

1. Complete the sentences with these words.

operates / sells / provides / develops / designs / manufactures

1. Our retailer _____ the products.
2. Frognation creates, develops and _____ video games.
3. Citibank _____ banking services.
4. It _____ the products in the factory.
5. He designs and _____ software with a team at Microsoft.
6. General Electric _____ in more than 100 countries worldwide.

2. Write the last three letters in each word.

7. This is my part_____ We started the company together.
8. Can you call the software develo_____? There's another problem with this new software.
9. He has a meeting with the sales representat_____ from our supplier.
10. Picasso is my favourite art_____.
11. I'm a project mana_____ for a mobile phone company.
12. The foun_____ of this company wants to sell it.
13. I love music and would love to be a famous music_____.
14. She's the company law_____. She checks all the contracts.
15. The head engin_____ is on the phone from the site.

3. Complete each sentence with one word from A and one from B.

A business / start / market / set / top / business	B up / job / share / idea / up / plan
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16. Their _____ is bigger than their competitors.
17. He has the _____ in the company.
18. A _____ - _____ is a new business.

19. Every entrepreneur begins with a good _____
_____.
20. A new company _____ _____ in our area and we went bankrupt.
21. To get money from the bank, you need to show them your _____ _____.

4. Underline the correct verb in brackets.

22. A successful company has to (make / do) a profit.
23. Can I introduce you to the man who (heads / tops) the company? This is our CEO...
24. I (pay / rent) an apartment in the city center.
25. To grow, we need to (find / look) new opportunities in the market.
26. We have to increase production to (see / meet) demand.
27. I don't want to work for someone. I want to (have / be) my own boss.
28. We want to (bring / send) out a new type of smoothie next year.
29. Is it possible to (run / make) a business when you don't enjoy it?
30. To survive in business, your company cannot (be / stand) still.
31. I like to (play / have) fun at the weekend.

5. Replace the underlined words in sentences 8-17 with a word from the box.

Write the word at the end of the sentence.

capital / launch / tight / payback / a joint venture / raise / potential / take / start-up / invest in

32. We'll put our latest product on the market at the end of next month.

33. They'll probably put a million euros into this company. _____
34. It's an agreement to work together between a Spanish and Italian company.

35. This plan has a possibility of future success. _____

36. We are working with a carefully controlled budget. _____
37. Let's ask the bank to help us with the setting up of a new business costs.

38. They want us to read their business plan so that we'll give them the money for their new business venture. _____
39. They increase their prices every month! _____
40. I think I'll go by the elevator to the fifth floor. _____
41. We can agree to a six-month period for getting back the cost of the investment. _____

6. Write in the missing preposition.

42. What do you estimate the return ____ our investment will be?
43. I'll try to borrow the money ____ my brother.
44. Most scientists don't have a very good understanding ____ business.
45. We can't run this ____ such a low budget.
46. I lent my mobile ____ my colleague at work.
47. Over 20% of office workers also work ____ home.

7. Write in the missing letters in the words below. They are all words about *money*.

48. If you buy today, we'll give you a ten per cent i ou .
49. My bank gave me a personal oa today.
50. I think it's important we help Africa with its e to other countries.
51. He wants an extra ten thousand a year and he already has a a a of over a hundred thousand a year!
52. How much do you ea a month?
53. The type of customer we want has enormous e i power.
54. My house is o about two hundred thousand pounds.

8. Combine words from A and B to complete the description below.

A public / personal / direct / advertising	B media / marketing / selling / relations
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‘There are various methods of selling starting with the most expensive like TV commercials, radio adverts and other (55) _____. A cheaper way to sell is through (56) _____ such as direct mail when you send out leaflets to people’s houses. Face-to-face contact with the customer is obviously important. For example, (57) _____ with sales representatives can be very effective and it’s easy to measure. It’s more difficult to see if (58) _____ is effective. This is because it’s about creating good contacts rather than selling directly.’

