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## FINAL TEST – LEVEL C1.1

/ 100 POINTS

## LISTENING

**A Jason Fosse has a meeting with his manager, Denise Watts. Listen to your trainer read the conversation and answer the questions below. You will hear the recording twice.**

- 1 Jason tells his manager that he wants to ...
  - a) leave the company
  - b) move to another department
  - c) try a different kind of work
- 2 How long has Jason been in this job?
  - a) less than a year
  - b) less than 5 years
  - c) more than 5 years
- 3 Denise Watts thinks ...
  - a) that Jason has performed badly in his job
  - b) Jason is well suited to the job
  - c) Jason chose the wrong job
- 4 What is the main reason for Jason's decision?
  - a) he has been offered another job
  - b) he doesn't have a sense of fulfilment in the job
  - c) he doesn't have a good relationship with his team leader
- 5 Denise Watts ...
  - a) accepts Jason's decision
  - b) asks Jason to reconsider
  - c) promises an immediate solution to Jason's problem
- 6 At the end of the interview, Jason ...
  - a) keeps to his first decision
  - b) changes his mind
  - c) postpones making a decision

**B Listen to the conversation again (for the 3<sup>rd</sup> time). If you hear an example of any of the functions below, write 'yes'. Write 'no' next to any you do not hear.**

- 7 requesting a meeting
- 8 stating objectives
- 9 apologising
- 10 asking for repetition

- 11 showing sympathy
- 12 making a suggestion
- 13 agreeing
- 14 summarising

## LANGUAGE

**A Use a word from each of the columns A, B and C to create a noun phrase. Match each noun phrase to the correct definition.**

A	B	C
tight	marketing	system
automated	sales	revenue
retail	monetary	franchise
annual	security	strategy
global	sales	regulations

- 15 an electronic device that checks who is entering or leaving a building
- 16 a company's plan or policy for promoting its products worldwide
- 17 strict controls on the flow of money into and out of a country
- 18 the amount of income received by a company over a year from its business activities
- 19 an arrangement by which a company gives a shop the right to sell its goods in return for a fee

**B Write the verb in brackets in the correct form.**

- 20 If we \_\_\_\_\_(get) that designer, we'll have a brilliant website.
- 21 I think we \_\_\_\_\_(have) a better product if we spent more time on planning.
- 22 If we'd shown more concern, he \_\_\_\_\_(stay) with the company.
- 23 Just tell us what you want and we \_\_\_\_\_(get) it for you.
- 24 \_\_\_\_\_ there \_\_\_\_\_(be) a take-over, then we would have all been looking for a new job.

**C Complete the text below by choosing the correct form of the verb.**

Deutsche Post looks set to announce a takeover of Exel, the UK logistics company which could create the world's biggest logistics group. The German group \_\_\_\_\_ 25 a supervisory board meeting yesterday to approve the deal. Exel board members are due to meet next week to discuss the terms.

Deutsche Post \_\_\_\_\_ 26 a mix of cash and shares that values Exel at around £12.40 a share. John Allan, chief executive of Exel, \_\_\_\_\_ 27 head of the new logistics division. He \_\_\_\_\_ 28 offered a place on the management board.

If the deal goes ahead, it would give Deutsche Post a leading position in supply-chain management, and would be its largest acquisition so far. Deutsche Post \_\_\_\_\_ 29 keen to diversify away from its core postage and package businesses into a broader range of logistics services. It \_\_\_\_\_ 30 already the world leader in air and sea freight.

Analysts have suggested that rival bids from other companies might also \_\_\_\_\_ 31 once Deutsche Post reveals its offer. However, the price could alarm some investors, who \_\_\_\_\_ 32 the group not to pay over £12 per share in recent days.

