
3 Company cars depreciate quickly. We write them ...................... completely after five years.
4 Our ...................... year runs from the 1st of June to the 31st of May.
5 Our only ...................... liability is a €10,000 bank loan to be paid off over five years.

(assets/debtors/liabilities)  (brands/types/makes)
(up/out/off)  (financial/revenue/capital)
(current/long-term/fixed)

Your score /16

Test Your Business Vocabulary in Use
The bottom line

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

It was announced today that the chemical giant Emronia UK is to be investigated. This follows an (1) __________ which revealed problems in the company's (2) __________. A company spokesperson said that annual (3) __________ for the past five years had given a (4) __________ and fair picture of Emronia's financial position. He stressed that the company follows British accounting (5) __________. But expert commentators are not convinced. Last year Emronia reported a pre-tax (6) __________ of £29.6 million but many think that this was due to (7) __________ accounting – or worse. Giles Merchant, advisor to the Stock Exchange, said that the company was haemorrhaging red (8) __________ but had hidden the size of its liabilities.

1 A amortization    B accountancy   C audit
2 A accounts       B assets        C credits
3 A books          B records       C reports
4 A false          B good          C true
5 A results        B rules         C firms
6 A profit         B budget        C line
7 A window         B creative       C direct
8 A blood         B ink           C losses

Match each word in Box A with one word from Box B to make five word pairs. (There is one word in Box B that you don't have to use.) Then use your word pairs to complete the sentences below.

<table>
<thead>
<tr>
<th>Box A</th>
<th>window</th>
<th>accounting</th>
<th>bottom</th>
<th>exceptional</th>
<th>book</th>
</tr>
</thead>
<tbody>
<tr>
<td>Box B</td>
<td>line</td>
<td>standards</td>
<td>account</td>
<td>keeper</td>
<td>loss</td>
</tr>
</tbody>
</table>

1 The .................................................. shown in our year's accounts was due to the purchase of a new shop.
2 The .................................................. used in the US are different from those in Europe.
3 At the moment, I'm a .................................................. but I'm training to be an accountant.
4 There was no escaping the .................................................. ; a net loss of €35,000.
5 After a little bit of .................................................., our figures for this year look a lot better.

In each sentence, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1 My name is Jane Morton and I am an accountancy in London.
2 I prepare the end-of-year accounting for several small businesses.
3 They send me their records and I draw up a profit and loss account.
4 This shows the growth profit and any charges against the company.
5 When these are taken away, you are left with your netting profit for the year.
Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

When I started my engineering company five years ago I had to (1) rise a lot of capital. First, I looked around for a (2) lender and took out a loan. The (3) was £100,000 at an (4) interest rate of 5.2%. I had to use my house for (5) collateral so that was a big worry. Next I found ten people who wanted to (6) invest in the business. Each one put (7) £10,000 in return for 1,000 shares. I (8) 12,000 shares so I am the biggest shareholder. Our total (9) is nearly a quarter of a million pounds. We paid our first (10) last year but it wasn’t very big. Now we are making a profit, we will start to reduce our (11) I don’t like carrying this much (12).

1  A rise  B raise  C rose
2  A lender  B borrower  C capitalist
3  A money  B balance  C principal
4  A account  B interest  C audit
5  A security  B safety  C salary
6  A lend  B borrow  C invest
7  A out  B up  C off
8  A hold  B pick  C hand
9  A gearing  B venture  C equity
10  A division  B divider  C dividend
11  A borrowing  B lending  C sharing
12  A capital  B debt  C collateral

Decide which of the alternatives (A–H) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. There are some alternatives that you don’t have to use.

1 'We had to find a lender who was prepared to finance an exciting new company.'
2 'Our lending to companies takes the form of conditional loans or debentures.'
3 'If you do not keep up with the repayments, we may sell your home to recover our money.'
4 'The company is highly geared so I wouldn’t invest in it.'
5 'We owe our suppliers $12,000 and we have a loan of $8,000 so the total is about $20,000.'

A indebtedness  B equity  C share capital  D bonds
E leverage  F gross profit  G venture capitalist  H collateral

Complete each sentence by writing in the gap a noun formed from the verb given in brackets { }. The first one is an example.

0 We charge each {borrower} a fee of £200 to arrange a loan. {borrow}
1 This year we will pay a {dividing} of 25p per share. {divide}
2 To get the loan we had to use the new lorry as {security} {secure}
3 We are looking for a {lending} who offers reasonable interest rates. {lend}
4 Their debts have grown steadily and now their {gearing} is dangerously high. {gear}
5 I think that our {borrowing} is now under control. {borrow}
Read the questions carefully. Try to answer them all. This test takes about 45 minutes.

For each sentence, choose the best word to fill the gap from the alternatives given. Put a circle around the letter, A, B or C, of the word you choose.

1. We do our printing in-house but we ................. delivery to a small, local company.
   A. supply      B. source      C. subcontract

2. We have set up quality ................. as part of our TQM system.
   A. circles     B. lines        C. corners

3. We need a ................. market economy where the government doesn’t try to control prices.
   A. base        B. low         C. free

4. Until last year they ................. the market but now they face some stiff competition.
   A. penetrated  B. dominated    C. segmented

5. Our new ................. protects our eggs on the way to the shops and it looks good on the shelves.
   A. production  B. packaging     C. promotion

6. If you want to save some money buy ................. products rather than the top brands.
   A. generic     B. durable       C. consumer

7. If you pay cash for this TV we will give you a 5% .................
   A. hike        B. sale         C. discount

8. Our prices are low because we cut out the ................. and sell directly from the factory.
   A. middleman   B. market       C. manufacturer

9. Customers who use our ................. card get one point for every pound they spend.
   A. franchise   B. sponsorship C. loyalty

10. We had nearly 5,000 ................. to our website last week.
    A. hits        B. visitors     C. views

11. We can increase our profit ................. by reducing our overheads.
    A. account     B. margin       C. costs

12. We’ve made a loss for the past three years but we should break ................. this year.
    A. even        B. up           C. out

Match each sentence beginning (1–6) with the correct ending. Write the letter (a–g) of the ending you choose in the box below. There is one extra ending that you don’t have to use.

1. Our only long-term liability is a profit of $1.2 million for last year.
2. Syntectic PLC reported a pre-tax b the learning curve has been very steep.
3. We fell behind with our repayments so c we can sell the stock in our warehouse.
4. Next time I’m going to trade up to d they started undercutting us.
5. Now we’ve got the product right, but e a £5,000 bank loan over three years.
6. We’ll solve our cash flow problem if f they sold the house we’d put up as collateral.

Choose one word from the box to complete each sentence. There is one word that you don't have to use.

in out on off against up under over

1. I need an investor to put ................................ the money for the new machinery.
2. IT equipment depreciates quickly so we amortize it ............................... three years.
3. They weren't going to pay so I had to write it .............................. as a bad debt.
4. The accounts show that the company is ................................. the red.
5. I didn't spend as much as expected and I was ............................... budget by €12,000.
6. BMW's new model will be ............................... sale in January next year.
7. The competition was so fierce we were driven ............................... of the market.

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) Then use your word pairs to complete the sentences below. The first one is an example.

We use a professional .................................................. to run our marketing campaigns.
1. It may work, but ........................................................ in a Hollywood movie costs a fortune.
2. We wanted to improve our efficiency so we looked at ........................................................ in the US.
3. Our local ........................................................ is open 24 hours a day, seven days a week.
4. Our large and loyal ........................................................ is our most valuable, intangible asset.
5. Just select what you want from our e-store and put it in your virtual .........................................................

Complete the sentences below by writing one word in each gap. The first letter is given to help you.

1. We get the raw ......................................... for our furniture from south-east Asia.
2. Our products are not for the mass ................................ but for a small, exclusive niche.
3. We want consumers to associate our ................................ name with value for money.
4. I think that TV is the most powerful advertising ................................ .
5. If salaries rise then our direct ................................... will eat up all our profits.
6. You should include the value of the building and all the equipment in your fixed ................................ .
7. We check on customer service by sending mystery ................................ into our stores.
8. The Inland Revenue wants to see our profit and loss ................................ for last year.
In each sentence, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line. The first one is an example.

0. We are the market leader with a 48% share of consumer spending.
1. Always try to satisfy customer wants and you'll be successful.
2. We supply parts to car manufacturers on a just-off-time basis.
3. To keep quality high we do sporting checks throughout the day.
4. Retailers buy from wholesalers and then sell on to their customers.
5. Our site has a search machine so you can look for key words.
6. Last year, our sales turnover was 5% higher than our forecast.

Match each headline to a statement. Write the number of the statement you choose in the box next to the headline. (There is one statement that you do not have to use.)

Global Net is market leader
Board faces dividend fury
No end to housing price boom
Time to invest in a franchise?
Music e-tailer records profit
Anglia Boats to move upmarket

1. The new 'Elite' range will have higher specifications and be aimed at buyers with more than £200,000 to spend.
2. The company announced that it is to issue more shares in order to raise capital for its expansion.
3. Last year, their share of the market rose to 34% — almost 3% higher than their biggest competitor.
4. The advantage is that you own the shop, but the parent company provides stock, advertising and advice.
5. Shareholders were shocked to hear that they would receive just 2p for every share as a result of the company's poor performance last year.
6. The survey shows that average prices rose by 2% last month making the annual rise a massive 18%.
7. The company reported that their online sales service had moved out of the red for the first time.

Write the abbreviations below in words. Some words and letters have been given to help you.

1. ISP Internet Service Provider
2. B2G Business To Government
3. COGS Cost Of Goods
4. FMCG Fast Moving Consumer Goods
5. BPR Business Process Re-engineering
Match each statement to one of the financial terms given below. Write the letter (A–H) in the box next to the statement. There are some terms that you don't have to use.

| 1 | We owe our suppliers $15,000 for building materials. |
| 2 | Our salary bill last year was $280,000. |
| 3 | It was $20,000 new, but now its book value is about $10,000. |
| 4 | We spent $30,000 on rent, electricity and insurance for this office. |
| 5 | So, after paying interest, tax and everything else, we made $150,000. |
| 6 | We’ve just agreed a bank loan for $50,000 payable over ten years. |

A: direct costs  B: creditors  C: net profit  D: depreciation  
E: overheads  F: debtors  G: gross profit  H: long-term liability

For each sentence, find one word to replace the underlined phrase. Write the word at the end of the sentence.

1. Juan will be in charge of designing, promoting and getting stores to stock our new product range.
   - .........................

2. Our new book containing descriptions and prices of all our products will be sent out next week.
   - .........................

3. We do not give customers a period of time before they have to pay.
   - .........................

4. We act as outside accountants who check financial records for several major companies.
   - .........................

5. Choose a top-end model and we will give you a 10% reduction in the price you have to pay.
   - .........................

6. You log on to the site using a secret word that only you know.
   - .........................

This is the end of Summary Test 2.
Use the Answer key at the back of the book to check your answers.
Success and failure

Choose the best word to fill each gap from the alternatives given in the box below. There are some words that you don’t have to use.

Bad news for shareholders of Barloni PLC. Jacky Lai, the CEO appointed last year, has failed to turn the ailing company and last month it defaulted its huge $1.2 million debt. There is no hope of finding anyone to bail Barloni so it will be put receivership next week. When the company is wound, shareholders will get almost nothing.

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

Alicom is a successful company. For the past ten years it has (1) ........ part of its profits as dividends. However, its (2) ........ earnings have been considerable. Its cash (3) ........ are now estimated to be around €20 million. Financial experts say that Alicom has only a small debt to (4) ........ and so may use its cash (5) ........ to buy out one of its rivals. CEO, Angela White, said that the company has no immediate plans to make an (6) ........ , but that it couldn’t be ruled out in the future.

In each line there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1. We need time to reorganize our finances so we’re filing for bankruptness.
2. That should protect us from our credits for at least six months.
3. The truth is we have a debt cries which has been building up for years.
4. Yesterday we asked the bank to schedule our debt over ten years.
5. If they don’t agree, then the company will collide immediately.
6. We will have to cease trading and make all our staff redundant.
7. If the bank says yes, then I think that we can make a full recover.
Choose the best word from the brackets ( ) to fill the gap in each sentence.

1 I have a 20% ....................... in a small printing company. (invest/interest/input)
2 Charles Wilson now has a majority ................... in Alicom PLC. (hold(holder/holding)
3 ProSports and Fit Folk gave details of their new joint ................... (venture/account/combine)
4 Kola-Co has made a ................... bid of 21p per share. (kind/friendly/gentle)
5 Buying out the contracts of senior executives will be a poison ................... for any predator to swallow. (medicine/tablet/pill)
6 Eastern Water proved to be our white ................... saving us from collapse. (angel/knight/saint)
7 Their ................. company is a multinational based in New York. (parent/father/family)
8 We started as a music company but we ................... into television. (diversified/diverod/differed)
9 We do many things but our ................... activity is publishing. (concern/centre/core)

In each of the numbered sentences (1-5) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

Our manufacturing company is small but it has lots of assets.
1 We are worried that we may be play to a big multinational. .......................
2 Last year, Anders Holdings made a hostage bid for us. .........................
3 They wanted to akquier us as their subsidiary in Europe. ...................
4 We didn’t want to be part of a huge conglomerus so we rejected the bid. .......................
5 We are now considering a merger with another small engineering firm. .......................

For each sentence, find one word to replace the underlined phrase. Write the word at the end of the sentence. The first two letters have been given to help you.

1 The problem is that the company is not concentrating on a few important things. un .................
2 Robert Bateson now has a bigger than 50% stake in English Petroleum. mg .................
3 I think that selling off non-core assets is necessary to save the company. di .................
4 Europe Airways has formed an arrangement to work together with Alpha Airlines. al .................
5 Global Electric’s latest company that it has bought is Cambridge Electra. a c .................
6 At the moment, we just make shoes but we want to start doing business in other areas. di .................
Personal finance

35.1 6 marks

Decide which of the alternatives (A-H) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. There are two alternatives that you don’t have to use.

1. ‘You get your own cheque book so, for example, you can pay your bills by post.’

2. ‘We borrowed £80,000 from the building society to buy our house.’

3. ‘I do all my shopping using plastic and then I pay when I get my monthly statement.’

4. ‘It’s in both our names so we can both get money out when we want.’

5. ‘We are nearly £200 in the red and we are paying a lot of interest on it.’

6. ‘We’ve got about £2,000 saved and the bank pays about 4% interest on it.’

A credit card  B current account  C overdraft  D joint account
E debit card  F deposit account  G mortgage  H bank statement

35.2 10 marks

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

‘My name is Jenny Logan and I’m in charge of e-banking at ScotWest Bank. We have local (1) .......... like all the other (2) .......... banks, but more and more of our customers are using the Internet. Our “Internet only” savings account allows customers to (3) .......... their money 24 hours a day. You can check your account (4) .......... day or night and, if you want, (5) .......... money from one account to another. You don’t get a (6) .......... book but you can pay bills electronically. Also we don’t send a bank (7) .......... through the post every month because you can print one off at any time. Internet banking is very efficient so our (8) .......... are lower and we pay more (9) .......... on e-accounts. At the moment the (10) .......... is 4%.’