9. Write in the ends of the words in these sentences.

59. Consump_____ of coffee has increased every year since 1950.
60. Clever market_____ made designer coffee very popular.
61. Market analys_____ are warning that the economy doesn’t look good.
62. Did we get the results from the market research agen_____?
63. Cigarette companies often spons_____ sports events.

10. The words and phrases below are synonyms for the underlined words in sentences 7-16. Match them. Write your answers here.

64 ___ / 65 ___ / 66 ___ / 67 ___ / 68 ___ / 69 ___ / 70 ___ / 71 ___ / 72 ___ / 73 ___

a significant	f suffering
b a refund	g makes a fuss
c dissatisfied	h deal with
d rude	i complain
e apologies	j empathies

- 64 I am writing to say sorry for our mistake.
- 65 I'm afraid I'm rather unhappy with the service here.
- 66 There's always one customer who wants to whine.
- 67 Don't worry. That customer always becomes angry about his room.
- 68 Dealing with customers is a major part of my job.
- 69 This economy is doing badly due to high inflation.
- 70 Why don't you ask for your money back?
- 71 With an angry customer, the important thing is to show you understand.
- 72 Let me handle this problem.
- 73 The steward on our flight was so impolite!

11. Which verb does not go with the NOUN? Delete it.

74. suggest, find, make A SOLUTION
75. handle, satisfy, make A COMPLAINT
76. produce, offer, provide A SERVICE
77. train, complain, employ STAFF
78. do, have, solve A PROBLEM
79. replace, sell, refund A PRODUCT
80. deal with, ask, answer A QUERY

12. Complete the sentences with these words.

demand / forecast / delay / model / range / stock / switch / update / order

81. I'm sorry but there's a _____ with your order. It'll arrive tomorrow not today.
82. Hello. I'd like to place an _____ for three hundred pens.
83. Customer _____ is very high for ice creams because the summer is so hot.
84. The current _____ for next year says turnover will remain steady.
85. I'm afraid we don't have any in _____ at the moment.

86. This model looks old now. We need to _____ it to make it more modern.
87. The Ford XR6 is our latest _____.
88. We've decided to _____ from the old system to this new procedure.
89. Let me show you our full _____ of cars from this family model to our sports and luxury cars.

13. Change the form of the words in bold to complete the sentences.

- produce** 90. This is where we store our _____.
91. Bill is our _____ manager. He's in charge of the factory.
- supply** 92. Can you call our _____ and find out where the truck is?
93. We're _____ shops now in Europe and parts of America.
- manufacture** 94. We _____ spare parts for cars.
95. UK car _____ report a fall in orders.
- deliver** 96. We're still waiting for the _____ to arrive.
97. Can you _____ it to our warehouse please?
- assemble** 98. Components are taken to the _____-line at the moment they are needed.

14. Replace the underlined words with words from the box. Write your answers at the end of the sentence.

unplanned / look after / clear / looks like / on purpose / changed / popular / search
--

99. Can you take care of this problem? _____
100. He disagreed with me deliberately. _____
101. The factory layout seemed to be random. _____
102. I need to look for my mobile. _____
103. The new CEO completely transformed the company. _____

104. It's obvious that we have to take action. _____
105. This nightclub is thriving. _____
106. His car is similar to mine. I often walk to the wrong one in the car park.

15. Write the last letters in each word.

107. We're closing our shops in England. They aren't very profit _____. 108.
To solve this problem we need new and imaginat_____ ideas.
109. Creat_____ people make innovative discoveries.
110. The global econom_____ is doing well at the moment.
111. This is one of our most success_____ models.
112. I think we have to handle this complaint careful_____.
113. If they made a reason _____ offer, we'd accept.
114. Our company was founded in 1807 and is a very tradition_____ company.

