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[+] Click here to show sample

The
REGAL CHOISE
in Hong kong

Get 25% of rooms &
10% of lunch & dinner
in any of our restaurants*

For reservations:
Tel : 852-718 0333
Fax : 852-718 4111

*see back of ticket for details
Valid for Cathay Pacific ticket holders only

**REGAL HOTELS
INTERNATIONAL**

Regal Hotel are offering a discount

To all guests flying into Hongkong.

**To all guests flying with Cathay
Pacific.**

**To all guests who order meals
from their restaurants.**

1

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3

Berikutnya ➔

59:42

2 dari 60

- 1 2 3 4
- 5 6 7 8
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- 53 54 55 56
- 57 58 59 60

Alan,

If I'm back from France in time, we can meet on Wednesday afternoon. If not, I'll talk to you at the meeting on Thursday

David

David will be late for the meeting on Wednesday.

David hopes to see Alan on Wednesday.

David has to postpone his meeting until Thursday.

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[← Sebelumnya](#)[Berikutnya →](#)

59:34

3 dari 60

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Visitor

You are entering a **secure area**.

Please wear your **identity badge** at all times.
Please do not enter this area unaccompanied.

Thank You.

Visitors are never allowed into this This area is for security staff only. There is restricted access to this area.

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[← Sebelumnya](#)[Berikutnya →](#)

59:28

4 dari 60

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... In contrast to the last two years, when over half of our sales were in the domestic market, this year the majority of our revenue has come from foreign markets ...

International sales

Are less important than domestic sales. Are growing compared to domestic sales. Have been greater than domestic sales for two years.

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[← Sebelumnya](#)[Berikutnya →](#)

59:22

5 dari 60

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MESSAGE

To : Dick
From : Steve

Barton's have 210 cases of fruit juice in stock - we ordered 200 - do we want the extra 10 cases ?

Steve wants to know

How many cases of fruit juice were ordered.

1

If Dick wants to order any more fruit juice.

2

If Barton's have got any more fruit juice.

3

← Sebelumnya

Berikutnya →

59:15**6 dari 60**

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'Your Business' magazine will send you a full refund on the unexpired part of your subscription should you decide that you do not want to receive any further issues. Just notify us

**When you say that you do not
want to renew your subscription,
we'll refund you.**

**You'll be sent a refund because we
cannot publish any more issues
this year**

**We'll refund you if you tell us that
you want to stop your
subscription.**

1**2****3**[← Sebelumnya](#)[Berikutnya →](#)

59:09

7 dari 60

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The e-Commerce Conference

Delegates are responsible for arranging their own travel and accommodation. For details on special e-Commerce Conference rates at a number of centrally located hotels, visit:

www.e-commerce.com/london.event

The preferred hotel for the conference is:

Royal Horseguards
 Whitehall Court
 London SW 1A 2EJ

Accommodation has been booked at special rates for delegates at the Royal Horseguards Hotel.

Delegates can make bookings for accommodation at special conference rates on the e-Commerce website.

The conference organisers will not book accommodation, but they have arranged special deals with some hotels.

1

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3

← Sebelumnya

Berikutnya →

58:55

8 dari 60

PART ONE

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Section Two**Questions 8 - 13**

- Choose the word or phrase which best completes each sentence.
- For questions 8 - 13, choose **one** letter **1, 2, 3 or 4**.

His workers didn't ... much money until he increased their wages last year.

Earn

Earns

Earned

Earning

1

2

3

4

← Sebelumnya

Berikutnya →

58:46**9 dari 60****We have to get a new filing system soon, ... we'll have a severe problem with data management.**

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57	58	59	60

So
1**Unless**
2**Otherwise**
3**If**
4**← Sebelumnya****Berikutnya →**

58:42

10 dari 60 The changes should mean that management can concentrate on the ... business.