1 A shops  B branches  C outlets  2 A credit  B debit  C cash
2 A high-street  B top-end  C mid-range  3 A arrange  B manage  C audit  4 A profit  B total  C balance
3 A arrange  B manage  C audit  4 A profit  B total  C balance  5 A dispose  B distribute  C transfer  6 A cheque  B credit  C cash

35.3 5 marks

Write one word in each gap to complete the sentences.

1. We have about $10,000 invested in u ____ trusts.
2. If our building society is demutualised, everyone will get a w ____ of £250.
3. The government says that it can’t afford to increase the s ____ pension by more than 1%.
4. I am lucky because I am a member of the company pension s ____.
5. Thousands of small i ____ lost money when the share price collapsed.
36

Financial centres

36.1  6 marks

Decide which of the alternatives (A–H) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. There are two alternatives that you don’t have to use.

1. ‘This is New York’s financial centre.’
   - Square Mile
   - Wall Street
   - Bourse
   - Commodity exchange
   - Forex
   - Futures contract
   - Options contract

2. ‘We bought euros at $0.94 and sold at $0.98.’
   - Forex
   - Futures contract

3. ‘If I want, I can buy 10,000 shares at $2 in 12 months’ time.’
   - Bourse
   - Commodities exchange
   - Stock exchange

4. ‘The government has borrowed £50 billion over a ten-year period.’
   - Bonds
   - Stock exchange
   - Futures contract

5. ‘Our contract is to buy 500 ounces of gold at $420 in 30 days, so we hope the price rises.’
   - Futures contract
   - Options contract

6. ‘The traders here deal in metals, wheat, rice, orange juice – things like that.’
   - Commodities exchange
   - Futures contract
   - Options contract

36.2  6 marks

Complete each sentence by writing in the gap a word formed from the verb given in brackets ( ).

1. This bank is one of London’s oldest ..................... institutions. (finance)
   - Issued
   - Auditors
   - Bourses
   - Issuance
   - Auditors
   - Auditing

2. We deal mainly in commodities and ..................... . (derive)
   - Derive
   - Derived
   - Derived
   - Deriving

3. We have about 60 ..................... buying and selling stocks. (deal)
   - Dealing
   - Dealings
   - Deal
   - Deal

4. The ..................... of the company raised £1.4 million. (float)
   - Float
   - Flotation
   - Float
   - Float

5. A ..................... wants to make a quick profit. (speculate)
   - Speculate
   - Speculator
   - Speculator

6. I invest in ..................... – mainly stocks and bonds. (secure)
   - Secure
   - Secured
   - Security
   - Secure

36.3  6 marks

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

Pegasus Software looks like a good buy. The company was (1) ............... last year and its shares are (2) ............... on the London stock (3) ............... . When they were (4) ............... , they were valued at 60 pence. Lots of (5) ............... were attracted by the company’s strong sales figures. Now the (6) ............... is worth 92 pence.

1. A bonded
   - B floated
   - C raised

2. A quoted
   - B signed
   - C noted

3. A bourse
   - B city
   - C exchange

4. A issued
   - B started
   - C distributed

5. A auditors
   - B creditors
   - C investors

6. A trade
   - B stock
   - C deal
Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

'The bad news for investors continues. Today the Dow, the NASDAQ and the European (1) ......... all showed heavy loses. Prices on the London FTSE fell to a five-year (2) .......... with banks and insurance companies showing spectacular (3) ........... . Dealers are pessimistic and no one can see an end to this (4) .......... market. Over the past month we have seen more than $20 billion (5) ........... off the value of US stocks. The only good news from Wall Street was a small rise in blue (6) ........... just before the (7) ........... . This late (8) ........... helped the Dow to finish just half of one per cent lower on the day.'

1 A indices  B prices  C lists  5 A waved  B washed  C wiped
2 A crash   B low    C barrier  6 A chips  B stocks  C shares
3 A declines B trades C demands  7 A finish B shut  C close
4 A bull    B bear   C buffalo  8 A record B rally  C recover

In each line there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1 In Tokyo today, turnover was very high - especially in the hi-tech sector.
2 More than half a billion shares changed hands in six hours.
3 There was a lot of demand for shares in microchip manufacturers.
4 Silkei, in particular, made spectacular gains and was up 8.5% on the day.
5 The Nikkei 225 broke through the 10,000 bar for the first time this year.
6 Expectations are that this bull index will continue for some time.

Write one word in each gap to complete the sentences.

1 He lost all his money in the stock market ......... of 1987.
2 Microsun's share ......... rose to S4 yesterday - its highest for two years.
3 The New York ......... of ‘new economy’ shares is the NASDAQ.
4 There was ......... selling in Frankfurt with dealers trying to sell shares at any price.
5 Yesterday, more than 3% of total market ......... was lost on Wall Street.
Choose the best word from the brackets ( ) to fill the gap.
1. The country’s ..................... is very strong at the moment. (finance/economy/balance)
2. All the economic ..................... are positive. (indicators/index/inputs)
3. The gross ..................... product is at an all-time high. (domestic/deficit/discount)
4. We also have a trade ..................... of over £16 billion. (benefit/share/surplus)
5. The annual inflation ..................... is below 2%. (growth/rate/gap)
6. The number of people out of ..................... is less than 400,000. (job/employ/work)

Complete each sentence by writing in the gap a word formed from the verb given in brackets ( ).
1. She is an expert in ..................... management. (finance)
2. The country’s gross national ..................... grew by 10% last year. (produce)
3. The level of ..................... is high because companies have cut jobs. (employ)
4. Higher wages will increase ..................... pressure in the economy. (inflate)
5. Our ..................... rate was nearly 10% last year. (grow)

Find a word related to each clue. The first letters of the answers are given.
1. Dealing with very large sums of money: ..................... finance
2. Value of a country’s products and services:  
   economic .....................
3. Goods sold abroad
4. Unemployed
5. Rising prices
6. Cheap to buy and to use
Indicators 2

Choose the graph (A–E) which best fits each sentence. You can use each graph more than once.

A B C D E

1 'Oil prices skyrocketed last week as fears over supplies grew.' ..............................................
2 'The dollar–euro exchange rate remains steady at about 0.98.' ..............................................
3 'Telecom shares plummeted on warnings of bad sales figures.' ..............................................
4 'The FTSE 100 fell yesterday but bottomed out at 7,900.' ..............................................
5 'Adventi Corporation shares advanced to $2.80.' ..............................................
6 'Sales at Super Mart have stagnated over the past year.' ..............................................
7 'Micro Sun shares soared yesterday on news of a possible bid.' ..............................................
8 'The Hang Seng dived yesterday and closed at a five-year low.' ..............................................

Choose the best word from the brackets ( ) to fill the gap.

1 The CAC 40 ......................... at 3,051 before falling back to 2,992. (advanced/peaked/soared)
2 Anglia Agro ......................... to 121 pence from a high of 123. (cased/leapt/jumped)
3 Our share price rose in the morning but then it levelled ......................... at 62 pence. (up/down/off)
4 Internet dealers say they will ......................... the price of a new car by over 10%. (slash/slump/bust)

5 It's not bad enough to call it a slump, but we are in a ......................... .
   (depression/repression/recession)
6 ......................... means that growth is slow, but prices are rising quickly.
   (Stagnation/Stagflation/Inflation)
7 United Foods announced it is going to ......................... 1,500 jobs. (axe/divide/close)
8 As temperatures rise, the ......................... for air-conditioning units increases.
   (boom/surge/demand)

Find a word related to each clue. The first letters of the answers are given.

1 A period of very strong growth
2 When production falls, growth is ..............
3 A very bad slump
4 Opposite of a peak
Wrongdoing and corruption

Decide which of the alternatives (A–G) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. There is one alternative that you don’t have to use.

1. They used the profits from selling drugs to buy houses and land in Europe.
2. He moved £200 from the company account to his own bank account every week for years.
3. Net Rail and West Trains secretly agreed to charge the same fares on their busiest routes.
4. The $100 note was so good it was almost impossible to tell it from a real one.
5. They offered him $20,000 to give the contract to them and not their rivals.
6. The CEO was arrested because she sold all her shares just before the price plummeted.

A: price fixing  B: insider trading  C: money laundering  D: counterfeiting
E: bribery  F: racketeering  G: embezzlement

Complete each sentence by writing in the gap a word formed from the verb given in brackets ( ).

1. They thought the President was involved in ......................... (corrupt)
2. Publishing lies about a company to push down its share price is market ......................... (rig)
3. He was found guilty of insider ......................... last year. (deal)
4. He was accused of ......................... because he gave politicians cash for favours. (bribe)
5. They made a lot of money ......................... famous brand sports wear. (fake)
6. She organized the ......................... of postage stamps worth $2 million. (forge)

In each of the numbered sentences (1–5) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

My name is Laura Rayner and I work for the Finance Sector Authority.
1. Our job is to regular banking and investment services.
2. We look at reports of wrongdone in companies.
3. Some cases are small – like a director taking a ‘sweetness’ for a favour.
4. Others are very serious. One scam involved a man who sold $1 million worth of shares in a company that didn’t exist! That’s fraud.
Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

'My name is Peter Gill. I manage the One World (1) ________ investment fund. We follow a very clear (2) ________ of conduct when we choose stocks. We only invest in companies that are socially (3) ________ so we don't put money into tobacco companies or arms manufacturers. Green (4) ________ are very important to us. We check that our companies are not damaging the (5) ________. We invest in some companies that make their products in countries where (6) ________ is cheaper, and we make sure that they do not (7) ________ their workers. Some expensive, famous brand clothing is made in (8) ________ where people work long hours for very low wages. We think that is completely (9) ________.'

1 A honesty  B ethical  C rights
2 A note  B list  C code
3 A responsible  B spectacular  C interested
4 A issues  B actions  C indexes
5 A neighbours  B environment  C local
6 A work  B job  C labour
7 A export  B employ  C exploit
8 A sweatshops  B sweatshirts  C sweetshops
9 A moral  B unethical  C social

Complete each sentence by writing one word in each gap. Use the words in brackets () to help you.

1 We expect everyone in this company to behave ________ (ethics)
2 We regularly discuss ________ issues with managers and workers. (ethics)
3 Last year we put in place an ________ action programme. (affirm)
4 This helps us to avoid sexual and racial ________ (discriminate)
5 Many of our employees are green ________ (active)
6 They take direct action on a wide range of ________ issues. (environment)
Time and time management

There is one word which is wrong in each of the numbered sentences (1-8). Circle the mistake and write the correct word at the end of the line.

I'm Eddy Yeung and I'm in charge of building this bridge.

1. The leader time for preparing this project was six months.
2. We drew up a three-year frame time for the work to be completed.
3. At the end of one year, everything was on scheduling.
4. Then there was a delayment because an important machine broke down.
5. We had nearly two months of uptime while it was repaired.
6. As a result, we are now a long way before schedule.
7. We are working hard to make out time but it is not easy.
8. You know how it is. Everything takes long than planned.

Look at the chart for building a house. Use the information in the chart to complete the sentences below. Write one word in each gap. The first letter is given to help you.

<table>
<thead>
<tr>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build walls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Put on roof</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services: water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services: electricity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Decorating</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hand over</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. The [ ] for this project is four months.
2. The first [ ] is clearing the site.
3. Putting in the water and the electricity run in [ ]
4. Phases 4 and 5 [ ] with the period for decorating.
5. [ ] is scheduled for the last week of June.
6. The builder will get a [ ] payment if the project is finished early.

Find the word that completes each tip on time management. The first and last letters of the answers are given.

1. Use a diary or a [ ] to plan your week.
2. If you like computers, use an electronic personal [ ]
3. Put the things you need to do in order - [ ] them!
4. Don't be [ ], and avoid interruptions.
Stress and stress management

For each sentence, find one word to replace the underlined phrase. Write the word at the end of the sentence. The first two letters have been given to help you.

1. I'm a nurse because I want to do something that gives me a lot of satisfaction.
   - l e

2. I work hard but my job is very interesting and makes me feel good.
   - s t

3. My new job is difficult but in an interesting way.
   - c h

4. Now I'm a manager I feel that things are difficult and there's a lot to do at work.
   - s t

5. I started to feel that I couldn't deal with all the pressures of work.
   - o v

6. My last boss left the job because of very bad tiredness and stress.
   - b y

Choose the best word from the brackets ( ) to fill the gap in each sentence.

1. I don't like working stress.
   - behind/under/over

2. My doctor said my illness was stress.
   - induced/involved/input

3. I don't think I can deal with the stresses and at work.
   - surges/stretch/stains

4. He had a breakdown last year but he's much better now.
   - nerve/nervy/nervous

5. I have to get out of the rat before I am burned out.
   - race/trap/cage

6. This job is so competitive I feel as if I'm on a.
   - timetable/treadmill/sweatshop

In each of the numbered sentences (1–6) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1. I've been completely stressed outwards and it is damaging my health.

2. I'm so overemployed that I am too tired to sleep at night.

3. That's why I'm going to change my lifestyling.

4. I want to spend some qualification time with my family.

5. Lots of people in London are thinking about backshifting.

6. They're all looking for a life that is unstrainful.
Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B, C or D, of the word you choose.

'My name is Laura Garcia and I train people in modern management techniques. Old style managers were (1) .......... . They took all the decisions and told their (2) .......... what to do without talking to them. They were often very (3) .......... from their employees. They (4) .......... their decisions from above and their whole approach was (5) .......... and (6) .......... . A modern manager has to be more (7) .......... and (8) .......... . Decision-making needs to be (9) .......... so everyone should be involved in the process of (10) .......... .

1  A  authority  B  authorized  C  authoritarian  D  authorizing
2  A  subordinates  B  superiors  C  sponsors  D  speculators
3  A  above  B  further  C  long  D  remote
4  A  imposed  B  imposed  C  stressed  D  pressured
5  A  bottom-up  B  upside-down  C  inside-out  D  top-down
6  A  bureaucratic  B  administrative  C  organized  D  restructured
7  A  closed  B  shut  C  over  D  open
8  A  advanced  B  relaxing  C  approachable  D  distant
9  A  decentralized  B  unfoened  C  depreciated  D  restructured
10 A  talking  B  consultation  C  speaking  D  discussing

Complete each sentence by writing in the gap a word formed from the verb given in brackets ( ).

1  I like people in this company to use their  ..................  . (initiate)
2  We believe in  ..................  so we let people control their own work. (delegate)
3  ..................  means letting people make their own decisions. (empower)
4  We discuss things and even argue but then we reach a  .................. . (consent)
5  I'm going on a course to develop my  ..................  skills. (lead)

Find the words that match the clues. The first and last letters of the answers are given.

1  Talent
2  Energy and drive
3  Attractive quality that good leaders have
4  Leader who can see what the future will be like
Business across cultures 1

Decide which of the alternatives (A–F) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. You will have to use some alternatives more than once.