16. Read parts of four adverts from a careers magazine. Write in these missing words.

interview / scheme / contract / find / ads / resume / trade / apprenticeship /
apply / headhunting

- We currently have three vacancies on our graduate trainee (115) _____.
- You can (116) _____ online at...
- Please send us a copy of your (117) _____. Selected candidates will attend
an (118) _____ at the end of this month.
- Learn a (119) _____ and join a local firm! We would like to offer an (120)
_____ in building. You receive training and a five-year fixed (121)
_____.
- Are you having problems finding staff? Or perhaps you're tired of scanning the job

(122) _____ for a new position. Contact us. We're the experts in (123) _____ professionals for key management roles. Let us (124) _____ the right person for the right job.

Complete this table of words.

VERB	NOUN	PERSON
(125)_____	employment	(126)_____
(127)_____	advertisement	advertiser
apply	(128)_____	applicant
communicate	(129)_____	communicator

17. Read people describing problems they have. Write the type of problem in the box next to the description.

injury / accident / damage / loss / theft / fraud / fire
--

130. 'We need to claim the cost of a new roof after the storm last night.'

131. 'My car was stolen from outside my house!' _____

132. 'I hurt my leg at work and claimed for medical expenses.'

133. 'Two offices were burnt down and the factory was damaged.'

134. 'Sorry, I dropped your computer – I didn't mean to.'

135. 'One minute I had my bag and then after I went to the bar it wasn't here.'

136. 'This person said the injury cost him \$40,000 but we discovered he didn't have an injury.' _____

18. An insurance company representative is talking about technology and insurance. Underline the correct verb in brackets.

There's no doubt that technology has made it quicker and easier for people to (137) (take / pull) out insurance policies with our company. Our customers want to (138) (protect / prohibit) themselves against risk, for example to (139) (provide / prevent) cover against things such as injury or damage to property. Most of them do it over the phone. You just (140) (make / give) us a call and we'll (141) (give / spend) you a quote within a few minutes and if you (142) (detect / suffer) loss or damage you (143) (withdraw / receive) compensation. Because it's easier to get insurance nowadays some people also say it's easier to (144) (determine / commit) fraud. But I don't believe that. For one thing we (145) (monitor / maintain) all calls and (146) (watch / screen) any claims that could be fraudulent. In fact technology means that insurance companies can (147) (investigate/ invent) more claims than they used to and therefore we (148) (save / raise) more money than we used to.

1. Underline the correct word in brackets.

1. I work (to / as) a designer.
2. My main role is (to / for) sell our services.
3. What kind of company do you work (as / for)?
4. I'm responsible (for / as) managing projects.
5. What do you do (in / as) your job?

2. Complete the phrases for making predictions with these words.

possible / could / expect / sure / think / unlikely / definitely

6. 'It's _____ that we'll live on the moon.
7. I don't _____ that to happen.
8. I'm _____ they'll give us the contract.
9. I think it's _____ that they'll buy our robot.
10. This will _____ need a lot of work.
11. It _____ be a good way to increase profits.
12. I don't _____ that's true at all.

3. Write in these phrases to complete the discussion.

That's a good / I like / How about / Brilliant / I'm not sure / we could / why
not / What about inviting

A: We need to decide how to increase sales this month. Any ideas?

B: (13) _____ offering some discounts?

C: (14) _____ idea but our prices are already cheaper than our competitors.

B: So (15) _____ send some advertising to customers? We could tell them about our prices.

B: (16) _____ that. I think we also need to use Internet and email more.

C: What do you mean?

B: Well, perhaps (17)_____ email some of our old customers and update the website?

C: That's true. Our website is the same as it was six months ago.

A: OK. I'll deal with that.

C: (18)_____ someone from the local newspaper to visit the factory and show them our new range?

A: (19)_____! But I think we should invite all the newspapers.

C: (20)_____ about that. Do you think they would come?

B: We could try...

4. The same word is missing from these pairs of phrases for expressing arguments. What is the word?

21

I understand your _____, but...

Surely the main _____ is...

22

On the one _____ you're right, but...

On the other _____ he's right too.