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25 a) held                      b) have been holding      c) had been holding

26 a) offered                b) offers                      c) is offering

27 a) is made                b) will be made              c) will make

28 a) had also been        b) has also been              c) was also

29 a) was                      b) had been                      c) has been

30 a) is                        b) will be                      c) had been

31 a) be made                b) make                        c) have made

32 a) had warned          b) have warned                c) will warn

## VOCABULARY

**A Complete the gaps in the memo below using the correct form of the words and phrases in the box.**

allocate / break down / develop / duplicate / face / interrupt / save / share / trust / waste

As you know, we are \_\_\_\_\_ 33 a lot of difficulties at present following the recent merger. We now have people from two different companies working together, but they are not working effectively as a team. A lot of the same work is being \_\_\_\_\_ 34 by different people, and this \_\_\_\_\_ 35 a lot of time; meanwhile, other tasks are not being done at all.

Another problem is that the two groups of people have very different ways of working, but they are not getting together to \_\_\_\_\_ 36 ideas. Sometimes, communication \_\_\_\_\_ 37 completely and then work is \_\_\_\_\_ 38 while we try to sort the problem out. Everyone blames everyone else and I think it will be a long time before the team members develop a good relationship and learn to \_\_\_\_\_ 39 each other.

It would \_\_\_\_\_ 40 the company a lot of time and money if we could \_\_\_\_\_ 41 more effective working practices. We really need to \_\_\_\_\_ 42 some time to this. I propose that we schedule a meeting for next Wednesday at 10 a.m. to discuss the issues involved and try to find some solutions.

### **B Match the definitions to the phrases underneath.**

43 A market for a special kind of product that may not have many buyers.

- a) niche market                      b) captive market                      c) closed market

44 The purchasing behaviour of customers.

- a) shopping trends                      b) buying habits                      c) procurement patterns

45 To offer a large quantity of a product for sale so that there is more than people want to buy.

- a) outsell the market                      b) overflow the market                      c) saturate the market

46 An amount of money offered to an employee when a company tells them to leave.

- a) exit package                      b) severance pay                      c) black handshake

47 The quality of workers who remain faithful to the company they work for

- a) corporate identity                      b) longevity                      c) employee loyalty

48 A breakdown in health due to stress and overwork.

- a) burnout                      b) burn off                      c) burn up

**C Complete the sentences with answers a, b or c.**

49 Our company is \_\_\_\_\_ even greater risks from global competition.

- a facing      b spreading      c taking

50 We can \_\_\_\_\_ the risk by looking at ways of cost-cutting.

- a foresee      b reduce      c try

51 The reason for this meeting is to consider how to \_\_\_\_\_ the company from any hostile take over bid.

- a implement      b protect      c develop

52 Have you \_\_\_\_\_ the risks to our staff who remain working there?

- a considered      b insured      c thought

53 We've completed the risk \_\_\_\_\_ and it's minimal.

- a estimate      b elimination      c assessment

**D Rewrite the underlined words or phrases in the sentences below using the correct form of the multiword verbs in the box.**

call off / count on / draw up / let down / set up

54 We have successfully negotiated a deal and now we are drafting the contract.

55 We've scheduled a meeting with the French team tomorrow, but they're unable to travel so we're going to have to cancel it.

56 They're planning to establish a new subsidiary in the Bahamas.

57 I hope we can rely on you to complete the report by the deadline.

58 Our new agent hasn't brought us any new business. He has disappointed us.

## SKILLS

**Complete the telephone conversation with appropriate phrases from the list.**

A: Hello. You don't know me but I'm Harriet Ford. \_\_\_\_\_ 59 by Doug Barlow – we used to work together in the logistics department at Zenith.

B: Oh yes!

A: I'm looking for a speaker for a conference we're planning and Doug \_\_\_\_\_ 60

B: I see.

A: \_\_\_\_\_ 61 or shall I call you back later?

B: Well, I'm expecting a client to arrive at any moment. But perhaps \_\_\_\_\_ 62 briefly what the conference is about and when it is.

A: OK. Well it's a conference on supply-chain management which will be held in Miami. And we're looking for a well-known speaker to open the event on October 14<sup>th</sup>.