1	2	3	4
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Nucleus

Core

Heart

Basis

1

2

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4

← Sebelumnya

Berikutnya →

58:33**11 dari 60****I asked my PA to ... me about the meeting on Friday.**

1	2	3	4
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Remember**Recall****Remind****Recollect****1****2****3****4****← Sebelumnya****Berikutnya →**

58:28**12 dari 60****Consumers ... the brand with quality and are prepared to pay more.**

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Incorporate**Attach****Fit****Associate****1****2****3****4****← Sebelumnya****Berikutnya →**

58:22

13 dari 60

We can assure you that the ... we have sent you is a graduate of a top business school.

- | | | | |
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| 57 | 58 | 59 | 60 |

Consulting

Consultant

Consultancy

Consultation

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2

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4

← Sebelumnya

Berikutnya →

58:15**PART ONE****14 dari 60****Section Three
Questions 14 - 19**

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- Read the article below about a vehicle rental business and answer questions **14 - 19** on the opposite page.
- For questions **14 - 19**, choose **one** letter **1, 2 or 3**.

Handy Cars and Vans rental company started trading in 1984 with 20 second-hand Ford cars. It now has 160 franchised outlets.

The initial thought behind buying second-hand cars was to keep costs down, which seemed very logical at the time. 'They had a lower capital cost and longer term of depreciation,' says the owner of the company, James Davidson. 'The problem was, they were so labour-intensive; you have to buy them individually because they are all slightly different, so you can imagine the time I spent working out values and negotiating purchases!' Maintenance was another big problem: 'Vehicles need virtually no maintenance for the first 25,000 kms, but after that the need jumps quite sharply,' he says. All these factors concerning the vehicles he could have predicted with a bit more careful thought, but it was the drivers who surprised him with the careless way they drove his vehicles because they weren't new.

He realised that the second-hand cars were a mistake, and started trying to dig the company out of its established buying practice. This took until 1989, when the company began buying new vehicles. He is pleased with the benefits this has brought the company. He says the difference in the speed of processing orders for new vehicles is remarkable. He can now order a fleet of 175 maintenance-free cars with a single phone call. Of course, buying on this scale means that he gets the price advantage offered on volume sales as an added benefit.

Back at the beginning of the business, insurance was another issue. Firstly, it was always difficult to get information about payments from insurers. But the worst problems occurred when he tried getting payments from insurers for things like compensation for lost revenue due to damage and

49 50 51 52
 53 54 55 56
 57 58 59 60

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Davidson's answer was to set up his own insurer, as a number of other rental companies have done. This proved an easy task, once he had given up on trying to do so in England. 'In England it takes years: you have to talk to the government offices, and go through all sorts of procedures,' explains Davidson. 'Then I decide to do it on the Channel Island of Guernsey, and it couldn't have been simpler. It took me a week. There was no tax advantage, but it cut down on red tape considerably.'

Why did the vehicles take so much of James Davidson's time when he first started up?

He had to buy the vehicles one by one in separate deals

He had to shop around for the best sources of cheap cars.

He had to do some of the maintenance himself to save money.

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← Sebelumnya

Berikutnya →

57:53**15 dari 60**

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What problem with customers did Davidson encounter?

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What problem with customers did Davidson encounter?

They expected his rates to be cheaper because the cars were second-hand.

They changed to his competitors who had newer cars.

They treated older cars roughly.

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← Sebelumnya

Berikutnya →

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drove his vehicles because they weren't new.

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What was the main problem with insurance?

Insurance companies refused to pay compensation in certain cases.

The full cost of repairs exceeded the amount paid by insurers.

Pay-outs from insurance companies were often late.

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Why did he choose Guernsey as the location for his insurance company?

Government officials there were more helpful.

The process for doing it was less complicated.

It was more advantageous financially.

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What is the main topic of this text?

How an entrepreneur overcame problems in the early days of his business.

How franchise operations should be started in order to run profitably.

How a business nearly failed because of excessive overheads.

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57 58 59 60

Dear Mr Currie,

Re: Relocation to Stores Department

Thank you for coming to see us today. Following our discussion with you, we have arranged to appoint you as Section Supervisor in the Stores Department. This is with effect **(20)** ... Monday 1 July.