23

_____ have to consider the customer...

But don't _____ think it's too expensive?

24

The fact _____ customers are spending less, so...

My view _____ we need to spend more, because...

5. One word in each phrase for managing time is incorrect. Cross it out and write the correct word at the end.

25. We need to be quickly. _____

26. OK. It's time for finish. _____
27. I'm afraid we don't have many time. _____
28. We must finish from ten. _____
29. Sorry, we're running in of time. _____
30. Could we quickly talk of the last point on the agenda? _____ 31.
- OK. Explain it to us but please get it short. _____

6. Match phrases 25-30 to the responses a-f. Write your answers here.

32 ___ / 33 ___ / 34 ___ / 35 ___ / 36 ___ / 37 ___

32. What would happen if we told him?
33. Do you think that's a good idea?
34. Why don't we offer them more money?
35. We had to ask him to leave.
36. What we really want is a new manager.
37. How about not giving the staff a pay rise this year.

- a) That could be an expensive solution.
- b) If we did that, it would be very unpopular.
- c) No, I don't think it would help.
- d) That might be OK. Who are you thinking of?
- e) What else could we do?
- f) He'd probably leave.

7. A manager is talking to three of his staff. Write in the words in the box.

So that / so / it means that / because / because of / In order to

More and more staff are leaving. They say this is (38) _____ the pay or (39) _____ they aren't happy with their working conditions.

Whatever the real reason (40) _____ we're spending more time and money on recruitment.

(41) _____ reduce the costs we need to look at the problem in detail.

- (42) _____ we find a solution I'd like to set up a committee
- (43) _____ I'd like to know if you three people can organize it?

8. Someone is explaining how to use some new computer software. Each sentence includes one extra word. Cross it out and write it at the end.

44. First, make it sure you put the disc in. _____
45. Don't not forget to shut down any other programs. _____
46. Always you remember to save your new work. _____
47. It may be the better to save it in this folder. _____
48. If you aren't sure what to do, just will ask for help. _____

1. Choose answer a, b or c to complete the sentences.

1. I can't remember my _____.
a) mouse b) password c) keyword
2. About 50 people a day _____ our company website.
a) keep b) browse c) type
3. I usually _____ a search engine to find new suppliers.
a) use b) phone c) manage
4. Customers have to _____ their credit card details to order from us.
a) appear b) browse c) enter
5. _____ shopping has made buying and selling so easy! I don't have to travel anywhere now.
a) Search b) Supermarket c) Online
6. _____ ENTER and it takes you to the site.
a) Click b) Type c) Find

2. Complete each sentence with answer a, b or c.

7. A(n) _____ is a very large tall building.
a) skyscraper b) apartment block c) theme park
8. You can buy virtually anything in a shopping _____.
a) area b) market c) mall
9. We're a large _____ with activities in many different countries.
a) regional office b) investment c) multi-national
10. We're currently looking for a suitable _____ for an office in Dubai.
a) premises b) region c) block
11. Roads links are an important part of a country's _____.
a) accommodation b) infrastructure c) attraction

12. A(n) _____ is someone who lives outside their own country.
a) tourist b) expatriate c) inhabitant
13. The service _____ includes banking, insurance and tourism.
a) sector b) office c) division

3. Choose the correct verb from a, b or c.

14. It is difficult for companies to _____ the price of a product and know what to charge.
a) cost b) set c) get
15. A lower price may increase sales but it also _____ the profit margin
a) increases b) sets c) reduces
16. Many companies are _____ costs to keep prices down.
a) cutting b) setting c) increasing
17. All customers want to _____ good value for money.
a) get b) cost c) sell
18. Customers are also prepared to _____ more time looking for a good price.
a) make b) spend c) have
19. In recent months, sales _____ between 35 and 40.
a) fluctuated b) rose c) raised
20. Large supermarkets can afford to _____ in bulk which also reduces the price.
a) sell b) save c) buy
21. Producing bigger portions doesn't _____ up the price.
a) pull b) pick c) push
22. To _____ the demands of supermarkets, food producers have reduced the size of their workforces.
a) set b) meet c) reach
23. Prices _____ a peak last night and then fell.
a) reached b) increased c) put up

4. Choose the correct word from a, b or c.

24. We need to _____ initiative and good ideas.

- a) reward b) pay c) retire

25. He's ready for greater _____.

- a) reports b) recruitment c) responsibility

26. _____ managers don't think the younger managers have any talent.