1. 'All CEOs over the age of 50 use an authoritarian approach to management.'
2. 'The top people were all men and they encouraged an aggressive management style.'
3. 'Our organization has five levels of management.'
4. 'Here we consult employees on all major decisions. We work by consensus.'
5. 'The people on the shop floor say that our managers don't have any leadership skills.'
6. 'I want the people who work for me to be tough. If they are weak they can leave.'
7. 'I like all the people in my team to call me Steve rather than Mr Eastwood.'
8. 'Women make better managers than men because they are better with people.'

A corporate culture    B macho culture    C canteen culture
D hierarchical structure    E form of address    F stereotype

Write one word in each gap to complete the sentences.

1. We involve everyone in the decision-______ process.
2. This is not a hierarchical company. We only have two management _____.
3. We work as a team of______. The newest employee's ideas are just as important as mine.
4. The______-hours culture here puts people under pressure.
5. I like it here because the company______ is to encourage people to use their initiative.

In each line there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1. Our new manager is very open and approachive.       ........................................
2. We can be family with him, but we still respect him. ........................................
3. My last manager was distant and remove.                    ........................................
4. He was not excessable and he didn't ask for our opinions. ........................................
5. We had to show him difference even if we did not agree with him. ........................................
Business across cultures 2

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

'My name is Daniel Bertolino and I'm a software developer. In our department, we dress (1) .......... . We can't wear shorts or dirty T-shirts so I suppose it's "(2) .......... casual". People in Sales have to dress (3) .......... . The men wear dark business (4) .......... and so do the women. They all look the same. It's like a (5) .......... really. At the end of each month we have a (6) .......... Friday. It's strange to see the CEO without a tie on.'

1 A casualty  B casually  C casually
2 A smart  B straight  C special
3 A obligatory  B remotely  C formally
4 A shirts  B suits  C suits
5 A uniform  B portfolio  C logo
6 A dress-up  B dress-down  C dress-in

Look at the business cards and labels. Decide whether each statement is 'True' or 'False'. If there is not enough information to decide, tick (✓) the 'Does not say' box. Then answer questions 8–10.

<table>
<thead>
<tr>
<th>Mrs Paula Howard m.a.</th>
<th>King Media PLC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Services</td>
<td>1 High Street, Cambridge, CB1 2EU</td>
</tr>
<tr>
<td>Provector insurance</td>
<td>Charles Caspar</td>
</tr>
<tr>
<td>PO Box 274</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>Ipswich, IP4 1 6HJ</td>
<td>Tel: +44 1223 662200</td>
</tr>
<tr>
<td>Tel: 01473 268262</td>
<td>E-mail: <a href="mailto:caspar.c@kingmedia.co.uk">caspar.c@kingmedia.co.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>William J Davenport Sr.</th>
<th>Sarah A Moreland Bsc, MBA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice President, Finance</td>
<td>Head of Marketing</td>
</tr>
<tr>
<td>Global Foods Inc.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Statement</th>
<th>True</th>
<th>False</th>
<th>Does not say</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Paula Howard is married.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Charles Caspar doesn't have any qualifications.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 William Davenport has a son called William.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Mr Davenport's middle name could be Robert.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Paula Howard doesn't have a middle name.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 If you meet the CEO of King Media, you should call him Mr Charles.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 If you write to Sarah, you could address her as 'Ms S. Moreland'.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 What is the family name of the person who works for Provector?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 What qualifications does Sarah Moreland have?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 What is the surname of the CEO of King Media?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Business across cultures 3

47.1 5 marks

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don’t have to use.) Then use your word pairs to complete the sentences below.

- working
- corporate
- lunch
- public
- eye

1. Make ___________________________ with customers so that they know you are listening.
2. I usually go shopping during my ___________________________.
3. Tomorrow is a ___________________________ so the office will be closed.
4. Let’s discuss this over a ___________________________ tomorrow morning.
5. We spent over $40,000 last year on ___________________________.

47.2 6 marks

Choose the best word to fill each gap from the alternatives given in the box below. There is one extra word that you don’t have to use.

- presenteeism
- punctuality
- humour
- business
- absenteeism
- gestures
- entertainment

1. Our overseas clients expect ____________ when they visit so I take them out every evening.
2. He is very keen on ____________, so get there early.
3. I don’t like ____________ lunches because they go on for too long.
4. There was a culture of ____________ with people at their desks even at the weekend.
5. You can learn a lot from watching the ____________ that people make when they are talking.
6. An important business meeting is not the place for ____________. It can go horribly wrong.

47.3 7 marks

In each line there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1. When you meet someone, it is important to get the greet right.
2. I shake hands with people, but I don’t really like physical contract.
3. In some cultures you should give presents to everyone you meet.
4. You should also know the rules of conversation when you go to meetings.
5. It may be rude to enter upon people when they are talking.
6. Also, think about the role of silent. Is it rude to be quiet for long periods?
7. Finally, say ‘Good buying’ to everyone when you leave.
Decide which of the alternatives (A–H) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. You will have to use some alternatives more than once.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>‘Our meeting was in Paris but we linked up with Bill’s team in the New York office.’</td>
</tr>
<tr>
<td>2</td>
<td>‘It’s an oh-eight-hundred number so you don’t have to pay.’</td>
</tr>
<tr>
<td>3</td>
<td>‘Good morning, Washington. Good afternoon, Oslo. Can you all see and hear us?’</td>
</tr>
<tr>
<td>4</td>
<td>‘Yes, she’s in her office. I’ll put you through to her now.’</td>
</tr>
<tr>
<td>5</td>
<td>‘If I’m not in the office, call me on my mobile.’</td>
</tr>
<tr>
<td>6</td>
<td>‘You have to put in at least 20 pence before you can make a call.’</td>
</tr>
<tr>
<td>7</td>
<td>‘The picture is not very good but it’s nice to see who you’re talking to over the Internet.’</td>
</tr>
<tr>
<td>8</td>
<td>‘To order at this special price, call our sales team on 01776 223344 – now!’</td>
</tr>
<tr>
<td>9</td>
<td>‘I take it with me in the car. But I don’t use it when I’m driving.’</td>
</tr>
<tr>
<td>10</td>
<td>‘If you have any problems, call our technical team on 01473 123123.’</td>
</tr>
</tbody>
</table>

A cellphone  B webcam  C videoconference  D helpline  
E hotline  F Freephone  G extension  H payphone

Choose the best word from the brackets ( ) to fill the gap.

1 I’m out tomorrow morning, so give me a ....................... in the afternoon.
   (call/phone/telephone)
2 I like this ....................... phone because I can use it in the garden.
   (moveable/cordless/extended)
3 If they need me at work, they send a message on my ....................... .
   (pager/reader/text)
4 I have one ....................... for my phone and another for my Internet connection.
   (wire/cord/line)
5 Jim phoned from Los Angeles. Can you call him ....................... tomorrow?
   (out/up/down)
6 We have a call ....................... in Dublin that deals with customer enquiries.
   (office/centre/site)
7 Customers in the States can call us on our ....................... -free number.
   (toll/cost/price)
8 Give me a ....................... if you want to go to the conference next week.
   (ping/bing/ring)
9 There’s a public phone where you can use coins or a phone ....................... .
   (card/note/ticket)

Write the telephone numbers below in figures. The first one is an example.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 1 | ‘one - seven - six, three - two - three - three’| 176 3233
| 2 | ‘oh - one - double two - three, five - six - oh - four - double nine’                  |
| 3 | ‘oh - eight hundred, double seven - double one - double seven’                        |
| 4 | ‘double four, one - eight - one, three - zero - three - zero’                         |
| 5 | ‘one - eight hundred, double five - double five - double five’                       |
Here are some things you might hear on the phone. Write one word in each gap to complete the messages and conversations.

1. ‘Call me at the office tomorrow. My line is 01202 818335. If I'm not there, leave a message on my and I'll call you when I get in.’

2. ‘All international lines are . Please up and try again later.’

3. ‘Can I speak to Anita Singh, please?’
   ‘Oh, I'm sorry. She's not on this; she's on 227. I'll put you through to the main. Just ask the to transfer you to the Sales Department.’

4. ‘Good morning. You are to the King's Theatre ticket hotline. How can I help you?’
   ‘Oh, I think I've got the number. I wanted 470401.’
   ‘Ah, yes. This is 470410.’

5. ‘Hello, operator. Can you check a number for me? It's 077 23 23 23. I was talking to someone there but I got off. Now when I call, I just get the tone.’

6. ‘Hello, Reception? Can you tell me how to make a call to France?’
   ‘Certainly, sir. Just pick up the phone and “9” to get a line. When you hear the tone, dial 00 33 and then the number you want in France.’

7. ‘This is the Freedom Credit Card helpline. To check your balance, please press “1” on your . To make a payment, press “2”.’

8. ‘Hi, Alex. This is Mario. I got your message yesterday, but I was busy so I couldn't your call. Sorry I missed you. I’ll call later.’
Telephoning 3: messages

Here are three telephone conversations. Choose the best word from the brackets ( ) to complete each sentence.

1. Good morning. This is Pierre Cognet. Could I ...................... to Mr Roberts, please?
   (tell/speak/phone)
   O I’m ...................... he’s in a meeting. (afraid/scared/unfortunate)
   O Ah. Could I ...................... a message? (ask/send/leave)
   O Of course.
   O Could you ask him to call me ......................? My number’s 33-1-4776-5821.
   (back/down/round)
   O OK. I’ll tell him you called.
   O Thank you.

2. Hello. Is that Anna?
   O ...................... (saying/talking/speaking)
   O Hi, Anna. This is Alain. Is this a ...................... time to call? (fine/good/best)
   O Not really, Alain. Could you call back ......................? (late/later/later)
   O OK. I’ll call back after lunch.
   O That’s great. Bye.

3. Hello. Is that Sven Anderson?
   O No. Sven’s not in the office today. Can I ...................... a message? (make/take/place)
   O Oh, I’m calling ...................... tomorrow’s meeting. I wanted to confirm that it starts at 10.
   O Yes, it does. I’ll be there too.
   O Ah, good. Thank you. I’ll see you tomorrow then. Bye.
   O See you tomorrow. Bye.

Here are some telephone conversations where one speaker is checking some information. Tick (√) the correct option. The first one is an example.

<table>
<thead>
<tr>
<th>'Did you say your extension is 607?'</th>
</tr>
</thead>
<tbody>
<tr>
<td>'Six - oh - double seven.'</td>
</tr>
<tr>
<td>607</td>
</tr>
<tr>
<td>6077 √</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>'Is that with one N or two at the end?'</th>
</tr>
</thead>
<tbody>
<tr>
<td>'It’s double N.'</td>
</tr>
<tr>
<td>Hermann</td>
</tr>
<tr>
<td>Herman</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>'Is that all one word?'</th>
</tr>
</thead>
<tbody>
<tr>
<td>'No. It has a hyphen.'</td>
</tr>
<tr>
<td><a href="mailto:thompsonclarke@aol.com">thompsonclarke@aol.com</a></td>
</tr>
<tr>
<td><a href="mailto:thompson-clarke@aol.com">thompson-clarke@aol.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>'Do you know if that’s with a capital V?'</th>
</tr>
</thead>
<tbody>
<tr>
<td>'He writes it with a small letter.'</td>
</tr>
<tr>
<td>Van Lent</td>
</tr>
<tr>
<td>van Lent</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>'Was that a P or a B?'</th>
</tr>
</thead>
<tbody>
<tr>
<td>'It’s Bravo Alpha 471.'</td>
</tr>
<tr>
<td>BA 471</td>
</tr>
<tr>
<td>PA 471</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>'Can you repeat the address, please?'</th>
</tr>
</thead>
<tbody>
<tr>
<td>'It’s <a href="http://www.art.house.org/music">www.art.house.org/music</a>, forward slash music.'</td>
</tr>
<tr>
<td><a href="http://www.art.house.org/music">www.art.house.org/music</a></td>
</tr>
<tr>
<td><a href="http://www.arthouse.org/music">www.arthouse.org/music</a></td>
</tr>
</tbody>
</table>
51 Telephoning 4: arrangements

Here are two telephone conversations. Write one word in each gap to complete the sentences. The first letter has been given to help you.

- Nick, I’m calling to see if we can f. a meeting for next week.
  ○ OK. I’ll just c. my diary.
- What s. Tuesday?
  ○ Sorry. I’ve got f. to a meeting in London.
- Could you m. Wednesday?
  ○ No problem. Let’s s. Wednesday at 10 then.
- OK. I look f. to seeing you then. Bye.
  ○ See you, Nick.

- Hello, Ali. It’s Maria. Would it be useful for us to meet next week?
  ○ Yes, I think so. Would Thursday be a. for you?
- I won’t be a. to make Thursday, I’m afraid.
  ○ OK then, let’s meet on Friday at 9.
- That’s f. . I’ll see you then.
  ○ OK, Maria. Thanks for s.

51.2 11 marks

Here are two voicemail messages. Choose the best word from the brackets ( ) to complete each sentence.

1. Jacques. It’s Paul. I can’t n. next Monday’s meeting after all.  
   (being/make/arrive)
   Something has come f. and I have to fly to Frankfurt. (out/down/up)
   a. Tuesday be possible for you? (Would/What/Why)
   If not, we’ll have to ____ it off until the week after. (let/take/put)
   I’ll be in ____ soon. Bye. (touch/calling/speak)

2. Ellen. It’s Stefan. I’m afraid the 22nd won’t be ____.
   (possibility/possible/possibly)
   I’m sorry, but I’ve ____ to go to Oslo. (have/must/go)
   We’re going to have to put it ____ for at least a week. (back/out/behind)
   I’m completely ____ under with the Woodstock contract.
   (rained/snowed/stormed)
   Can we leave it ____ for the time being? (open/shut/fixed)
   Talk to you ____ no doubt. Bye. (now/then/soon)
Summary Test 3

Read the questions carefully. Try to answer them all. This test takes about 45 minutes.

For each sentence, choose the best word to fill the gap from the alternatives given. Put a circle around the letter, A, B or C, of the word you choose.

1. The company's debt .................. was too large and it couldn't make the repayments.
   A. schedule  B. default  C. burden

2. With 51% of the shares, Max Com now has a .................. interest in Media World.
   A. majority  B. mid-range  C. minority

3. We agreed a £4,000 .................. with the bank but the interest rate is very high.
   A. deposit  B. overdraft  C. balance

4. Geno Science was .................. on the stock exchange last year.
   A. issued  B. floated  C. invested

5. The FTSE 100 .................. fell by 1.4% yesterday.
   A. market  B. bourse  C. index

6. I've got lots to do but finishing this report is my first ..................
   A. priority  B. schedule  C. perfection

7. The Japanese car manufacturer is to .................. 5,000 jobs at its plants in Europe.
   A. axe  B. plunge  C. ease

8. He was selling Rolex watches for $1,000, but they turned out to be ..................
   A. counterfeits  B. forges  C. fakes

9. The country's gross domestic .................. has grown by more than $200 billion.
   A. payment  B. product  C. profit

10. I gave up my job in the City to have more .................. time with my family.
    A. downshift  B. value  C. quality

11. Our new CEO has charisma and a natural .................. for leadership.
    A. flair  B. drive  C. energy

12. I think that .................. is important so I am never late for a business meeting.
    A. hospitality  B. formality  C. punctuality

Match each sentence beginning (1–6) with the correct ending. Write the letter (a–g) of the ending you choose in the box below. There is one extra ending that you don't have to use.