Your work in Sales has been greatly appreciated, and, **(21)** ... we told you personally, we are sorry **(22)** ... is necessary to move you to another department.

In your new post you report directly **(23)** ... Ms Ruth Slatter, Store Manager, and you **(24)** ... be responsible for the work of the clerical staff employed in the department.

We wish you well in your new post.

Yours sincerely,

Susan Bennett
Human Resources Manager

From

On

At

Until

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4

← Sebelumnya

Berikutnya →

57:02

21 dari 60

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We wish you well in your new post.

Yours sincerely,

Susan Bennett
Human Resources Manager

When**As****Because****So**

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← Sebelumnya

Berikutnya →

56:55

22 dari 60

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Dear Mr Currie,

Re: Relocation to Stores Department

Thank you for coming to see us today. Following our discussion with you, we have arranged to appoint you as Section Supervisor in the Stores Department. This is with effect **(20)** ... Monday 1 July.

Your work in Sales has been greatly appreciated, and, **(21)** ... we told you personally, we are sorry **(22)** ... is necessary to move you to another department.

In your new post you report directly **(23)** ... Ms Ruth Slatter, Store Manager, and you **(24)** ... be responsible for the work of the clerical staff employed in the department.

We wish you well in your new post.

Yours sincerely,

Susan Bennett
Human Resources Manager

This**That****Since****It****1****2****3****4****← Sebelumnya****Berikutnya →**

56:43**23 dari 60**

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Susan Bennett
Human Resources Manager

With**To****By****After****1****2****3****4****← Sebelumnya****Berikutnya →**

56:33

24 dari 60

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Human Resources Manager

Are going**Can****Will****Have****1****2****3****4**

← Sebelumnya

Berikutnya →



[+] [Click here to show sample](#)

International Tourism Training

1

These day-long courses at Demere Hotel are designed to increase the quality and flexibility of the service you offer to your visitors. Those who attend will have the opportunity to go on to train for the internationally recognised Diploma in Hotel Service at the same location next year, which will build on their experience. The day's fee includes lunch, refreshments and copies of lecture notes.

Business Training

2

One-day workshops covering the use of the latest aids to successful business presentations. Delegates work in groups of an optimum size for effective learning, and see a practical demonstration of the equipment followed by the opportunity to try it for themselves. The purchase of some items of equipment can also be arranged. Each delegate will receive a Certificate of Attendance at the end of the day.

Language Training

3

Each course is available at times and locations requested by the client. Programmes are run for companies, and cater for numbers ranging from a single student up to 20 per class. We offer French, German, Japanese and Spanish for business purposes, but courses in other languages may be arranged to order. All training staff are native speakers of the language they teach.

Executive Training

4

One-day courses of training for small groups of managers. Designed to help managers build on their strengths and overcome their weaknesses, the courses are a cost-effective solution to personal and professional development. Trainees are encouraged to speak about mistakes they've made and successes they've had in managerial positions, to contribute to the learning of their group. The trainers are business experts who also hold Diplomas in Psychology.

You can choose when you attend one of these courses.

49 50 51 52
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2

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You can choose when you attend one of these courses.

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These courses aim to improve the way you behave towards your customer.

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[← Sebelumnya](#)[Berikutnya →](#)

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These courses can lead towards a qualification which is accepted around the world.

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On these courses, opportunities are given for participants to benefit from each other's experiences.

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These courses would be suitable for people who have to give talks at meetings or conferences as part of their job.

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The people who instruct on these courses have a qualification in a non-business subject.

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- Choose the best word to fill each space from the words below.
- For each sentence 32 - 36, choose one letter 1, 2, 3 or 4.

[+] [Click here to show sample](#)

HIGH QUALITY TRAINING IN HOTEL MANAGEMENT

Mowbray Hotels, part of the Santex Group, is the UK's second largest hotel group with more than 280 hotels. The hotels provide a superb level of service, accommodation and leisure facilities. Each hotel has a general manager with the support of group managers who (32) ... charge of three properties. The group offers a range of career opportunities, including an innovative graduate management development programme that (33) ... to turn today's trainees into tomorrow's top hotel executives.