- a) Subordinate b) Senior c) Superior

27. I like young employees who show plenty of _____.

- a) enthusiasm b) achievement c) earnings

28. Her _____ is to work in the film industry.

- a) initiative b) career c) ambition

29. Regular customers who show _____ are very important.

- a) seniority b) loyalty c) level

1. Write the verbs in brackets in the present simple or the present continuous.

1. He _____ (work) for a software company in New York.
2. I normally _____ (get up) at five every morning.
3. Joel _____ (work) at home this week.
4. Our accountant _____ (check) the invoice right now.
5. Now, things _____ (begin) to change in the company.
6. Currently, our customers _____ (demand) more and more from us.
7. We frequently _____ (travel) to Asia on business.
8. My typical working day _____ (end) at six o'clock.
9. They _____ (learn) English at the moment.
10. After work, we usually _____ (have) a drink together.

2. Is the sentence correct (C) or incorrect (I)? Correct the incorrect sentence.

11. There's a lot of information on our current customers. (_____)
12. How many free time do you have? (_____)
13. Do you have a statistics on web users? (_____)
14. I don't have much advice for you. (_____)
15. I'm sorry, but we don't have some messages for you. (_____)
16. Would you like some coffee? (_____)
17. I'd like a glass of waters please. (_____)
18. There's a call for you on line 3. (_____)

3. Match the offers and requests to the responses. Write your answer here.

19. ____
20. ____
21. ____
22. ____
23. ____

24.____

25.____

26.____

27.____

19.Can I help you with your bag?

20.Let me send this fax for you.

21.Would you like a coffee?

22.Do you want some milk?

23.I could make a copy for you.

24.Can you phone me tomorrow?

25.Could I have some water please?

26.Would you please check the figures?

27.Could you give me some directions?

- a) Yes, please. Black no sugar.
- b) Sure. Sparkling or still?
- c) Thanks – the number is 01245 674 4783.
- d) Yes, no problem.
- e) No, it's OK. But thanks.
- f) Where do you want to go?
- g) Yes, please.
- h) Thanks but I don't really need one.
- i) Sure. What time?

4. Complete these sentences with the adjective in brackets.

28.I think Italian clothes are _____ (beautiful) than French clothes.

29.This has been one of the _____ (bad) years in the company's history.

30.This dress is _____ (cheap) than that one.

31. Our European market isn't as _____ (big) as our Asian market.
32. She's our most _____ (talented) designer.
33. Designer clothes are _____ (good) made than off-the-peg clothes.
34. I'll buy it when the price is _____ (low).
35. We need systems in the office which are _____ (reliable).
36. He's _____ (happy) with his job than he was.
37. The numbers on this watch are the _____ (easy) to read.

5. Write the verbs in the past simple.

Harold Mack (38) _____ (finish) school in 1989 with no qualifications. He (39) _____ (not/know) what he wanted to do and so (40) _____ (do) various jobs. In 1992 he (41) _____ (have) a simple idea and (42) _____ (found) Mack Packing. The company (43) _____ (start) in a small warehouse in East London. In the beginning Harold only (44) _____ (employ) four people but the company (45) _____ (grow) quickly and two years later there (46) _____ (be) more than twenty. In 1996 Mack Packing (47) _____ (receive) its first international order and now the company exports packaging to ten countries in Europe.

