

Name																					Vorname																		
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FINAL TEST – LEVEL B2.1

/ 108 POINTS

SECTION 1: LISTENING

1. Listen to the radio report about retail sales. Complete the sentences with the figures you hear. You will hear the report twice.

- 1 Sales volumes rose by _____ per cent.
- 2 Sales increased _____ per cent through the month.
- 3 Economists had expected an increase of _____ per cent.
- 4 Holyoke Property has offered to buy Blankenship for _____ .
- 5 Blankenship's share price increased to _____ .

2. Listen to the conversation. Mark Spence, Gillian Franks and Wallace Jones are at an IT conference in London. Match the names (6-10) with the descriptions (a-e). You will hear the conversation twice.

- | | |
|-----------------------|---|
| 6 Gillian and Mark | a) usually works in New York. |
| 7 Gillian and Wallace | b) have met before. |
| 8 Wallace | c) has travelled to China in the past. |
| 9 Gillian | d) works for a company that isn't very old. |
| 10 Mark | e) are meeting for the first time. |

/10 points

SECTION 2: LANGUAGE

1. Rewrite the underlined phrases with the correct alternatives or their negative:

should	have to	must
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- 11 I recommend that you don't talk about money.
You _____ talk about money.
- 12 It's essential that we order the new stationery supplies today.
We _____ order the new stationery supplies today.
- 13 It isn't necessary for you to attend the meeting.
You _____ attend the meeting.

- 14 I advise you to take plenty of business cards with you on your trip.
You _____ take plenty of business cards with you on your trip.
- 15 Where I work it's necessary for everyone to start work at 9.00.
Where I work everyone _____ start work at 9.00.

2. Complete the sentences using the correct form of the verb in brackets.

- 16 _____ (you / work) on a new project at the moment?
- 17 Our company _____ (already / invest) \$4.54 million in Research and Development this year.
- 18 The marketing team _____ (meet) in London once a week.
- 19 At the moment we _____ (not develop) a new brand.
- 20 _____ (you / usually / buy) birthday presents for your colleagues?
- 21 The new company, GoKids, _____ (produce) books for children.
- 22 I'm going to the conference too. I _____ (give) you a lift if you like.
- 23 I won't be able to make the workshop on Friday. I _____ (go) to Frankfurt for a long weekend.
- 24 _____ (you attend) the seminar next week?
- 25 I think the Budapest flight _____ (be) late too.

3. Complete the gaps in the sentences using one of these words.

- | | | | | | | | | |
|----|----|----|----|------|----|----|------|------|
| at | on | by | to | from | in | of | with | over |
|----|----|----|----|------|----|----|------|------|
- 26 Sales increased nine percent from €1.2m _____ €1.4m.
- 27 Profits have grown _____ ten percent in only eight months.
- 28 Employee numbers reached a peak _____ 1,049 in the year 2002.
- 29 There has been a general increase _____ sales over the last quarter.
- 30 Last month turnover stood _____ \$2.9m.

/20 points

SECTION 3: READING

1. Match each of these statements (31–35) about conversations with one of the paragraphs (i–v)

- 31 A brief conversation led to important changes for one company.
- 32 Perhaps we should learn from our European neighbours.
- 33 Good conversation can help to motivate staff.
- 34 Talking to colleagues is a good way of dealing with problems at work.
- 35 Effective conversation is important in your private and work life.

2. Now complete the gaps (36–40) in the article with the sentences (a–e) below

- a) This is because it enables people to discuss issues and solve every day work difficulties.
- b) It's about listening to the other person and responding.
- c) It may come as a surprise to some what people can learn from casual conversation.
- d) However, this is something British businesses are only starting to realise.
- e) In addition, conversation enables colleagues to work better as a team.