This management development programme comes with a choice of two paths; one is a fast track that puts them into an operational (34) ... in the first year, while the other is a more traditional 12-month programme designed for those new to the hotel (35) ... or with less than six months' supervisory experience. Courses are designed to ensure that trainees step into their first management position fully prepared. The programme enables candidates to build up a (36) ... of skills and trainees benefit from the attention of a mentor, typically a senior manager who will coach and support their career aims.

Make

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Take

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Put

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Hold

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← Sebelumnya

Berikutnya →

55:21

33 dari 60

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Reports**Says****States****Claims****1****2****3****4****← Sebelumnya****Berikutnya →**

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34 dari 60

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Role

Part

Style

Way

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55:13

35 dari 60

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Commerce**Trade****Function****Craft****1****2****3****4****← Sebelumnya****Berikutnya →**

55:00

36 dari 60

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[+] Click here to show sample

Dear Ms Bowditch,

Re: arrangement for Milan Children's Book Fair

I am enclosing our brochure for the new type of exhibition stands, our service brochure, (37) ... gives details of the support services we can provide, and order forms. There are some modifications to the items that your company hired last year, so please take this opportunity to make (38) ... that your order accurately reflects your requirements for this year.

Order forms should be returned to us by 12 November. After this date they should be sent straight to the fair organisers in Milan. If you (39) ... not yet completed and returned an application form for space at their fair, (40) ... should be sent directly to the organisers.

If you need any further information (41) ... our stands or any of our other services, please call the office.

We wish you well in your new post.

Yours sincerely,

J.M. Marconi

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38 dari 60

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J.M. Marconi

Sure**Clean****Certainly****Firmly**

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← Sebelumnya

Berikutnya →

40 dari 60

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J.M. Marconi

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Dear Ms Bowditch,

Re: arrangement for Milan Children's Book Fair

I am enclosing our brochure for the new type of exhibition stands, our service brochure, (37) ... gives details of the support services we can provide, and order forms. There are some modifications to the items that your company hired last year, so please take this opportunity to make (38) ... that your order accurately reflects your requirements for this year.

Order forms should be returned to us by 12 November. After this date they should be sent straight to the fair organisers in Milan. If you (39) ... not yet completed and returned an application form for space at their fair, (40) ... should be sent directly to the organisers.

If you need any further information (41) ... our stands or any of our other services, please call the office.

We wish you well in your new post.

Yours sincerely,

J.M. Marconi

In**With****For****About****1****2****3****4****← Sebelumnya****Berikutnya →**

54:15

42 dari 60

PART TWO

- | | | | |
|----|----|----|----|
| 1 | 2 | 3 | 4 |
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| 45 | 46 | 47 | 48 |
| 49 | 50 | 51 | 52 |
| 53 | 54 | 55 | 56 |
| 57 | 58 | 59 | 60 |

**Section Four
Questions 42 - 47**

- Choose the word or phrase which best completes each sentence.
- For questions 42 - 47, click on one letter 1, 2, 3 or 4.

When you are ... for a contract, you must ensure your price is competitive.

Proposing**Submitting****Offering****Bidding**

1

2

3

4

← Sebelumnya

Berikutnya →

54:11

43 dari 60

The new computer package is capable ... dealing with all the invoicing and organising the deliveries.

- | | | | |
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| 57 | 58 | 59 | 60 |

In

Of

At

By

1

2

3

4

← Sebelumnya

Berikutnya →

53:57

44 dari 60

MDRC Group's appointment of Simon Brink as Finance Director is likely to ... confidence in the company.

1	2	3	4
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41	42	43	44
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53	54	55	56
57	58	59	60

Enlarge

Multiply

Boost

Rise

1

2

3

4

← Sebelumnya

Berikutnya →

53:52

45 dari 60

Mel Savery's innovative ideas have kept her company ... of its competitors in the area of office furniture design.