6. Underline the correct word in *italics*.

48. I'm certain there *will* / *may* be space tourism in the future.
49. Their flight is delayed so it *can't* / *won't* be a problem if you arrive at two.
50. Some people *might* / *will* be interested in your proposal but I'm really not sure.
51. The project manager is on the phone. He says he hopes to finish on time but that they *may* / *will* be late because there is a problem with some parts.
52. Ted thinks the price of a ticket into space *can* / *could* be around \$150,000 in the future.
53. Thanks for calling. I *'ll* / *might* give him your message.

54. She *may / will* be able to go tonight. She'll call later to confirm.

7. Read the conversations. Write in the most appropriate form of the verb in brackets.

55

A: We ordered a new desk for today but it isn't here.

B: Let me contact our warehouse and then I _____ (call) you right back.

56

A: Can you visit us next week?

B: I'm afraid I _____ (visit) America next week. 57

A: What do you want to do when you graduate?

B: I _____ (apply) to all the big multi-nationals.

58

A: How does the company intend to solve its current problems?

B: The company _____ (review) the situation and then take the appropriate action.

59

A: Can you say I called?

B: Don't worry, I _____ (tell) him you rang.

60

A: We arranged the meeting.

B: Great. What time _____ (you/meet)?

61

A: _____ (we/open) this new hotel or aren't we? We need a decision.

B: Sorry, but I just can't decide.

8. Match the two halves of these sentences. Write your answer here:

62 ____, 63 ____, 64 ____, 65 ____, 66 ____, 67 ____, 68 ____, 69 ____, 70 ____, 71 ____

62. Don't touch

63. Pass me my

64. Please read

65. Let's take a

66. If you don't want the job,

67. Please write your name on the list if

68. Tell me

69. Do

70. Let's make

71. Don't

- a) the instructions on the form.
- b) when you leave.
- c) that lever.
- d) interrupt, please.
- e) phone, please.
- f) say something.
- g) not enter.
- h) a decision.
- i) break at lunch.
- j) you want to attend.

9. Underline the correct modal verb in brackets.

72 The government says companies (have to / should) follow certain rules when advertising.

73 You (mustn't / don't have to) say your product does something that it doesn't.

74 I don't think you (should / need to) ignore the students market because they are your future customers.

75 You (don't have to / mustn't) work late because George said he can if you don't want to.

76 They cancelled the meeting so we (shouldn't / don't need to) go.

77 They (don't need to / shouldn't) invest in that company because it isn't doing well at the moment.

10. Write the verb in brackets in the past simple or present perfect.

78 Two years ago, I _____ (leave) my company for this one.

79 The price _____ (continue) to fall for the last two weeks.

80 In 2001, the market _____ (fall) to an all-time low.

81 This graphs shows that inflation _____ (remain) steady for six months now.

82 German house prices _____ (double) since 1979.

83 How _____ (be) your trip?

84 We _____ (not/raise) our prices in recent weeks.

85 _____ (you/be) to France before?

86 I _____ (see) any changes in our recent performance.

87 _____ (you/invite) the press yesterday?

11. Re-write these sentences into the passive or active form.

88 Irene set up her company in 1991.

Irene's company

_____.

89 The disc is inserted into the drive.

Insert _____

_____.

90 We employ over two thousand people here.

Over two thousand

people _____.

91 They will pay us the final fee at the end of next week.

The final

fee _____.

92 All calls are recorded for training purposes.

We _____.

93 The government has increased the rate of tax.

The rate of

tax _____.

94 We are working on a new procedure.

A new

procedure _____.

12. Complete these sentences with the present simple or future form of the verbs in brackets.

95. If you _____ (pay) us today, we'll give you a 10% discount.

96. We _____ (not/reimburse) you, if you don't have the receipt.

97. If I buy it online, it _____ (be) cheaper than from a shop.

98. If she calls, _____ (you/tell) me?

99. If I _____ (not finish) this tonight, my boss will be angry.

100. You'll be able to send photos, if you _____ (buy) one of those new mobile phones.

13. Write these sentences in the correct order.

101. I too often work have late.

102. well all our speak staff English.