Answers 1  2  3  4  5  6
Choose one word from the box to complete each sentence. There is one word that you don't have to use.

behind up over under in out on off

1. ScotNat Bank has agreed to bail ................. the troubled company with a £1 million loan.
2. Renée Latour has a 15% stake ................. the country's biggest wine exporter.
3. We have a $20,000 loan which we are paying ................. over two years.
4. Ampost Inc. is quoted ................. the New York stock exchange.
5. Megacorp shares advanced in heavy trading and finished 85c ................. at $7.35.
6. There was a delay and now we are four weeks ................. schedule.
7. I have been ................. stress at work and now I'm off sick.

Draw a line from each word on the left to a word on the right to make a word pair. (There is one word that you don't have to use.) Then use your word pairs to complete the sentences below. The first one is an example.

lead macho direct nervous smart public breakdown holiday casual time capital culture line

0. This project had a ................. time ................. of about 12 months.
1. He had a ................. and I think it was due to stress at work.
2. Monday is a ................. in Thailand so the Bangkok office will be shut.
3. Call me on my ................. – 01344 246246.
4. The sales team has a ................. and everyone is expected to be forceful.
5. The dress code is ................. so I don't have to wear a suit.

Complete the sentences below by writing one word in each gap. The first letter is given to help you.

1. The country's inflation £ ................. was almost 1.5% last year.
2. United Bank's new deposit £ ................. pays interest of 4.2%.
3. Blue £ ................. saw strong gains on Wall Street yesterday.
4. I called the helpline at least ten times, but every time I got the engaged t .................
5. She was arrested yesterday on charges of insider d ..................
6. The two airlines announced their joint v ................. after the meeting.
7. A top-down a ................. to decision-making makes employees feel that they are not valued.
8. I didn't trust him because he wouldn't make eye c ................. with me.
In each sentence, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line. The first one is an example.

0 Over the past three years, we’ve changed the company (cult) here.
1 We are encouraging people to use their own initiative.
2 We want to power employees so we delegate responsibility.
3 We also want our people to be simulated at work – not stressed.
4 The company has a strict note of conduct which we all follow.
5 We hope that there is no racial or sexual discrimination here.
6 And a happy team is more productive. Last year sales sawed by 27%.

Match each headline to a statement. Write the number of the statement you choose in the box next to the headline. (There is one statement that you do not have to use.)

<table>
<thead>
<tr>
<th>Top executives leave rat race</th>
<th>Dress-down Friday ups productivity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobiles increase stress says report</td>
<td>Green investors grow in importance</td>
</tr>
<tr>
<td>Sportswear giant in sweatshop claim</td>
<td>CEO’s backhander lands him in court</td>
</tr>
</tbody>
</table>

1 Children work a 12-hour day for 50c making trainers that retail in the US at more than $150.
2 The research shows that employees who dress casually produce more than those in business suits.
3 Mr Trent took the cash in return for inside information about the company’s merger plans.
4 The problem with perfection is that it can’t be achieved – even if you work 24 hours a day.
5 The study shows that ethical investment increased at more than twice the market average last year.
6 More and more people are giving up jobs with huge salaries to move to a slower, more relaxed lifestyle.
7 They can’t relax because the boss may call at any time of the day or night wherever they are.
Choose the graph (A–E) which best fits each sentence. You can use each graph more than once.

1. "The inflation rate has remained steady over the past year."
   - A

2. "The NASDAQ plummeted yesterday as technology stocks were hit again."
   - C

3. "The Infotec share price has skyrocketed on news of the merger."
   - D

4. "London was a little more bullish yesterday and the FTSE 100 advanced to 8,050."
   - B

5. "Exports to the US have stagnated over the past year."
   - A

6. "Demand for cheap air travel has increased dramatically."
   - E

7. "The CAC 40 has fallen recently but now seems to have bottomed out."
   - D

8. "The trade surplus has been growing slowly but steadily over the past three years."
   - A

Match each statement with one of the financial terms given below. Write the letter (A–H) in the box next to the statement. There are some terms that you don’t have to use.

1. We deal in investments in minerals, metals and agricultural produce only.  - H
2. There is a lot of optimism and dealers think share prices could soar.  - A
3. The all-share index plummeted by over 10% and is now at a 20-year low.  - C
4. We bought euros at 0.92 and sold them at 0.98.  - F
5. Things got better in the afternoon and, at the close, the Dow was up 0.5% on the day.  - B
6. I can, if I want, buy 10,000 company shares at £2 at the end of next year.  - G

A: options contract  B: bull market  C: stock market rally  D: capitalization  
E: foreign exchange  F: bear market  G: stock market crash  H: commodities

For each sentence, find one word to replace the underlined phrase. Write the word at the end of the sentence.

1. Experts think that this period of negative growth may last for another year.  - stagnation
   - This project has a two-year overall period for completing everything.

2. She is a person who buys and sells shares in a securities house in New York.  - broker

3. I think that the number of people who are out of work is less than a million.  - unemployed

4. We found $2 million in illegal copies of real notes in his garage.  - counterfeit

5. We reach all decisions through a process of asking employers what they think.  - colleagues

This is the end of Summary Test 3. Use the Answer key at the back of the book to check your answers.
Faxes

Here are three telephone conversations. Choose the best word from the brackets ( ) to complete each sentence.

- Pierre, I'm calling to see if you've finished the drawings.
  - Yes, Marina. Do you want me to ................. them by fax? (e-mail/send/post)
  - Yes, please. Do you have our fax .................? (number/address/code)
  - Is it 570 220?
  - That's it. Oh, and could you fax ................. the specifications as well? (my/me/mine)
  - I'll ................. everything I've got. (fax/faxing/faxed)
  - That'll be great. Thanks.
  - Bye, Marina.

15 minutes later

- Pierre, it's Marina again.
  - Ah, Marina. Did you ................. my fax? (accept/get/have)
  - Yes, but the drawings weren't ................. . (read/seen/legible)
  - OK, I'll ................. them. (resend/refax/receive)
  - Thanks, Pierre.

15 minutes later

- Marina? Pierre here. Was everything OK?
  - The first ten pages were fine but then the machine ................. . (fixed/stayed/jammed)
  - Ah, so you didn't get the specifications.
  - No. Can you send them ................. again? (through/out/around)
  - No problem. Let's hope it works this time.

Complete each sentence using two words from the box below. There are two words that you don't have to use.

1. When you send a fax you must use the company's standard ................. ................. .
2. You must be very careful when you send a fax containing ................. ................. .
3. If you are not the ................. ................. of this fax, please phone 0207 271 271.
4. If you do not receive all the pages, please ................. the ................. .

<table>
<thead>
<tr>
<th>advise</th>
<th>sheet</th>
<th>information</th>
<th>fax</th>
<th>cover</th>
<th>sender</th>
</tr>
</thead>
<tbody>
<tr>
<td>recipient</td>
<td>intended</td>
<td>machine</td>
<td>confidential</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
An e-mail program has the options A–H as shown below. For each situation (1–6) choose the option that the user should choose. Write the letters of the options you choose in the boxes.

<table>
<thead>
<tr>
<th>Address</th>
<th>Delete Message</th>
<th>Forward Message</th>
<th>Reply</th>
<th>Reply to All</th>
<th>Attach File</th>
<th>Start New E-mail</th>
<th>Send and Receive</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>E</td>
<td>F</td>
<td>G</td>
<td>H</td>
</tr>
</tbody>
</table>

1. Last week, Henri wrote an e-mail to his brother. Now he wants to get rid of it.
2. Ivan got an important e-mail from a customer. He wants to send it on to his boss in Paris.
3. Carla has received an e-mail from Vincent and she wants to send him an answer.
4. Marie has a report saved on her computer. She wants to send it to John with the e-mail she has written.
5. Stefan wants to check whether there are any e-mails waiting for him.
6. Paula wrote an e-mail to Mike, Tim and Lee. Lee wants to send an answer to Paula and the others.

Look at the e-mail below. Then answer questions 1–3.

Jenny

Thanks about your e-mail. Please find attaching the programme for the training course. This is a pdf document. Please let me know if you can't legible it. I'm copy in the others on this. Let me know what you think about the programme.

Best regard
Tom

1. How many people did Tom send the e-mail to?
2. When Jenny gets this e-mail, will she see that Tom has sent a copy to Sanjay? How do you know?
3. In the message, the underlined words are wrong. Write the correct words in the table.

<table>
<thead>
<tr>
<th>Wrong word</th>
<th>Right word</th>
</tr>
</thead>
<tbody>
<tr>
<td>about</td>
<td>attaching</td>
</tr>
<tr>
<td>legible</td>
<td>copy</td>
</tr>
<tr>
<td>regard</td>
<td></td>
</tr>
</tbody>
</table>
Meetings 1: types of meeting

Choose the best word from the brackets ( ) to fill the gap.

1. Can we ...................... up a meeting for early next week? (arrange/set/agree)
2. I'm afraid I've got to bring ...................... this morning's meeting to ten o'clock. (up/along/forward)
3. Something came up so they ...................... Monday's meeting till Friday. (postponed/cancelled/fixed)
4. Anita is off sick so Michael will have to ...................... the staff meeting. (charge/chief/chair)
5. I've got to ...................... the meeting in Paris because my boss will be in Spain. (go/attend/visit)
6. It's a very important meeting so make sure you don't ...................... it. (miss/lose/avoid)
7. On Friday we have a meeting ...................... our most important client. (of/with/to)
8. It wasn't really a meeting – just an informal ...................... over coffee. (speech/report/chat)

Decide which of the alternatives (A–E) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. You will have to use some alternatives more than once.

<table>
<thead>
<tr>
<th>Sentences</th>
<th>Alternatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 'We tried to produce as many ideas as possible for the new marketing campaign.'</td>
<td>A board meeting</td>
</tr>
<tr>
<td>2. 'All the Sales team get together once a month to see how everything is going.'</td>
<td>B departmental meeting</td>
</tr>
<tr>
<td>3. 'We had to get all the shareholders together at short notice to discuss the merger plans.'</td>
<td>C AGM</td>
</tr>
<tr>
<td>4. 'The annual report and the company's accounts were presented to the shareholders.'</td>
<td>D EGM</td>
</tr>
<tr>
<td>5. 'The directors met in May to discuss restructuring the company.'</td>
<td>E brainstorming</td>
</tr>
<tr>
<td>6. 'Two new non-executive directors were appointed at the annual meeting.'</td>
<td></td>
</tr>
<tr>
<td>7. 'The debt crisis was so bad that we had to have an emergency meeting for all members.'</td>
<td></td>
</tr>
<tr>
<td>8. 'We came up with lots of new ideas. Most were crazy but some are worth developing.'</td>
<td></td>
</tr>
</tbody>
</table>

In each of the numbered sentences (1–6) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

We had a project meeting yesterday to discuss progress.
1. They can be a complete waste of time but this one was good. ......................
2. We had some useful discusses and cleared up some problems. ......................
3. Ahmed was chairing it and he kept things move along. ......................
4. When Sunita started to scram, he brought her back to the point. ......................
5. Because there were no digressions we covered a lot of earth. ......................
6. I said I thought it was very producing and the others agreed. ......................
Meetings 2: the role of the chairperson

55.1 6 marks

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

My name is Stuart Macintosh and I am personal assistant to the CEO of Eastern Oil. He is the (1) ............... of the company's finance committee. I'm responsible for arranging the monthly meetings. I have to prepare the (2) .......... and then I have to (3) ........... it to all the participants. I also have to send copies of the (4) ........... of the last meeting. It's my job to check the (5) .......... , to make sure that the meeting room is suitable and that lunch has been ordered. You have to be a good (6) ........... to do a job like this.

1 A chairlady B chairperson C chairwoman
2 A diary B calendar C agenda
3 A circulate B circular C circle
4 A hours B minutes C seconds
5 A avenue B revenue C venue
6 A organizer B organized C organization

55.2 3 marks

The statements below were made at a meeting. Write one word in the gap to complete each statement.

1 'Juliet, will you ............... the minutes today?'
2 'Does everyone agree that the minutes are an accurate ............... of the last meeting?'
3 'Are there any ............... arising?'
4 'In the ............... points it says Bob is responsible for writing the report. Is that right?'
5 'Now, we have ............... 30 minutes to the discussion of point 1, so let's get started.'
6 'I want to make the ............... that we are still two people short in the office.'
7 'We haven't ............... this issue so we'll discuss it next week and make a decision then.'
8 'Let's ............... on to the next point or we won't finish on time.'

55.3 3 marks

Find a word related to each clue. The first and last letters of the answers are given.

1 List of the things to be discussed at a meeting
2 Keep to this or the meeting will finish late
3 How the Chair should deal with disagreements
4 Someone who gets to the meeting after it has started
5 When someone goes off the point in a discussion

Test Your Business Vocabulary in Use 73
Meetings 3: points of view

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

'It's ten o'clock so let's make a (1) ____________ , shall we? As you are (2) ____________ , the main (3) ____________ of this meeting is to discuss the new marketing campaign. As (4) ____________ it, the whole thing is too fancy and too expensive. I want to know what the (5) ____________ feeling is on this. What (6) ____________ you, Sam? Why don't you start the ball (7) ____________ ?'

1 A start B begin C first
2 A seeing B knowing C aware
3 A matter B purpose C action
4 A see B look C clear
5 A special B general C main
6 A for B of C about
7 A going B rolling C kicking

In each line there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

1 'I'd like to open the discuss about the new office design.
2 As you knowing, each department is going to have an open plan office.
3 In my opinions, that's a big mistake and we should think again.
4 People work better, I belief, when they have their own space.
5 Of course, some people may like it, but everyone in Finance is against it.
6 What are your reviews on this, Amanda? Do you like the idea?'

The statements below were made at a meeting. Write one word in the gap to complete each statement.

1 'OK. It's nine o'clock so let's get down to it____________, shall we?'
2 'What is the ______________ of this meeting? What do we hope to achieve?'
3 'I've ____________ this meeting to discuss our debt crisis.'
4 'What are your ____________ on this, Al?'
5 'It's perfectly ______________ to me that the decision has been taken already.'
6 '________________ nobody wants to take a cut in salary, but we may have to.'
Meetings 4: agreement and disagreement

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter A, B or C, of the word you choose.

It's difficult chairing a meeting. When you have a (1) ............ , some people will agree with you but others may (2) ............ . It's OK when it's just a (3) ............ of opinion, but sometimes it turns into an (4) ............ . The important thing is to be (5) ............ whatever happens. If someone gets very (6) ............ or says something rude, keep (7) ............ just make your (8) ............ but do not (9) ............ your temper. If you are (10) ............ , then things will just get worse!