1	2	3	4
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53	54	55	56
57	58	59	60

Above

Ahead

Forward

Before

1

2

3

4

← Sebelumnya

Berikutnya →

53:46**46 dari 60 Overseas branches remit a proportion of their profits to the ... company.**

1	2	3	4
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57	58	59	60

Leader**Principal****Head****Parent****1****2****3****4****← Sebelumnya****Berikutnya →**

53:39

47 dari 60 The takeover took place with little ... to the impact on the workforce

- | | | | |
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| 57 | 58 | 59 | 60 |

Awareness

Knowledge

Understanding

Regard

1

2

3

4

← Sebelumnya

Berikutnya →

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Online Procurement

Online procurement enables companies to find suitable suppliers and buy goods on the internet. By streamlining their business activities in this way, companies are able to make significant cost savings. Inevitably, the technology itself is only part of the story - and identifying and addressing cultural challenges represents the key. Some purchasing departments using the internet for procurement have made significant efforts to lower their cost bases for major purchases, such as cars, via improved negotiation and supplier selection. However, companies have not extended that diligence across the whole range of goods and services that are bought in by staff in other parts of the organisation.

The main problem is the attitude of board directors. Procurement in general suffers from a lack of management attention. Very few directors see it as beneficial to the business, with the result that responsibility is parcelled out between divisions. With purchasing viewed as a cost rather than a revenue issue, surprisingly few companies have access to management information on what they are spending, the quality, whether supplier contract terms are met, and so on.

Online procurement has the potential to make an impact on the accessibility of information. However, implementing an improvement is clouded by challenges. First, the purchasing department is usually far too busy to attend to any of this. Hearing that an online system is under consideration, the IT department often muscles in, decides that the requirement is simple and promises to deliver an in-house solution. When it discovers the complexity of the purchasing process and all the workflow convolutions involved, the IT department beats a hasty retreat.

Online procurement is not a new tool for the purchasing department but a new way of working for the entire organisation. Sometimes the purchasing staff will resist online solutions because they detect a threat to their job security. In fact, their role does change dramatically because they are freed from burdensome clerical labour (which takes up 70% of their time in manual systems) and allowed to put their real skills into practice by negotiating contracts and monitoring supplier performance.

Every member of staff is now empowered to buy online - an openness that no doubt

change dramatically because they are freed from burdensome clerical labour (which takes up 70% of their time in manual systems) and allowed to put their real skills into practice by negotiating contracts and monitoring supplier performance.

Every member of staff is now empowered to buy online - an openness that no doubt sends shivers down the spines of many directors. Online procurement also requires a leap of faith - which some find unsettling - as the old manual forms and counter-forms are replaced by checks and controls embedded in the software. Online procurement, then, is not an example of computerising the old manual process, but of re-engineering the process itself, and it means old staff have to learn new tricks.

Online procurement has arrived and the challenge is to turn its potential to best organisational advantage. But in a world where many of the suppliers and consultancies are learning as they go along, there is a long road from the dream of friction-free online procurement to the reality. From one multinational company's online procurement business experience to date, though, some conclusions hold true: successful online procurement is a top-down process that requires a champion and a visionary at the boardroom table, who can grasp the strategic potential of the procurement issue.

What does the writer say about online procurement in the first paragraph?

It has helped many companies to improve their relationships with suppliers.

1

It has improved the negotiating skills of staff in the purchasing department.

2

It has been used effectively only in certain areas of company business.

3

It has been used to save money in the purchase of most goods and services.

4

← Sebelumnya

Berikutnya →

solutions because they detect a threat to their job security. In fact, their role does change dramatically because they are freed from burdensome clerical labour (which takes up 70% of their time in manual systems) and allowed to put their real skills into practice by negotiating contracts and monitoring supplier performance.

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What does the writer say about directors in the second paragraph?

They do not provide their suppliers with sufficient information.

1

They do not want to delegate responsibility to their staff.

2

They do not monitor the costs involved in purchasing.

3

They do not understand the full potential of online procurement.