103. system the new is efficiently working.

104. are always they arrive the first to.

_____ 105.

The every night are backed-up computers automatically.

14. Each sentence has one extra word. Delete the word.

106. It would be easier if we will changed the website.
107. More people could to buy it if we offered the product online.
108. If they weren't be on a trip, we'd meet them.
109. What do would you do if you had to go this evening?
110. If you go to the meeting, what will would you say?
111. I'll talk to him if he had arrives in the next five minutes.
112. If we don't didn't take risks, we'd never develop new products.
113. Would you take the job if they'll offered you more money?

15. Write the verb in brackets in the past simple or present perfect.

114. I _____ (be) the Managing Director but I retired in 2004.
115. More recently, the company _____ (specialize) in training.
116. They _____ (be) off work since June.
117. In the old days we _____ (work) fifteen hours a day.
118. She _____ (join) the company three years ago.
119. The latest news is that the President _____ (resign).
120. What _____ (you, do) since I last spoke to you.
121. Now our competitor _____ (introduce) the same discounts as us.
122. Sorry, I still _____ (not, write) that report you asked me for.
123. For many years we _____ (not, have) a formal hierarchy but now we do.
124. When _____ (you, finish) your last job?
125. In the last few years, he _____ (improve) his performance.

Answer Key

Use of English

1. 1 sells / 2 designs / 3 provides / 4 manufactures / 5 develops / 6 operates
2. 7 ner / 8 per / 9 ive / 10 ist / 11 ger / 12 der / 13 ian / 14 yer / 15 eer
3. 16 market share / 17 top job / 18 start-up / 19 business idea / 20 set up / 21 business plan
4. 22 make / 23 heads / 24 rent / 25 find / 26 meet / 27 be / 28 bring / 29 run / 30 stand / 31 have
5. 32 launch / 33 invest / 34 joint venture / 35 potential / 36 tight / 37 start-up / 38 capital / 39 raise / 40 take / 41 payback
6. 42 on / 43 from / 44 of / 45 on / 46 to / 47 from
7. 48 discount / 49 loan / 50 debt / 51 salary / 52 earn / 53 spending / 54 worth
8. 55 advertising media / 56 direct marketing / 57 personal selling / 58 public relations
9. 59 **Consumption** / 60 **marketing** / 61 **analysts** / 62 **agency** / 63 **sponsor**
10. 64 b / 65 c / 66 a / 67 a / 68 b / 69 a / 70 c / 71 c / 72 b / 73 a
11. 74 make / 75 satisfy / 76 produce / 77 complain / 78 do / 79 refund / 80 ask
12. 81 delay / 82 order / 83 demand / 84 forecast / 85 stock / 86 update / 87 model / 88 switch / 89 range
13. 90 products – or produce (stress on first syllable) for agricultural products / 91 production / 92 supplier / 93 supplying / 94 manufacture / 95 manufacturers / 96 delivery / 97 deliver / 98 assembly
14. 99 look after / 100 on purpose / 101 unplanned / 102 search / 103 changed / 104 clear / 105 popular / 106 looks like
15. 107 able / 108 ive / 109 ive / 110 y / 111 ful / 112 ly / 113 able / 114 al
16. 115 scheme / 116 apply / 117 resume / 118 interview / 119 trade / 120 apprenticeship / 121 contract / 122 ads / 123 headhunting / 124 find
17. 125 employ / 126 employee/employer / 127 advertise / 128 application / 129 communication

18. 130 damage / 131 theft / 132 injury / 133 fire / 134 accident / 135 loss / 136 fraud

19. / 137 take / 138 protect / 139 provide / 140 give / 141 give / 142 suffer / 143 receive / 144 commit / 145 monitor / 146 screen / 147 investigate / 148 save