1 A discussion B percussion C repercussion
2 A reply B refuse C disagree
3 A different B difference C differently
4 A agreement B argument C alternative
5 A courteous B mistaken C absurd
6 A disagreed B anger C angry
7 A calm B cold C clear
8 A place B part C point
9 A lead B lose C let
10 A perfect B absolute C impolite

Complete each statement using one of the words from the box below. (There is one extra word that you don't have to use.) Then decide whether the statement expresses strong agreement (SA), mild agreement (MA), mild disagreement (MD) or strong disagreement (SD). Put a tick (√) in the right box. The first one is an example.

<table>
<thead>
<tr>
<th></th>
<th>SA</th>
<th>MA</th>
<th>MD</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>I'm afraid I can't agree with you there, John.</td>
<td></td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>You're ............ right. We have to reduce our prices.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>I'm sorry, Helen, but that's out of the ............ .</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Precisely, I couldn't ............ more.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>I ............ so, but I'd like to see the latest figures.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>That's ............ , I can't believe you want to pay just £4 an hour.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>I can't really go ............ with that. I think your figures may be wrong.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>You may be ............ there. Let's see what happens.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

along disagree question suppose afraid absurd agree right perfectly

Your score /17
The statements below were made at a meeting. Write one word in the gap to complete each statement.

1 'I take your P................ about the new logo, but it's too late to change it now.'
2 'I know what you M................ about Marco, but he is very good with the customers.'
3 'I can see where you're S................ from this, but I still want to see the numbers.'
4 'Sorry to A................ you, but what you've said is against company policy.'
5 'To go back to what I was saying S................, we still need to borrow £10,000.'
6 'If I A................ you correctly, we will not finish the project on time. Is that right?'
7 'Are you S................ that we should close the Oxford office?'

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

'Ladies and gentlemen, it's nearly five o'clock. We're (1) ............ out of time so we're going to have to (2) ............ there. Just to (3) ............ up, we came here to decide whether to close the Oxford office or not. I've listened to both (4) ............ of the argument and it is clear that we have not (5) ............ an agreement. There is no (6) ............ at this point so we will just have to agree to (7) ............ for the moment. The working group will try to find a (8) ............ and we will present its suggestions at the next meeting. That's on September 24th at nine o'clock. So, (9) ............ anyone has anything else to add, I'll bring the meeting to a close. Thank you all for (10) ............ .'

For statements 1–6 below, decide whether the speaker is hedging (H), interrupting (I) or concluding (C). Put a tick (✓) in the right box.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Well, I think that's it. Let's leave it there.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Can I come in here, Lauren?</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>I understand what you're saying, but I still think it would be difficult.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>OK. Let's go over what's been said.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>I see what you mean, but what about the costs?</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>If I can just stop you for a moment, Justin.</td>
<td></td>
</tr>
</tbody>
</table>
Decide which of the alternatives (A–F) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. You may have to use an alternative more than once.

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 1 | "Professor Gillian Beer will give a paper entitled ‘Business Models for the 21st Century’."
| 2 | "We’ll invite journalists from all the national papers and the top financial magazines."
| 3 | "After Terry’s speech, we’ll uncover the new saloon version and the sports convertible."
| 4 | "Now, team, this will be a major project so we thought we’d give you the background."
| 5 | "In the next exercise, you can all practise the presentation skills we’ve talked about."
| 6 | "This is the new accounting software I’m going to show you. Can you all see the screen?"
| 7 | "This is our new range of laptops. They will go on sale throughout Europe from August."

A press conference  B product launch  C workshop  
D demonstration  E briefing  F lecture

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

I am very worried about next week. I am doing a (1) ........ presentation about our new advertising campaign. There will be about 30 people in the (2) ........ - mainly regional sales managers. The (3) ........ is a big hotel in London. They have excellent (4) ........ so I don’t have to worry about that. I’ve prepared the (5) ........ of my talk but I’m still working on my visual (6) ........ . I’ve tried to (7) ........ the main parts of my talk so I won’t have to read from my notes. On Friday, I’m going to (8) ........ the whole thing in front of a few friends from the department.

1 A stand-up  B sit-down  C stand-down  5 A output  B content  C object
2 A viewing  B crowd  C audience  6 A helps  B aids  C supports
3 A position  B venue  C placing  7 A memories  B memory  C memorize
4 A facilities  B faculties  C functions  8 A rehearse  B react  C replay

Write one word in the gap to complete each sentence. The first two or three letters are given.

1. I have planned the (2) ........ of my talk.
2. First I will (3) ........ myself.
3. Then I will (4) ........ what I’m going to talk about.
4. After I’ve given the presentation, I will invite people to ask (5) ........ .

Your score /19
Complete the ‘Five Rules for Presenters’ below. Use the notes to find the missing words. The first letters have been given.

**Five Rules for Presenters**

1. Start on time.
   Don't wait for __________.

2. Keep to the __________ in your plan.

3. Don't __________ a particular point.

4. Don't __________.

5. Don't __________ o __________ time.

**Notes**

Start on time. Don't wait for people who get to the presentation after the starting time.

Keep to the time that you have allocated to each point in your plan.

Don't go on and on about a particular point for a long time.

Don't go off the point and talk about things that aren't in your plan.

Don't go on past the time when the presentation is supposed to finish.

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

Here is some advice for making a presentation. People want to hear you, so (1) __________ your voice to the back of the room. If you are using a (2) __________ make sure you know how to turn it on. Speak in a natural (3) __________ and not too quickly. Don't speak in a monotone – vary the (4) __________ of your voice. Try to gain your audience's (5) __________ from the beginning. Start with an interesting (6) __________. In the main part of your talk, use some surprising (7) __________. And don't forget to leave time for participants to ask (8) __________.

1. A shout B project C pass
2. A microphone B microscope C spotlight
3. A tone B sound C note
4. A court B pitch C field
5. A digression B objective C attention
6. A anecdote B antidote C antelope
7. A truths B facts C words
8. A discussions B practices C questions

The statements below were made in a presentation. Write one word in the gap to complete each statement.

1. ‘OK. To begin with, let’s __________ at what makes a good leader.’
2. ‘I’m digressing. Let’s get __________ to the point that Julie raised.’
3. ‘That’s all I’ve got time __________ now. We’ll continue after lunch.’
4. ‘What does this mean __________ to leadership skills?’
5. ‘Now I’d like to __________ to the issue of bullying at work.’
The statements below were made by presenters responding to questions from the audience. Write one word in the gap to complete each statement.

1. "That's a fair p_____. This model does assume that inflation is below 2%.
2. "I can't tell you the bid price because that's c______ information.
3. "That's not really my f______, but I think that my colleague Simon will be able to help you.
4. "Ah, that really goes b______ the scope of this presentation. Perhaps we can talk afterwards?
5. "I'm afraid we've run out of f______. We can return to that after lunch.
6. "I'm sorry, I didn't c______ the question. Were you asking about stagflation?"

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

'OK. Let me (1) ...... up what we've done today. (2) .......... , we looked at what makes a good leader. (3) .......... we looked at key leadership skills. Then, last, but by no means (4) .......... , we talked about the consultation process. Are there any final (5) .......... that you'd like to ask? No! Well then, that's a good (6) .......... to stop. (7) .......... you for listening.'

1. A run   B add   C sum
2. A Firstly B Starring C Openly
3. A Seconds B Secondly C Seconded
4. A last   B lost   C least
5. A questions B answers C information
6. A position B place   C pointer
7. A Thank  B Thanks  C Thanking

In each of the numbered sentences (1-5) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

Here is some advice about making a presentation.

1. Remember to front the audience at all times. Don’t turn your back on them. ......................
2. Try to make eye contract with some of the participants as you speak. ......................
3. Use jester to stress key points but don’t wave your hands around.  ......................
4. Control any manners you may have. They will distract the audience. ......................
5. In my sight, the most important thing is to speak clearly.  ......................
Negotiations I:
situations and negotiators

Draw a line from each word on the left to a word on the right to make a word pair. (There is one word that you don't have to use. Then use your word pairs to complete the sentences below.)

eleventh
labour
bargaining
collective
mutual

tip
chip
dispute
advantage
solution
hour
bargaining

1. This ........................................... is getting worse and now seems likely to lead to a strike.
2. We think that this compromise is to our ..............................................................
3. Everyone is hoping that these ................................................................. discussions will be successful.
4. The high level of public support is a powerful ........................................... for the firefighters.
5. I believe that ................................................................. is the right way to reach agreement about teachers' salaries.

Decide which of the alternatives (A-E) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. You will have to use some alternatives more than once.

| 1 | 'We agree that when the new company is formed, there will be no forced redundancies.' |
| 2 | 'We've agreed to a rise of 2.5%, but the union also wants a minimum salary of £20,000.' |
| 3 | 'If the US taxes our steel exports, we will increase the tax on goods from the US.' |
| 4 | 'We start by asking for a very high price, then we negotiate down to a reasonable level.' |
| 5 | 'If we order 10,000 units from you, what discount will you offer us?' |
| 6 | 'The President of Energon will head the company and I have agreed to stay on as VP.' |
| 7 | 'The employers' offer is a joke. Our members deserve at least 8% this year.' |

A trade dispute B merger negotiations C customer-supplier negotiations D wage negotiations E bargaining tactic

The statements below are about negotiations. Write one word in the gap to complete each statement. The first letter is given in each case.

| 1 | 'Rafi is a very tough ................................ and always gets the best price.' |
| 2 | 'These ..................................... negotiations could easily fail.' |
| 3 | 'This ....................................... dispute has been going on for over two months now.' |
| 4 | 'I'd say that the employers have all the bargaining .................................................. and will win in the end.' |
| 5 | 'Last ..................................... negotiations are going on to avoid an all-out strike.' |

Test Your Business Vocabulary in Use
Negotiations 2: preparing

In each of the numbered sentences (1-5) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

Good morning everyone. Perhaps we should start the meeting.
1 Welcome to our offices. I must admit that it is nice to be on home venue. .......................... 
2 Our presentativcs are Julia Gold and Sam Western. Oh, and me. .......................... 
3 I think that we all know the foreground to these talks. .......................... 
4 We've got a very tight timetable today and a lot to discuss. .......................... 
5 So, unless you have any questions, let's get out to business. ..........................

Draw a line from each word on the left to a word on the right to make a word pair. [There is one word that you don't have to use.] Then use your word pairs to complete the sentences below.

1 We will hold talks on ............................................. so neither side has an advantage. 
2 We'll ......................................................... the discussion by setting out our needs. 
3 Our ............................................................. is very experienced and fully understands the process. 
4 We believe the talks will be held in a ......................................................... with no real arguments. 
5 We start with .................................................... over coffee, but then it gets serious. 
6 We have asked for 10%, but we do have a ......................................................... if that is turned down.

Find the word that completes each tip on negotiating. The first and last letters of the answers are given.

1 Work out what you want to achieve: your ............... 
2 Decide on the most important things: your ............... 
3 Have a clear timetable for the talks: an ............... 
4 Don't waste time; get down to ............... 
5 Know the 'dos and don'ts' of negotiating: its ...............
64

Negotiations 3. Furthering negotiations

The statements below are about negotiations. Write one word in the gap to complete each statement.
1. ‘She asked a lot of p __ __ __ questions about the new contract.’
2. ‘We had to h __ __ __ over the price, but eventually got them for £20 each.’
3. ‘We'll pay $200 on g __ __ __ __ that you deliver by April 1st.’
4. ‘We will give you a 5% discount as l __ __ __ as you order more than 100 boxes.’
5. ‘We will e __ __ __ increasing our offer, provided you agree to call off the strike.’

Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

’In a successful negotiation, no one should feel that they have lost. You should reach a win-
(1) __ __ __ solution. After one side makes a proposal, the other should make a (2) __ __ __ offer. If both sides make (3) __ __ __ __ you can work towards a compromise. By making a goodwill
(4) __ __ __ __ you may get something from the other side. It is this (5) __ __ __-trading that moves
the negotiations along. If you are not prepared to make a (6) __ __ __-off, there is a chance that
the talks will break down.’

1. A lose    B draw    C win
2. A counter  B condition  C consensus
3. A priorities  B objectives  C concessions
4. A gesture  B mannerism  C etiquette
5. A bull  B horse  C bear
6. A business  B work  C trade

Complete each sentence by writing in the gap a word formed from the verb given in brackets ( ).
1. We’ll go back and think about your __ __ __ __ __ __ __ __ (propose)
2. If you take more than 1,000, we will consider __ __ __ __ __ __ __ you a discount. (give)
3. __ __ __ __ __ __ __ __ __ __ __ __ __ __ that this contract works out, we might offer you more work. (provide)
4. __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ that you provide good service, we may agree to buy more cars. (suppose)
5. If you can finish the project by the end of the year, we could __ __ __ __ __ __ __ a bonus. (offer)
6. Good negotiators keep __ __ __ __ __ __ __ until they know what the other side really wants. (probe)
Negotiations 4: difficulties

Match each sentence beginning (1–6) with the correct ending. Write the letter (a–g) of the ending you choose in the box below. There is one extra ending that you don't have to use.

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<tbody>
<tr>
<td>1</td>
<td>They threatened to sack us all but</td>
<td>a</td>
<td>confrontational right from the start</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2</td>
<td>Things are looking much better now</td>
<td>b</td>
<td>$240 is our final offer</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>3</td>
<td>There is no point talking about it because</td>
<td>c</td>
<td>in the end we had to back down</td>
<td></td>
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</tr>
<tr>
<td>4</td>
<td>We tried to stick to our demands but</td>
<td>d</td>
<td>we called their bluff and we're still in work</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>I'm afraid that the atmosphere was</td>
<td>e</td>
<td>have to be willing to compromise</td>
<td></td>
<td></td>
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<tr>
<td>6</td>
<td>We've looked at all the figures and</td>
<td>f</td>
<td>our demand for 4% is non-negotiable</td>
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Answers 1 2 3 4 5 6

The statements below are about difficult negotiations. Write one word in the gap to complete each statement.

1 ‘Having the public behind us gives us a lot of bargaining P......’
2 ‘The employers are negotiating from a position of s........... because unemployment is high.’
3 ‘They are making us negotiate under d................... . They are forcing us to accept their offer.’
4 ‘I'm pleased to tell you that the company has s................... down and accepted our demands.’
5 ‘The union has issued an y................... ; agree to everything or the workers strike.’
6 ‘We've made progress and there are only a few minor s................. points to resolve.’

Clues 1–5 are about negotiating. Find the word that means the same as the clue. The first two or three letters of the answers are given.

1 Threaten to do something that you don't intend to do
2 Something that stands in the way of a solution
3 Reduce your demands
4 Make a trade-off to get something from the other side
5 Think about your position again

Test Your Business Vocabulary in Use
Choose the best word to fill each gap from the alternatives given below. Put a circle around the letter, A, B or C, of the word you choose.