- i) As many European cultures have already known for years, being good at conversation is a key skill – both socially and in business. _____³⁶. These companies are gradually recognising that good conversation is more than just making sure the person you're speaking to has got your message. _____³⁷. This two-way interaction generates idea after idea.
 - ii) Mark Satchell of TDR International says, 'Managers used to see their staff chatting as a sign of them wasting their time or not having enough to do. What managers failed to see was the way conversation builds relationships – between employees and between staff and their managers. _____³⁸. This in turn aids company loyalty, staff retention and, ultimately, productivity!'
 - iii) _____³⁹. The office cleaner of a large London organisation, for instance, was chatting to the MD early in the morning and happened to mention that staff regularly left their windows open. Nothing more than that! But, within a week staff had been reminded by the MD to close their windows before going home, office security improved and the heating bill was reduced!
 - iv) Face-to-face conversation puts people in touch with each other, rather than distancing them, as e-mails are often said to do. This kind of communication can reduce stress in the workplace. _____⁴⁰. If employees can sort out problems among themselves, they can grow into something much bigger!
 - v) So, as Malcolm Rogers of the Mallory Business School says, 'I think it would be a good idea to do the same things our Spanish, Italian, French and Portuguese colleagues do – greet everyone in the morning, have a coffee together, enjoy an extended lunch and, most importantly, engage in some good old-fashioned conversation.'

/10 points

SECTION 4: VOCABULARY

1. Choose the best word to complete these sentences.

- 41 We're looking for someone with excellent communication _____.
a) education b) qualifications c) skills d) experience
- 42 My boss has no _____ and really embarrassed himself at lunch yesterday.
a) traditions b) customs c) greetings d) manners
- 43 We need to come up with a new marketing _____.
a) exhibition b) campaign c) mailshot d) commercial
- 44 What is Janice's management _____?
a) style b) way c) type d) opinion
- 45 I'm working on a new research _____.
a) field b) project c) policy d) protocol
- 46 I've heard our company is going to _____ with PTL Limited.
a) merge b) acquire c) expand d) buy out
- 47 We've discovered a complete lack of brand- _____ among our target customers.
a) stretching b) awareness c) force d) power
- 48 Expect _____ on this service of up to 2 hours.
a) delays b) seats c) overbooking d) confirmation
- 49 Millers is a very _____ company. I can't see it ever modernising the way it operates.
a) conservative b) dynamic c) progressive d) traditional

2. Complete the gaps in the sentences using the correct form of the word in brackets.

- 50 BTW is an _____ (advertise) agency that specialises in hoardings and billboards.
- 51 Some companies compare their main _____ (compete) products with their own.
- 52 Susan had lots of ideas for new ads, but they were all less than _____ (inspire).
- 53 What do you think is the best way of _____ (promote) our latest credit card – a commercial or leaflets?
- 54 Bad _____ (publicise) is often considered better than none at all.

3. Complete the gaps in these sentences using the words from the box.

bankruptcy	rating	recession	statement	refund
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- 55 Would you like to receive your bank _____ monthly or annually?
- 56 The company can't pay its debts – I think it's heading for _____
- 57 Buyers and sellers on Amazon.com give a _____ for the quality of service provided.

- 58 The economy's still doing badly. The country's been in a _____ for years and I can't see the situation improving.
- 59 I returned the faulty goods to the wholesalers and they gave me a full _____

/19 points

SECTION 5: SKILLS

1. Introduce a presentation: Put the sentences (1–6) into a logical order.

- a) This morning I'm going to outline the company's performance over the last year.
- b) If you have any questions please do not hesitate to interrupt me.
- c) I'll start with the predicted turnover and profits.
- d) I've divided my talk into two parts.
- e) Then I'll move to look at what the actual figures were.
- f) On behalf of FonBell I'd like to welcome you here today. My name's Sally James.

60. _____

61. _____

62. _____

63. _____

64. _____

65. _____

2. Complete the short dialogues below with the expressions in the table (a–f).

Dialogue 1

A: I've got a new job!

B: That's great. _____ (66)

Dialogue 2:

A: _____ (67)

B: I agree. We know far too little about what the market needs.

A: Would you like to meet for lunch?

B: _____ (68) I've got a meeting with a client.