BUSINESS SKILLS TEST

1. 1 as / 2 to / 3 for / 4 for / 5 in
2. 6 possible / 7 expect / 8 sure / 9 unlikely / 10 definitely / 11 could / 12 think
3. 13 How about / 14 That's a good / 15 why not / 16 I like / 17 we could / 18 What about inviting / 19 Brilliant / 20 I'm not sure
4. / 21 save / 22 point / 23 you / 24 is
5. 25 quickly / quick / 26 for / to / 27 many / much / 28 from / by / 29 in / out / 30 of / about / 31 get / keep
6. 32 f / 33 c / 34 a / 35 e / 36 d / 37 b
7. 38 because of / 39 because / 40 it means that / 41 In order to / 42 So that / 43 so
8. 44 it / 45 not / 46 you / 47 the / 48 will

Business placement tests

1. 1 b / 2 b / 3 a / 4 c / 5 c / 6 a
2. 7a / 8 c / 9 c / 10 a / 11 b / 12 b / 13 a
3. 14 b / 15 c / 16 a / 17 a / 18 b / 19 a / 20 c / 21 c / 22 b / 23 a
4. 24 a / 25 c / 26 b / 27 a / 28 c / 29 b

Grammar skills

1. 1 works / 2 get up / 3 is working / 4 is checking / 5 are beginning / 6 are demanding / 7 travel / 8 ends / 9 are learning / 10 have

2. 11 (C) / 12 How much free time do you have? (I) / 13 Do you have any statistics on web users? (I) / 14 (C) / 15 I'm sorry, but we don't have any messages for you. (I) / 16 (C) / 17 I'd like a glass of water please. (I) / 18 (C)

3. 19 e / 20 c / 21 a / 22 g / 23 h / 24 I / 25 b / 26 d / 27 f

4. 28 more beautiful / 29 worst / 30 cheaper / 31 big / 32 talented / 33 better / 34 lower / 35 more reliable / 36 happier / 37 easiest

5. 38 finished / 39 didn't know / 40 did / 41 had / 42 founded / 43 started / 44 employed / 45 grew / 46 were / 47 received

6. 48 will / 49 won't / 50 might / 51 may / 52 could / 53 'll / 54 may

7. 55 'll call / 56 'm visiting / 57 'm going to apply / 58 is going to review / 59

'll tell / 60 are you meeting / 61 Are we going to open

8. 62 c / 63 e / 64 a / 65 i / 66 f / 67 j / 68 b / 69 g / 70 h / 71 d

9. 72 have to / 73 mustn't / 74 should / 75 don't have to / 76 don't need to / 77 shouldn't

10. 78 left / 79 has continued / 80 fell / 81 has remained / 82 have doubled / 83 was

/ 84 haven't raised / 85 Have you been / 86 haven't seen / 87 Did you invite

11. 88 was set up in 1991. / 89 the disc into the drive. / 90 are employed (here). / 91 will be paid (to us) at the end of the week. / 92 record all calls for training purposes. / 93 has been increased (by the government).

12. 95 pay / 96 won't reimburse / 97 will be / 98 will you tell / 99 don't finish / 100 buy

13. 101 I often have to work late. / 102 All our staff speak English well. / 103 The new system is working efficiently. / 104 They are always the first to arrive. / 105 The computers are backed-up automatically every night. (or) The computers are automatically backed-up every night.

14. 106 It would be easier if we will changed the website. / 107 More people could to buy it if we offered the product online. / 108 If they weren't be on

a trip, we'd meet them. / 109 What do would you do if you had to go this evening? / 110 If you go to the meeting, what will would you say? / 111 I'll talk to him if he had arrives in the next five minutes. / 112 If we don't didn't take risks, we'd never develop new products. / 113 Would you take the job if they'll offered you more money?

15. 114 was / 115 has specialized / 116 have been / 117 worked / 118 joined / 119 has resigned / 120 have you done / 121 has introduced / 122 haven't written / 123 didn't have / 124 did you finish / 125 's improved