B: Well, it's \_\_\_\_\_ 63 to invite me, but unfortunately I'm not free on October 14<sup>th</sup>.

A: Oh that's a pity. Well, maybe we could schedule your talk for the second day of the conference. Would you be free on the 15<sup>th</sup>?

B: The problem is I'll be in San Francisco on the 14<sup>th</sup> and it will be quite a rush to get across to Miami for the next day.

A: Yes, \_\_\_\_\_ 64.

B: But let me think about it and get back to you. Meanwhile, \_\_\_\_\_ 65 about the conference?

A: Yes of course. I'll email all the details to you.

a) mentioned you might be able to help me

b) Is this a convenient time

c) I was given your name

d) very kind of you

e) I quite understand

f) you could explain

g) could you let me have more information

## READING

Read the article and answer the questions on the next page.

### In someone else's job for a day

If you could do any job at all for one day, what would it be? An easy question to answer, you may think. But when Campaign for Learning, an education charity, said they would arrange for me to take on any job I wanted for a day, I was flummoxed.

Going through some newspapers, I found references to two studies: one suggesting that workers in Wales have the highest job satisfaction in Britain, another suggesting that company directors are the happiest among all professionals.

Which is why I drove to an engine plant in Wales last week to be a company director for a day. I arrived to meet Bob Murphy, the 42-year-old plant manager, at 9.30am. On the wall of his office, there was a picture of an eagle and the slogan: 'Focus: If you chase two rabbits, both will escape.' I explained how I had chosen to spend the day at his plant.

Our first task was to attend a meeting of the senior team members who run the plant, which itself runs 24 hours a day, five days a week, producing 622,000 engines a year. A manager got the meeting rolling by saying: 'The block and head CMMS went down late yesterday evening, which delayed the change of the VCT.' I couldn't understand a word of what they were talking about. After the meeting, Bob Murphy told me: 'We are going to go for a walk around the plant now. I do three walks a day. I don't think you can manage from a desk - the factory floor is where the action is.'

I thought these walks would last a few minutes each, but since the 25-year-old plant covers 6 hectares, they lasted some time longer - most of the day, in fact. They were interspersed with various meetings about many things I did not understand.

By the end of the day at 4:30pm (or rather at the end of my day - Bob works from 5am to 6:30pm, and comes in at the weekends too), we must have walked five or six miles<sup>1</sup>. But in spite of the pain in my feet, I was glad I went for the Welsh factory option. It was nice to discover that there are some management jobs that do not simply involve chairing meetings and sitting at a computer screen. And it was interesting to meet so many people who seem to be content with the jobs they have.

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**A Mark each of the statements below True or False**

- 66 It was the writer's idea to take on someone else's job for a day. \_\_\_\_\_
- 67 A survey has indicated that Welsh company directors enjoy their jobs most. \_\_\_\_\_
- 68 The author spent a day at a factory that makes engines. \_\_\_\_\_
- 69 In between walking round the site, the author and Bob attended several meetings. \_\_\_\_\_
- 70 His experience contradicted the findings of the studies he had read about. \_\_\_\_\_

**B Choose the best answer to each question.**

- 71 What do you think ‘flummoxed’ [paragraph 1] means?
- a) completely confused                      b) certain about how you feel    c) delighted
- 72 The message on Bob’s office wall means ...
- a) If you work hard, you’ll achieve more  
b) Don’t be afraid to set high targets  
c) If you try to do two things at once, you’ll fail
- 73 ‘itself’ [paragraph 4] refers to:
- a) the meeting                  b) the senior management team c) the plant
- 74 A manager ‘got the meeting rolling’. Do you think that means:
- a) started the meeting   b) interrupted the meeting    c) made everyone laugh
- 75 Which statement best describes Bob Murphy’s attitude to management?
- a) don’t get involved in everyday problems  
b) face-to-face communication is vital  
c) to maintain authority, managers should distance themselves from the workforce



## SPEAKING (76-100)

7 Instructions for the speaking portion of this test have been provided by your trainer.

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