There was bad news for the government today when negotiations between employers and the train drivers' union broke (1) .......... A spokesperson for the union said that there was (2) .......... 'The train owners are not prepared to compromise and so there is (3) .......... ' Barbara French of Northern Rail agreed that there were irreconcilable (4) .......... and that the negotiators had reached an (5) .......... The union has proposed that a (6) .......... should be appointed to try to bring the two sides closer together. But (7) .......... has been rejected by the employers, who wish to go straight to (8) .......... This is unacceptable to the union which fears that an imposed (9) .......... would not satisfy its members. This dispute is clearly far from (10) .......... .

<table>
<thead>
<tr>
<th>Number</th>
<th>Option A</th>
<th>Option B</th>
<th>Option C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A out</td>
<td>B in</td>
<td>C down</td>
</tr>
<tr>
<td>2</td>
<td>A deadlock</td>
<td>B dreadlock</td>
<td>C padlock</td>
</tr>
<tr>
<td>3</td>
<td>A checkmate</td>
<td>B stagnate</td>
<td>C stalemate</td>
</tr>
<tr>
<td>4</td>
<td>A sides</td>
<td>B differences</td>
<td>C bargains</td>
</tr>
<tr>
<td>5</td>
<td>A impasse</td>
<td>B impassable</td>
<td>C impress</td>
</tr>
</tbody>
</table>

Choose the best word from the brackets ( ) to fill the gap in each sentence.

1. I am very close to (gripping/clinching/holding) a deal with a key client.
2. We have a (voice/speaking/verbal) contract with a new client in Singapore.
3. She certainly drives a (hard/long/easy) bargain, but we're happy with the result.
4. My (employment/position/situation) contract says that I should get five weeks' holiday.
5. This is a legally (fixing/holding/bind) contract so you can't get out of it.
6. The only (waiting/outstanding/lasting) issue is the date of delivery.
7. Can you draw (out/up/in) a contract based on those points?
8. We've read your written (proposal/suggest/question) and we think we can do business.

In each of the numbered sentences (1–5) there is one word which is wrong. Circle the mistake and write the correct word at the end of the line.

Well, I think we are close to a deal.
Summary Test 4

Read the questions carefully. Try to answer them all. This test takes about 45 minutes.

For each sentence, choose the best word to fill the gap from the alternatives given. Put a circle around the letter, A, B or C, of the word you choose.

1. I got your fax but the last page wasn't .............................................
   A  reading          B  legible          C  written

2. Can you send me an e-mail with the data files ...........................?
   A  attached         B  fixed           C  linked

3. The directors have called an ................................. general meeting to discuss the debt crisis.
   A  ordinary         B  external        C  extraordinary

4. Are there any issues arising from the ............................... of the last meeting?
   A  hours            B  minutes         C  seconds

5. Let's go over the action .............................. agreed at last week's meeting.
   A  points           B  objectives      C  tactics

6. I'm sorry, but increasing our bank loan is out of the ...........................
   A  question         B  opinion         C  solution

7. If we don't find a ............................. , then our negotiations will break down.
   A  position         B  digression      C  compromise

8. They announced the merger at a press ............................... last night.
   A  workshop        B  conference      C  seminar

9. She is a good presenter, but she always runs .............................. time.
   A  out              B  over           C  into

10. In my .............................. , we spend too much on corporate hospitality.
    A  view             B  thinking       C  idea

11. They said it was their final offer but we .............................. their bluff.
    A  conceded        B  considered     C  called

12. I'm pleased to say that we reached a .............................. late last night.
    A  settlement       B  mediation      C  concession

Match each sentence beginning (1–6) with the correct ending. Write the letter (a–g) of the ending you choose in the box below. There is one extra ending that you don't have to use.

1. If you give us a discount of 10%,                  a. then we both need to make concessions.
2. This has been a very bitter dispute              b. we agreed on a reasonable price.
3. If we are going to break this deadlock,          c. with strong feelings on both sides.
4. I usually start with an anecdote                 d. then we'll agree to buy 10,000 units.
5. You may be right there,                          e. that covers just about everything.
6. Finally, after a lot of haggling,                f. but I'd need to see last month's figures.
                                                g. to gain the audience's attention.

Choose the best word from the box to complete each sentence. There is one extra word that you don’t have to use.

<table>
<thead>
<tr>
<th>down</th>
<th>up</th>
<th>over</th>
<th>under</th>
<th>in</th>
<th>out</th>
<th>on</th>
<th>off</th>
</tr>
</thead>
</table>

1. I'll fax the drawings ................. to you this afternoon.
2. I'm copying Richard and Ann ................. on this e-mail.
3. Can we set ................. a meeting for next Tuesday?
4. It was difficult to follow what Anil was saying because he kept wandering ................. the point.
5. We said their demand was impossible to meet, but they wouldn't back ..................
6. Can we move ................. to the next point or are there any other questions?
7. The union is angry because it says it is being made to negotiate ................. duress.

Draw a line from each word on the left to a word on the right to make a word pair. (There is one extra word that you don't have to use.) Then use your word pairs to complete the sentences below. The first one is an example.

- wage
- common
- visual
- irreconcilable
- eleventh
- eye
- aids
- tactic
- contact
- negotiations
- ground
- hour
- differences

0. The ................. wage negotiations ................. between teachers' unions and their employers have broken down.
1. I've written the notes for my presentation, but I haven't prepared my .................
2. I try to make ................. with members of the audience.
3. There are ................. between the two sides in this dispute.
4. The mediator is looking for ................., so he can propose a compromise.
5. We hope that these ................. negotiations will break the stalemate.

Complete the sentences below by writing one word in each gap. The first letter is given to help you.

1. A good chairperson will always listen to both s ................. of the argument.
2. Will you be at the company's annual g ................. meeting next week?
3. I circulated the a ................. for the board meeting to all the directors.
4. In my o ................., the new model is far too expensive.
5. This fax contains confidential l .................
6. The meeting was supposed to be today, but it has been p ................. until Friday.
7. Asking people to work at the weekend is out of the g .................
8. We'll pay your asking price on e ................. that you deliver by April.
In each sentence, there is one word which is wrong. Circle the mistake and write the correct word at the end of the line. The first one is an example.

0 I thought yesterday's seminar was very (producing.) productive
1 We covered a lot of ground and I learnt a lot.
2 I thought the group discussions were particularly useful.
3 Tania chaired our group and really kept things moving along.
4 People always want to regress and that wastes time.
5 A few got quite excited but no one lost their temper.
6 I'm looking forward to the follow-up workshop next month.

Match each headline to a statement. Write the number of the statement you choose in the box next to the headline. (There is one statement that you do not have to use.)

Companies crack down on staff e-mails
Europe to retaliate by taxing US imports
Goodwill gesture ends factory stoppage
Micropaq product launch delayed
Police pay talks enter difficult phase
Teachers go to arbitration over pay

1 A spokesperson said, 'We hope that this is not the start of a trade war.'
2 Both sides have agreed that they will accept the decision of the panel as binding.
3 The company said they would launch the new range in April - three months later than expected.
4 The delicate wage negotiations continue, with both sides careful about making trade-offs.
5 The company successfully negotiated a deal to supply 22 new aircraft over five years.
6 A survey showed that employees spend about 40 minutes a day sending messages to friends.
7 The union agreed to halt industrial action when the employers withdrew their ultimatum.

For each sentence, find one word to replace the underlined phrase. Write the word at the end of the sentence.

1 I'm also sending a copy of this e-mail to Ruth.
2 When you give a talk, always check the place where the presentation will be held.
3 We spent one hour trying to produce as many ideas as possible.
4 The main thing that we want to achieve today is to set next month's sales targets.
5 The talks finished in a position where neither side would climb down.
6 We hope to find a solution where both sides accept less than they wanted at first.
Choose the text (A–I) which best fits each gap in the e-mail below. There is one option that you do not have to use.

Adrian
(5) ............ Here's the annual report you asked for. Please let me know if you can't read the file.
I'm copying this to Marian. (6) ............ this report was circulated to the board last May.
(7) ............

Nadeem

A Annual_Report_2003.doc
B Thanks for your e-mail.
C adrian.scott@cdconsult.nl
D AFAIK
E N.Mohammed@inter4.org
F E-mail if you need anything else.
G Regards
H send and receive
I oakley.marian@group7.co.uk

Answers 1 ............ 2 ............ 3 ............ 4 ............ 5 ............ 6 ............ 7 ............ 8 ............

Match each statement (1–6) to one of the terms given below. Write the letter (A–H) in the box next to the statement. There are two terms that you don't have to use.

1 To sum up, I want to remind you of the four main points from today's seminar.
2 I'm Ingrid Jensen and I shall be talking about quality assurance in the 21st century.
3 Clearly, we all agree that something needs to be done to improve the canteen.
4 If I can just stop you for a moment, Toni . . .
5 I'm sorry, I seem to have wandered off the point.
6 Speak slowly and clearly so that they can hear you at the back of the room.

A digression B conclusion C interruption D consensus
E gesture F introduction G mannerism H voice projection

This is the end of Summary Test 4.
Use the Answer key at the back of the book to check your answers.
How to use the Answer key

Give yourself one mark for a completely correct answer and zero for an incorrect answer. Add up all your marks to get your total score. Compare your total score with the 'target score' for the test.

Test 1 (Target = 16+)

1.1 (6 marks)
1. manage 2 of 3 under 4 responsibility
5 deal 6 responsible

1.2 (6 marks)
1 P 2 PT 3 T 4 FT 5 P 6 T

1.3 (6 marks)
for, to, get, at, off, of

1.4 (4 marks)
1 coordinating 2 make 3 design
4 planning

Test 2 (Target = 17+)

2.1 (6 marks)
human contact, problem solving, day shift, team work, clock on, working hours

2.2 (6 marks)
1 SW 2 TW 3 SW 4 OW
5 OW 6 TW

2.3 (6 marks)
1 flexitime 2 home 3 firing
4 stimulating 5 clock 6 commuters

2.4 (6 marks)
1 hard 2 boring 3 routine 4 exciting
5 fascinating 6 tough

Test 3 (Target = 17+)

3.1 (4 marks)
employment agency, application form, curriculum vitae, psychometric test

3.2 (7 marks)
1 agency 2 positions 3 posts
4 application 5 shortlist 6 interview
7 appoint

3.3 (6 marks)
1 CL 2 CV 3 CL 4 SV 5 CV 6 SV

3.4 (6 marks)
1 qualifications 2 experience 3 headhunt
4 referees 5 selection 6 candidate

Test 4 (Target = 17+)

4.1 (6 marks)
from, in, as, with/at, in/at, for

4.2 (6 marks)
1 paper 2 work 3 training
4 development 5 motivated 6 player

4.3 (6 marks)
1 U 2 S-S 3 U 4 HS 5 U 6 HS or Sk

4.4 (6 marks)
1 proactive 2 methodical 3 numerate
4 talented 5 literate 6 self-driven

Test 5 (Target = 15+)

5.1 (7 marks)
earn 2 minimum 3 tips 4 salary
5 benefits 6 company 7 pension

5.2 (7 marks)
1 pay 2 overtime 3 perks
4 basic 5 commission 6 bonus 7 fringe

5.3 (6 marks)
1 H 2 B 3 E 4 A 5 D 6 F

Test 6 (Target = 15+)

6.1 (6 marks)
technical support, shop floor, open plan, head office, blue collar, workforce (also work plan)

6.2 (8 marks)
1 management 2 payroll 3 personnel
4 sites 5 manual 6 resources 7 staff
8 finance

6.3 (6 marks)
industrial, union, strike/stoppage, overtime, go-slow (2 marks)
**Test 7** (Target = 17+)

| 7.1 (7 marks) | 1 F 2 1 3 A 4 D 5 E 6 C 7 H |
| 7.2 (10 marks) | I resigned 2 off 3 path 4 reviews 5 leaner 6 senior 7 fired 8 temporary 9 job 10 dismissed |
| 7.3 (7 marks) | flatter, redundant, retirement, demoted, flexible, notice, outplacement |

**Test 8** (Target = 15+)

| 8.1 (6 marks) | 1 E 2 B 3 D 4 A 5 C 6 D |
| 8.2 (6 marks) | 1 first 2 hazard 3 strain 4 passive 5 safety 6 environment |
| 8.3 (8 marks) | 1 bully (not bull) 2 harassment (not harass) 3 against (not about) 4 glass (not wooden) 5 sex/sexual (not woman) 6 opportunities (not opportune) 7 race/racial (not racism) 8 action (not activation) |

**Test 9** (Target = 14+)

| 9.1 (8 marks) | 1 C 2 B 3 A 4 D 5 G 6 K 7 F 8 H |
| 9.2 (5 marks) | 1 up 2 line 3 boss 4 middle 5 VP 6 senior |
| 9.3 (4 marks) | 1 boardroom 2 president 3 Financial 4 Director |

**Test 10** (Target = 15+)

| 10.1 (6 marks) | 1 founded 2 start-ups 3 captains 4 magnate 5 businesswoman 6 empire |
| 10.2 (6 marks) | entrepreneur, establishing, grow, leadership, tycoon, entrepreneurial |
| 10.3 (7 marks - 1 for each word) | 1 businessperson 2 movie mogul 3 founder 4 media 5 oil magnate |

**Test 11** (Target = 15+)

| 11.1 (6 marks) | corporate profits, self-employed, e-commerce, free enterprise, enterprise zone, nationalized industry |
| 11.2 (6 marks) | 1 B 2 C 3 A 4 C 5 B 6 A |
| 11.3 (8 marks) | 1 logo 2 disaster 3 multinational 4 enterprises 5 image 6 chamber 7 commerce 8 ladder |

**Test 12** (Target = 14+)

| 12.1 (6 marks) | 1 self 2 society 3 public 4 sole 5 profit 6 fund |
| 12.2 (6 marks) | 1 A 2 C 3 A 4 C 5 A 6 B |
| 12.3 (6 marks) | 1 limited 2 company 3 freelancer 4 partnership 5 voluntary 6 donation |

**Test 13** (Target = 15+)

| 13.1 (7 marks) | B = telecommunications, C = pharmaceuticals, D and F = aerospace, E = textiles, G = media, H = construction |
| 13.2 (6 marks) | 1 tourism 2 healthcare 3 property 4 catering 5 leisure 6 financial services |
| 13.3 (6 marks) | 1 automobile 2 heavy 3 growth 4 software 5 goods 6 emerging |
Test 14 (Target = 15+)

14.1 (8 marks)
1 B 2 A 3 C 4 C 5 A 6 B
7 A 8 C

14.2 (6 marks)
1 survey 2 consumer 3 scale 4 effective 5 trials 6 rollout

14.3 (6 marks)
1 concept 2 beta 3 CAD CAM 4 defect 5 laboratory 6 recall

Test 15 (Target = 16+)

15.1 (8 marks)
1 designer 2 innovation 3 knowledge 4 inventor 5 developer 6 design/designs

15.2 (10 marks - 1 for each word pair and 1 for using the word pair in the correct sentence)
product development - sentence 2
cutting edge - sentence 3
research centre - sentence 5
under licence - sentence 1
intellectual property - sentence 4

15.3 (6 marks)
1 obsolete 2 art 3 technology 4 hi-rech 5 royalty 6 breakthrough

Test 16 (Target = 14+)

16.1 (6 marks)
1 produce 2 manufacturer 3 churn 4 line 5 shortage 6 Overcapacity

16.2 (6 marks)
1 B 2 C 3 A 4 A 5 C 6 B

16.3 (6 marks)
1 glut 2 robot 3 factory 4 assembly 5 workshop 6 hand-made

Summary Test 1 (Units 1-16)

1 (10 marks)
1 C 2 A 3 C 4 B 5 A 6 B 7 A 8 C 9 C 10 B

2 (10 marks)
Human, Information, Executive Officer, Computer Design, Strain Injury, Public Limited

3 (5 marks)
1 e 2 b 3 e 4 t 5 a

4 (5 marks)
Floor 3, Floor 7, Floor 4, Floor 6, Floor 2

5 (7 marks)
1 for 2 offour 3 against 4 in 5 on 6 out 7 as

6 (8 marks)
1 share 2 car 3 trade 4 flexitime 5 estate 6 résumé 7 graduate 8 owner/proprietor

Summary Test 1 (Units 1-16)

60-75 Excellent - you are proficient in the use of the business vocabulary of Units 1-16.