Dialogue 3:

- A: Quiet please, everyone.
B: Thanks Dave. _____ (69)
A: Here's your wine.
B: Thanks. _____ (70)

Dialogue 4:

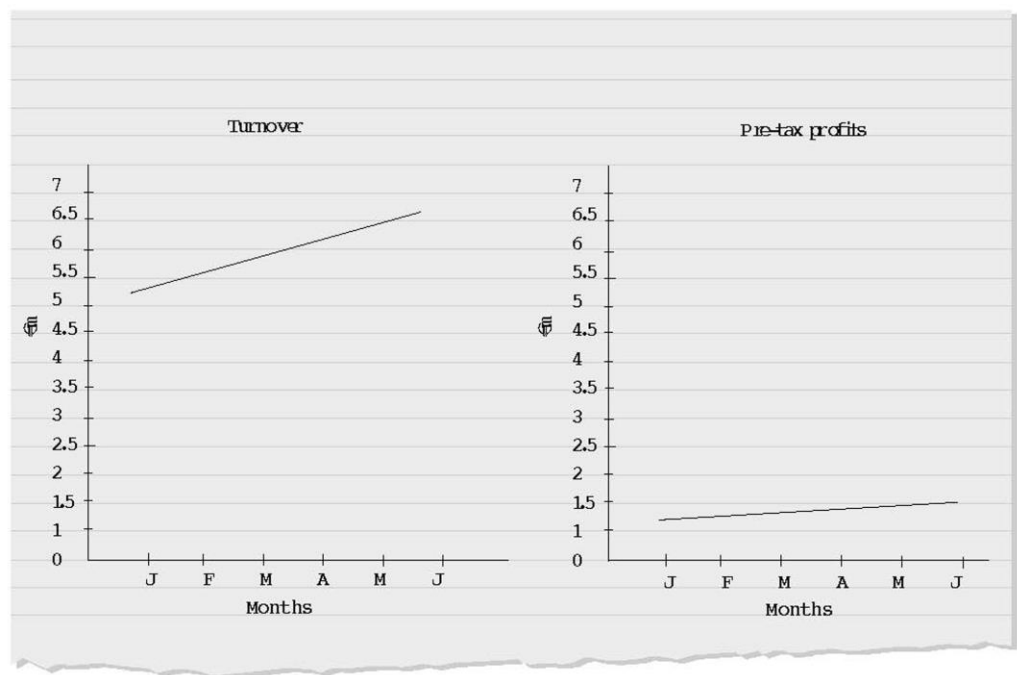
- A: Do you mind if I have another coffee?
B: _____ (71)

- | | | |
|--------------------------------|--|------------|
| a) I'm afraid I can't. | b) Congratulations! | c) Cheers! |
| d) Help yourself. | e) We need to look into this in more detail. | |
| f) Let's get down to business. | | |

/12 points

SECTION 6: WRITING

1. You work in the finance department of a café chain. A colleague has asked you for information about the company's turnover and pre-tax profits over the previous six months. Write a summary. Use the graphs to help you. (72 – 78)



/6 points

2. You work for a chemical company. Your company, ChemicTel, has decided to make changes to the way salaries are paid. Your boss has asked you to send a memo to all his staff to inform them of the changes. Use your boss's notes below to help you write the memo. (78-83)

Include the following information:

- Salaries will now be paid on the 25th, not the 28th
- All salaries to be paid into your bank account – no cheques
- Detailed payslip will be sent to home address
- For further information contact HR on Ext. 152

_____/6

SECTION 7: SPEAKING

Your trainer will evaluate your speaking performance using the rubric below.

Criteria:	Marks
Coherence	/ 5
fluency	/ 5
Lexis	/ 5
complexity	/ 5
Accuracy	/ 5
Total	/25

Key:

1/5 = needs a lot of improvement

2/5 = needs improvement

3/5 = approaches/meets standards

4/5 = meets/exceeds standards

5/5 = clearly exceeds standards

Coherence: logical organization and development of the topic or argument; clear interconnectedness of thoughts and ideas

Fluency: smoothness and (apparent) effortlessness of communication

Lexis: range and appropriateness of words and idiomatic expressions used

Complexity: range of grammatical forms and structures used

Accuracy: appropriateness/correctness of grammatical forms and structures used

Total: 25 points