4

← Sebelumnya

Berikutnya →

solutions because they detect a threat to their job security. In fact, their role does change dramatically because they are freed from burdensome clerical labour (which takes up 70% of their time in manual systems) and allowed to put their real skills into practice by negotiating contracts and monitoring supplier performance.

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What problem does the writer identify in the third paragraph?

The IT department is given insufficient time to produce results.

The purchasing department tries to set up a system without help from the IT department

The IT department underestimates the amount of work involved.

The purchasing department has insufficient training in the use of online procurement.

1

2

3

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solutions because they detect a threat to their job security. In fact, their role does change dramatically because they are freed from burdensome clerical labour (which takes up 70% of their time in manual systems) and allowed to put their real skills into practice by negotiating contracts and monitoring supplier performance.

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According to the writer, what effect does implementing online procurement have on purchasing department staff?

They are likely to be made redundant as a result of new technology.

1

They save time they used to spend dealing with contracts and suppliers.

2

They now believe that online procurement is useful only to their own department.

3

They are able to make more productive use of their abilities.

4

solutions because they detect a threat to their job security. In fact, their role does change dramatically because they are freed from burdensome clerical labour (which takes up 70% of their time in manual systems) and allowed to put their real skills into practice by negotiating contracts and monitoring supplier performance.

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In the fifth paragraph, how does the writer describe the attitude of some directors towards online procurement?

They do not believe that it will have any great effect on profit margins.
They would like to restrict the number of employees who have access to it.
They do not want to pay for the training it involves.
They would prefer it to be done as a manual process.

1

2

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4

← Sebelumnya

Berikutnya →

working for the entire organisation. Sometimes the purchasing staff will resist online solutions because they detect a threat to their job security. In fact, their role does change dramatically because they are freed from burdensome clerical labour (which takes up 70% of their time in manual systems) and allowed to put their real skills into practice by negotiating contracts and monitoring supplier performance.

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Which factor in the use of online procurement is emphasised in the last paragraph?

The need for leadership

1

Listening to the workforce

2

The need for co-operation

3

Dealing with suppliers

4

← Sebelumnya

Berikutnya →

Questions 54 - 60

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- Your secretary has given you this advertisement for checking.
- In some lines there is one wrong word.
- For question 54 - 60, choose tick () if you think the sentence is correct, and choose one of the other choices for the correction if you think the sentence is wrong. Click one letter 1, 2, 3 or 4.

[+] [Click here to show sample](#)

MARKETING COMMUNICATIONS IN AN INTERNATIONAL ARENA

54 This is an exceptionally opportunity to become part of a well-established manufacturing group, which has a global leader in its field. Based at the new corporate headquarters in Paris; you will join a small, highly focused team with overall responsibility for creating and co-ordinating all aspects of internal and external communications includes branding, advertising, promotion and exhibitions. The challenging brief will appeal with a creative and imaginative professional with a proven tracking record in B2B manufacturing. Your wide experience of the full corporate communications mix will be supported from outstanding organisational and communications skills.

Manufacture

Exceptional

Establish

1

2

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4

← Sebelumnya

Berikutnya →

52:11**55 dari 60**

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✓**Is****It's****Group****1****2****3****4****← Sebelumnya****Berikutnya →**

52:03

56 dari 60

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✓

Would

To

Responsibilities

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51:59

57 dari 60

**MARKETING COMMUNICATIONS
IN AN INTERNATIONAL ARENA**

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✓

With

Communication

Including

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Berikutnya →

51:55

58 dari 60

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51:39

59 dari 60

**MARKETING COMMUNICATIONS
IN AN INTERNATIONAL ARENA**

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✓

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51:36

60 dari 60

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IN AN INTERNATIONAL ARENA**

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58 advertising, promotion and exhibitions. The challenging brief will appeal with a creative
59 and imaginative professional with a proven tracking record in B2B manufacturing. Your wide
60 experience of the full corporate communications mix will be supported from outstanding
organisational and communications skills.

✓

For

To

By

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← Sebelumnya

Selesai

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