54-59 Good - you are close to becoming proficient in the use of the business vocabulary of Units 1-16.

below 54 You are some way below the proficiency level. Go back and revise Units 1-16.
Test 17 (Target = 14+)
17.1 (5 marks)
1 B 2 A 3 A 4 C 5 B
17.2 (7 marks)
1 A 2 C 3 F 4 B 5 H 6 E 7 D
17.3 (6 marks)
1 handle 2 inputs 3 financed
4 outsource 5 efficiently 6 inventories

Test 18 (Target = 16+)
18.1 (10 marks – 1 for each word pair and 1 for using the word pair in the correct sentence)
quality control – sentence 3
mystery shoppers – sentence 1
zero defects – sentence 4
spot checks – sentence 5
best practice – sentence 2
18.2 (6 marks)
1 C 2 A 3 B 4 B 5 A 6 C
18.3 (6 marks – 1 for each word)
1 Total Quality Management
2 Business Process Re-engineering

Test 19 (Target = 16+)
19.1 (6 marks)
1 clientele 2 vendor 3 reforms 4 free
5 customers 6 users
19.2 (10 marks – 1 for each word pair and 1 for using the word pair in the correct sentence)
customer base – sentence 3
end users – sentence 2
street vendor – sentence 1
purchasing manager – sentence 5
market forces – sentence 4
19.3 (6 marks)
1 place 2 price 3 pressures 4 economy
5 client 6 consumers

Test 20 (Target = 14+)
20.1 (6 marks)
1 C 2 A 3 B 4 A 5 C 6 B
20.2 (6 marks)
1 growth 2 leader 3 share
4 segmentation 5 competition 6 player
20.3 (6 marks)
Across: 1 penetrate, 3 leave, 6 monopolize
Down: 2 rival, 4 fierce, 5 low

Test 21 (Target = 14+)
21.1 (6 marks)
1 C 2 B 3 A 4 C 5 B 6 A
21.2 (6 marks)
1 concept 2 benefits 3 oriented
4 packaging 5 marketer (or marketeer)
6 place
21.3 (6 marks)
1 mix 2 driven 3 features 4 promoting
5 benefits 6 led

Test 22 (Target = 14+)
22.1 (6 marks)
1 D 2 A 3 F 4 B 5 G 6 C
22.2 (6 marks)
1 portfolio 2 model 3 line 4 image
5 consumer 6 branding
22.3 (6 marks)
1 mix (not mixture)
2 range (not ranger)
3 identity (not identify)
4 positioning (not depositing)
5 own (not owner-)
6 awareness (not aware)
Test 23 (Target = 15+)
23.1 (10 marks – 1 for each word pair and 1 for using the word pair in the correct sentence)
price cut – sentence 4
list price – sentence 3
up market – sentence 5
bottom end – sentence 1
entry level – sentence 2
23.2 (7 marks)
1 B 2 A 3 C 4 B 5 C 6 A 7 B
23.3 (5 marks)
1 boom 2 mid-priced 3 niche
4 mid-range 5 trade up

Test 24 (Target = 20+)
24.1 (6 marks)
1 G 2 H 3 E 4 I 5 D 6 F 7 A 8 B
24.2 (10 marks – 1 for each word pair and 1 for using the word pair in the correct sentence)
chain store – sentence 5
deep discounters – sentence 4
direct marketing – sentence 1
cold calls – sentence 3
call centre – sentence 2
24.3 (6 marks)
1 junk 2 outlet 3 middlemen
4 department 5 convenience
6 distributors

Test 25 (Target = 18+)
25.1 (6 marks)
1 advertising
2 advertisement or advert or ad
3 endorsement
4 sponsorship
5 promotion
6 competition
25.2 (10 marks – 1 for each word pair and 1 for using the word pair in the correct sentence)
sales territory – sentence 4
special offer – sentence 5
free samples – sentence 1
loyalty card – sentence 2
cross promotion – sentence 3
25.3 (6 marks)
1 medium 2 gift 3 sales force
4 campaign 5 sales 6 advertisers

Test 26 (Target = 20+)
26.1 (10 marks)
1 commerce 2 users 3 hits 4 engine
5 cart 6 securely 7 last 8 e-tailing
9 bricks 10 surfing
26.2 (6 marks)
1 service (not serving)
2 access (not excess)
3 account (not accountant)
4 name (not word)
5 password (not passport)
6 Wide (not Wild)
26.3 (9 marks)
B2C: business to consumer (or customer)
B2B: business to business
B2G: business to government
6 B2C

Test 27 (Target = 18+)
27.1 (8 marks)
1 on 2 sale 3 make 4 unit 5 target
6 direct 7 price 8 growth
27.2 (6 marks)
costing, production, overheads, total, mark, profit
27.3 (8 marks)
1 net 2 COGS 3 gross 4 volume
5 revenue 6 turnover 7 expenses
8 forecast

Test 28 (Target = 13+)
28.1 (5 marks)
1 profit 2 break 3 loss 4 money
5 profitable
28.2 (5 marks)
budget, spend or expenditure, expenditure or spend, overspent, over
28.3 (6 marks)
1 cash 2 for 3 point 4 leaders
5 economies 6 learning
Test 29 [Target = 15+]

29.1 [9 marks]
1 order 2 ship 3 billing 4 policy
5 flow 6 Inland 7 written 8 terms
9 receivable

29.2 [5 marks]
1 place (not put)
2 dispatched (not displaced)
3 credit (not debit)
4 owe (not own)
5 debts (not depths)

29.3 [6 marks]
1 key 2 debtors 3 creditors 4 discount
5 upfront 6 invoice or bill

Test 30 [Target = 13+]

30.1 [6 marks]
1 concern 2 Fixed 3 book 4 Current
5 intangible 6 goodwill

30.2 [5 marks]
1 depreciate 2 amortize 3 written
4 charge 5 balance

30.3 [5 marks]
1 liabilities 2 brands 3 off 4 financial
5 long-term

Test 31 [Target = 14+]

31.1 [8 marks]
1 C 2 A 3 C 4 C 5 B 6 A
7 B 8 B

31.2 [5 marks]
1 exceptional loss 2 accounting standards
3 bookkeeper 4 bottom line
5 window dressing

31.3 [5 marks]
1 accountant (not accountancy)
2 accounts (not accounting)
3 loss (not lost)
4 gross (not growth)
5 net (not netting)

Test 32 [Target = 18+]

32.1 [12 marks]
1 B 2 A 3 C 4 B 5 A 6 C
7 B 8 A 9 C 10 C 11 A 12 B

32.2 [5 marks]
1 G 2 D 3 H E (or A) 5 A

32.3 [5 marks]
1 dividend 2 security 3 lender
4 gearing 5 borrowing

Summary Test 2 (Units 17–32)

1 [12 marks]
1 C 2 A 3 C 4 B 5 B 6 A 7 C
8 A 9 C 10 B 11 B 12 A

2 [6 marks]
1 c 2 a 3 f 4 g 5 b 6 c

3 [7 marks]
1 up 2 over 3 off 4 in 5 under
6 on 7 out

4 (10 marks – 1 for each word pair and 1 for using the word pair in the correct sentence)
best practice – sentence 2
shopping cart – sentence 3
customer base – sentence 4
product placement – sentence 1
convenience store – sentence 3

5 [8 marks]
1 materials 2 market 3 brand
4 medium 5 costs 6 assets 7 shoppers
8 account

6 [6 marks]
1 needs (not wants)
2 in (not off)
3 spot (not spotting)
4 wholesalers (not jobbers)
5 engine (not machine)
6 turnover (not turnout)

7 [6 marks]
Market leader = 3, Dividend fury = 5,
Price boom = 6, Franchise = 4,
E-tailer = 7, Move upmarket = 1

8 [8 marks]
Service Provider, Government, Goods Sold,
Moving Consumer, Process

Test Your Business Vocabulary in Use
9 (6 marks)
1 F 2 A 3 D 4 E 5 C 6 H

10 (6 marks)
1 marketing 2 catalogue/catalog 3 credit
4 auditors 5 discount 6 password

Interpreting your score for Summary Test 2

| 60–75 | Excellent – you are proficient in the use of the business vocabulary of Units 17–32. |
| 54–59 | Good – you are close to becoming proficient in the use of the business vocabulary of Units 17–32. |
| below 54 | You are some way below the proficiency level. Go back and revise Units 17–32. |

Test 33 (Target = 14+)

33.1 (5 marks)
round or around, on, out, into, up

33.2 (6 marks)
1 B 2 A 3 C 4 C 5 B 6 A

33.3 (7 marks)
1 bankruptcy (not bankruptcy)
2 creditors (not credits)
3 crisis (not cries)
4 reschedule (not schedule)
5 collapse (not collide)
6 trading (not trading)
7 recovery (not recover)

Test 34 (Target = 15+)

34.1 (9 marks)
1 interest 2 holding 3 venture
4 friendly 5 pill 6 knight 7 parent
8 diversified 9 core

34.2 (5 marks)
1 prey (not pray)
2 hostile (not hostage)
3 acquire (not acquire)
4 conglomerate (not conglomerates)
5 merger (not merger)

34.3 (6 marks)
1 unfocused 2 majority 3 divestment
4 alliance 5 acquisition 6 diversify

Test 35 (Target = 17+)

35.1 (6 marks)
1 B 2 G 3 A 4 D 5 C 6 F

35.2 (10 marks)
1 B 2 A 3 B 4 C 5 C 6 A 7 B
8 A 9 C 10 B

35.3 (5 marks)
1 unit 2 windfall 3 state 4 scheme
5 investors

Test 36 (Target = 14+)

36.1 (6 marks)
1 E 2 B 3 H 4 G 5 D 6 F

36.2 (6 marks)
1 financial 2 derivatives 3 dealers
4 flotation 5 speculator 6 securities

36.3 (6 marks)
1 B 2 A 3 C 4 A 5 C 6 B

Test 37 (Target = 15+)

37.1 (8 marks)
1 A 2 B 3 A 4 B 5 C 6 A
7 C 8 B

37.2 (6 marks)
1 turnover (not turnoff)
2 hands (not arms)
3 demand (not demanding)
4 gains (not ganes)
5 barrier (not bar)
6 market (not index)

37.3 (5 marks)
1 crash 2 price 3 index 4 panic
5 capitalization/capitalisation

Test 38 (Target = 14+)

38.1 (6 marks)
1 economy 2 indicators 3 domestic
4 surplus 5 rate 6 work

38.2 (5 marks)
1 financial 2 product 3 unemployment
4 inflationary 5 growth

38.3 (6 marks)
1 high 2 output 3 exports 4 jobless
5 inflation 6 economical
**Test 39 (Target = 16+)**

39.1 (8 marks)
1 D 2 A 3 C 4 E 5 B 6 A 7 D
8 C or E

39.2 (8 marks)
1 peaked 2 eased 3 off 4 slash
5 recession 6 Stagflation 7 axe
8 demand

39.3 (4 marks)
1 boom 2 negative 3 depression
4 trough

**Test 40 (Target = 14+)**

40.1 (6 marks)
1 C 2 G 3 A 4 D 5 E 6 B

40.2 (6 marks)
1 corruption 2 rigging 3 dealing
4 bribery 5 faking 6 forgery

40.3 (5 marks)
1 regulate (not regular)
2 wrongdoing (not wrongdone)
3 sweetener (not sweetness)
4 scam (not scarn)
5 fraud (not fraud)

**Test 41 (Target = 12+)**

41.1 (9 marks)
1 B 2 C 3 A 4 A 5 B 6 C 7 C
8 A 9 B

41.2 (6 marks)
1 ethically 2 ethical 3 affirmative
4 discrimination 5 activists
6 environmental

**Test 42 (Target = 14+)**

42.1 (8 marks)
1 lead (not leader)
2 timeframe (not frametime)
3 schedule (not scheduling)
4 delay (not delayment)
5 downtime (not uptime)
6 behind (not before)
7 up (not out)
8 longer (not long)

42.2 (6 marks)
1 timetable or timeframe or timescale
2 stage or step
3 parallel
4 overlap
5 completion
6 bonus

42.3 (5 marks)
1 calendar 2 organizer/organiser
3 prioritize/prioritise 4 distracted
5 quality

**Test 43 (Target = 14+)**

43.1 (5 marks)
1 rewarding 2 stimulating 3 challenging
4 stretched 5 overwhelmed 6 burnout

43.2 (5 marks)
1 under 2 induced 3 strains 4 nervous
5 race 6 treadmill

43.3 (6 marks)
1 out (not outwards)
2 overworked (not overemployed)
3 lifestyle (not lifestyleing)
4 quality (not qualification)
5 downshifting (not backshifting)
6 unstressful (not unstrainful)

**Test 44 (Target = 15+)**

44.1 (10 marks)
1 C 2 A 3 D 4 B 5 D 6 A 7 D
8 C 9 A 10 B

44.2 (5 marks)
1 initiative 2 delegation 3 empowerment
4 consensus 5 leadership

44.3 (4 marks)
1 flair 2 dynamism 3 charisma
4 visionary

96 Test Your Business Vocabulary in Use
### Test 45 (Target = 15+)

<table>
<thead>
<tr>
<th>45.1 (8 marks)</th>
<th>45.2 (5 marks)</th>
<th>45.3 (5 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 F 2 B 3 D 4 A 5 C 6 B</td>
<td>1 making 2 layers or levels 3 equals</td>
<td>1 approachable (not approachive)</td>
</tr>
<tr>
<td>7 E 8 F</td>
<td>4 long 5 culture</td>
<td>2 familiar (not family)</td>
</tr>
</tbody>
</table>

### Test 46 (Target = 13+)

<table>
<thead>
<tr>
<th>46.1 (6 marks)</th>
<th>46.2 (10 marks)</th>
<th>46.3 (5 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 C 2 A 3 C 4 B 5 A 6 B</td>
<td>1 True 2 Does not say 3 True 4 False</td>
<td>1 approachable (not approachive)</td>
</tr>
<tr>
<td></td>
<td>5 Does not say 6 False 7 True</td>
<td>2 familiar (not family)</td>
</tr>
<tr>
<td></td>
<td>8 Howard 9 BSc and MBA 10 Caspar</td>
<td>3 remote (not remove)</td>
</tr>
</tbody>
</table>

### Test 47 (Target = 14+)

<table>
<thead>
<tr>
<th>47.1 (5 marks)</th>
<th>47.2 (6 marks)</th>
<th>47.3 (7 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 working breakfast - sentence 4</td>
<td>1 entertainment 2 punctuality 3 business</td>
<td>1 greeting (not greet)</td>
</tr>
<tr>
<td>2 corporate hospitality - sentence 5</td>
<td>4 presenteeism 5 gestures 6 humour</td>
<td>2 contact (not contract)</td>
</tr>
<tr>
<td>3 lunch break - sentence 2</td>
<td></td>
<td>3 presents (not pressants)</td>
</tr>
<tr>
<td>4 public holiday - sentence 3</td>
<td></td>
<td>4 conversation (not conversation)</td>
</tr>
<tr>
<td>5 eye contact - sentence 1</td>
<td></td>
<td>5 interrupt (not enterup)</td>
</tr>
</tbody>
</table>

### Test 48 (Target = 22+)

<table>
<thead>
<tr>
<th>48.1 (10 marks)</th>
<th>48.2 (9 marks)</th>
<th>48.3 (8 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 C 2 F 3 C 4 G 5 A 6 H 7 B</td>
<td>1 call 2 cordless 3 pager 4 line 5 up</td>
<td>01223 560499</td>
</tr>
<tr>
<td>8 E 9 A 10 D</td>
<td>6 centre 7 toll 8 ring 9 card</td>
<td>0800 771177</td>
</tr>
<tr>
<td></td>
<td></td>
<td>44 181 3030</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1800 555555</td>
</tr>
</tbody>
</table>

### Test 49 (Target = 13+)

<table>
<thead>
<tr>
<th>49.1 (17 marks)</th>
<th>49.2 (5 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 direct, voicemail, back</td>
<td>Hermann, <a href="mailto:thompson-clarke@aol.com">thompson-clarke@aol.com</a>,</td>
</tr>
<tr>
<td>2 busy/engaged, hang</td>
<td>van Lent, BA 471, <a href="http://www.art.house.org/music">www.art.house.org/music</a></td>
</tr>
<tr>
<td>3 extension/number, switchboard, operator</td>
<td></td>
</tr>
<tr>
<td>4 through, wrong</td>
<td></td>
</tr>
<tr>
<td>5 cut, busy/engaged</td>
<td></td>
</tr>
<tr>
<td>6 dial or press, dialling</td>
<td></td>
</tr>
<tr>
<td>7 keypad</td>
<td></td>
</tr>
<tr>
<td>8 return, back/you/again</td>
<td></td>
</tr>
</tbody>
</table>

### Test 50 (Target = 11+)

<table>
<thead>
<tr>
<th>50.1 (9 marks)</th>
<th>50.2 (5 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversation 1: speak, afraid, leave, back</td>
<td>Hermann, <a href="mailto:thompson-clarke@aol.com">thompson-clarke@aol.com</a>,</td>
</tr>
<tr>
<td>Conversation 2: Speaking, good, later</td>
<td>van Lent, BA 471, <a href="http://www.art.house.org/music">www.art.house.org/music</a></td>
</tr>
<tr>
<td>Conversation 3: take, about</td>
<td></td>
</tr>
</tbody>
</table>

### Test 51 (Target = 16+)

<table>
<thead>
<tr>
<th>51.1 (11 marks)</th>
<th>51.2 (11 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversation 1: fix, check or consult, about, to, make, say, forward</td>
<td>Message 1: make, up, Would, put, touch</td>
</tr>
<tr>
<td>Conversation 2: suitable, able, fine, calling</td>
<td>Message 2: possible, got, back, snowed, open, soon</td>
</tr>
</tbody>
</table>
Summary Test 3 (Units 33–51)

1 (12 marks)
1 C 2 A 3 B 4 B 5 C 6 A 7 A
8 C 9 B 10 C 11 A 12 C
2 (6 marks)
1 d 2 f 3 b 4 c 5 a 6 g
3 (7 marks)
1 out 2 in 3 off 4 on 5 up 6 behind
7 under
4 (10 marks – 1 for each word pair and 1 for using the word pair in the correct sentence)
macho culture – sentence 4
direct line – sentence 3
nervous breakdown – sentence 1
smart casual – sentence 5
public holiday – sentence 2
5 (8 marks)
1 rate 2 account 3 chips 4 tone
5 dealing 6 venture 7 approach
8 contact
6 (6 marks)
1 initiative (not initiate)
2 empower (not power)
3 simulated (not simulated)
4 coda (not note)
5 discrimination (not decrimination)
6 soared (not sawed)
7 (6 marks)
Top executives = 6, Dress-down = 2,
Mobiles report = 7, Green investors = 5,
Sweatshop claim = 1, CEO’s backhander = 3
8 (8 marks)
1 A 2 C 3 D 4 B 5 A 6 D
7 E 8 B
9 (6 marks)
1 H 2 B 3 G 4 E 5 C 6 A
10 (6 marks)
1 recession 2 dealer or trader
3 unemployment 4 counterfeit
5 timeframe/timetable/timescale
6 consultation

Interpreting your score for Summary Test 3

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>60–75</td>
<td>Excellent – you are proficient in the use of the business vocabulary of Units 33–51.</td>
</tr>
<tr>
<td>54–59</td>
<td>Good – you are close to becoming proficient in the use of the business vocabulary of Units 33–51.</td>
</tr>
<tr>
<td>below 54</td>
<td>You are some way below the proficiency level. Go back and revise Units 33–51.</td>
</tr>
</tbody>
</table>

Test 52 (Target = 14+)

52.1 (9 marks)
Conversation 1: send, number, me, fax
Conversation 2: get, legible, resend
Conversation 3: jammed, through
52.2 (8 marks: 1 for each word)
1 cover sheet 2 confidential information
3 intended recipient 4 advise sender

Test 53 (Target = 12+)

53.1 (6 marks)
1 B 2 C 3 D (or E or G) 4 F 5 H 6 E
53.2 (8 marks)
1 four (4)
2 No (1 mark) because he sent it as a blind copy or ‘Bcc’ (1 mark)
3 for (nor about), attached (not attaching),
read (not legible), copying (not copy), regards or wishes (not regard)

Test 54 (Target = 18+)

54.1 (8 marks)
1 set 2 forward 3 postponed 4 chair
5 attend 6 mis 7 with 8 chat
54.2 (8 marks)
1 E 2 B 3 D 4 C 5 A 6 C 7 D
8 E
54.3 (6 marks)
1 time (not timing)
2 discussions (not discusses)
3 moving (not move)
4 ramble (not scramble)
5 ground (not earth)
6 productive (not producing)
### Test 55 (Target = 16+)

<table>
<thead>
<tr>
<th>55.1 (6 marks)</th>
<th>1 B 2 C 3 A 4 B 5 C 6 A</th>
</tr>
</thead>
<tbody>
<tr>
<td>55.2 (8 marks)</td>
<td>1 take 2 record 3 matters 4 action 5 allocated 6 point 7 resolved 8 move</td>
</tr>
<tr>
<td>55.3 (5 marks)</td>
<td>1 agenda 2 timetable 3 tactfully 4 latecomer 5 digression</td>
</tr>
</tbody>
</table>

### Test 56 (Target = 16+)

<table>
<thead>
<tr>
<th>56.1 (7 marks)</th>
<th>1 A 2 C 3 B 4 A 5 B 6 C 7 B</th>
</tr>
</thead>
<tbody>
<tr>
<td>56.2 (6 marks)</td>
<td>1 discussion (not discuss) 2 know (not knowing) 3 opinion (not opinions) 4 believe (not belief) 5 course (not course) 6 views (not reviews)</td>
</tr>
<tr>
<td>56.3 (6 marks)</td>
<td>1 business 2 objective 3 arranged 4 feelings 5 clear 6 Obviously</td>
</tr>
</tbody>
</table>

### Test 57 (Target = 14+)

<table>
<thead>
<tr>
<th>57.1 (10 marks)</th>
<th>1 A 2 C 3 B 4 B 5 A 6 C 7 A 8 C 9 B 10 C</th>
</tr>
</thead>
<tbody>
<tr>
<td>57.2 (7 marks)</td>
<td>1 perfectly (SA) 2 question (SD) 3 agree (SA) 4 suppose (MA) 5 absurd (SD) 6 along (MD) 7 right (MA)</td>
</tr>
</tbody>
</table>

### Test 58 (Target = 17+)

<table>
<thead>
<tr>
<th>58.1 (7 marks)</th>
<th>1 point 2 mean 3 coming 4 interrupt 5 earlier 6 understand 7 suggesting or saying</th>
</tr>
</thead>
<tbody>
<tr>
<td>58.2 (10 marks)</td>
<td>1 B 2 A 3 C 4 C 5 B 6 C 7 A 8 A 9 B 10 C</td>
</tr>
<tr>
<td>58.3 (6 marks)</td>
<td>1 C 2 I 3 H 4 C 5 H 6 I</td>
</tr>
</tbody>
</table>

### Test 59 (Target = 16+)

<table>
<thead>
<tr>
<th>59.1 (7 marks)</th>
<th>1 F 2 A 3 B 4 E 5 C 6 D 7 B</th>
</tr>
</thead>
<tbody>
<tr>
<td>59.2 (8 marks)</td>
<td>1 A 2 C 3 B 4 A 5 B 6 B 7 C 8 A</td>
</tr>
<tr>
<td>59.3 (4 marks)</td>
<td>1 structure 2 introduce 3 outline 4 questions</td>
</tr>
</tbody>
</table>

### Test 60 (Target = 15+)

<table>
<thead>
<tr>
<th>60.1 (6 marks)</th>
<th>1 latecomers 2 timings 3 labour 4 digress 5 run (1 mark) over (1 mark)</th>
</tr>
</thead>
<tbody>
<tr>
<td>60.2 (8 marks)</td>
<td>1 B 2 A 3 A 4 B 5 C 6 A 7 B 8 C</td>
</tr>
<tr>
<td>60.3 (5 marks)</td>
<td>1 look 2 back 3 for 4 relation 5 turn</td>
</tr>
</tbody>
</table>

### Test 61 (Target = 14+)

<table>
<thead>
<tr>
<th>61.1 (6 marks)</th>
<th>1 point 2 confidential 3 field 4 beyond 5 time 6 catch</th>
</tr>
</thead>
<tbody>
<tr>
<td>61.2 (7 marks)</td>
<td>1 C 2 A 3 B 4 C 5 A 6 B 7 A</td>
</tr>
<tr>
<td>61.3 (5 marks)</td>
<td>1 face (not front) 2 contact (not contract) 3 gestures (not jesters) 4 mannerisms (not manners) 5 view or opinion (not sight)</td>
</tr>
</tbody>
</table>

### Test 62 (Target = 13+)

<table>
<thead>
<tr>
<th>62.1 (5 marks)</th>
<th>1 point 2 mean 3 coming 4 interrupt 5 earlier 6 understand 7 suggesting or saying</th>
</tr>
</thead>
<tbody>
<tr>
<td>62.2 (7 marks)</td>
<td>1 B 2 D 3 A 4 E 5 C 6 B 7 D</td>
</tr>
<tr>
<td>62.3 (5 marks)</td>
<td>1 negotiator 2 delicate 3 prolonged 4 power 5 minute</td>
</tr>
</tbody>
</table>
Test 63 (Target = 13+)

63.1 (5 marks)
1 ground (not venue)
2 representatives (not presentation)
3 background (not foreground)
4 timetable (not tabletime)
5 down (not out)

63.2 (6 marks - \frac{1}{2} for the word pair and \frac{1}{2} for the sentence)
kick off - sentence 2
fallback position - sentence 6
neutral ground - sentence 1
relaxed atmosphere - sentence 4
negotiating team - sentence 3
small talk - sentence 5

63.3 (5 marks)
1 objectives
2 priorities
3 agenda
4 business
5 etiquette

Test 64 (Target = 13+)

64.1 (5 marks)
1 probing
2 haggle
3 condition
4 long
5 consider

64.2 (6 marks)
1 C 2 A 3 C 4 B 5 A 6 C

64.3 (6 marks)
1 proposal
2 giving
3 Provided/Providing
4 Supposing
5 offer
6 probing

Test 65 (Target = 13+)

65.1 (6 marks)
1 d 2 g 3 f 4 c 5 a 6 b

65.2 (6 marks)
1 power
2 strength
3 duress
4 climbed
5 ultimatum
6 sticking

65.3 (5 marks)
1 bluff
2 obstacle
3 moderate
4 compromise
5 reconsider

Test 66 (Target = 17+)

66.1 (10 marks)
1 C 2 A 3 C 4 B 5 A 6 C 7 B
8 A 9 B 10 C

66.2 (8 marks)
1 clinching
2 verbal
3 hard
4 employment
5 binding
6 outstanding
7 up
8 proposal

66.3 (5 marks)
1 run or go (not step)
2 On (not At)
3 concerned (not considered)
4 question (not answer)
5 covers (not closes)

Summary Test 4 (Units 52–66)

1 (12 marks)
1 B 2 A 3 C 4 B 5 A 6 A 7 C
8 B 9 B 10 A 11 C 12 A

2 (6 marks)
1 d 2 c 3 a 4 g 5 f 6 b

3 (7 marks)
1 over
2 in
3 up
4 off
5 down
6 on
7 under

4 (10 marks - 1 for each word pair and 1 for using the word pair in the correct sentence)
common ground - sentence 4
visual aids - sentence 1
irreconcilable differences - sentence 3
eleventh-hour - sentence 5
eye contact - sentence 2

5 (8 marks)
1 sides
2 general
3 agenda
4 opinion
5 information
6 postponed
7 question
8 condition

6 (6 marks)
1 ground (not groaned)
2 discussions (not discusses)
3 moving (not moved)
4 digress (not regress)
5 temper (not temperature)
6 workshop (not workplace)

7 (6 marks)
Staff e-mails = 6,
Product launch = 3,
Europe to retaliate = 1,
Police pay = 4,
Goodwill gesture = 7,
Teachers' pay = 2
8 (6 marks)
1. copying  2. venue  3. brainstorming
4. objective/purpose/aim
5. deadlock/stalemate
6. compromise

9 (8 marks)
7. F  8. G

10 (6 marks)

Interpreting your score for Summary Test 4

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>60-75</td>
<td>Excellent – you are proficient in the use of the business vocabulary of Units 52-66.</td>
</tr>
<tr>
<td>54-59</td>
<td>Good – you are close to becoming proficient in the use of the business vocabulary of Units 52-66.</td>
</tr>
<tr>
<td>below 54</td>
<td>You are some way below the proficiency level. Go back and revise Units 52-66.</td>
</tr>
</tbody>
</table>