

1. Yes, I think that's absolutely right. \*

- ☐ Strongly disagree
- ☐ Disagree to some extent
- ☐ Neither agree nor disagree
- ☐ Agree to some extent
- ☒ Strongly agree

2. Oh no, not at all. \*

- ☒ Strongly disagree
- ☐ Disagree to some extent
- ☐ Neither agree nor disagree
- ☐ Agree to some extent
- ☐ Strongly agree

3. I think I would probably have to say no. \*

- ☐ Strongly disagree
- ☒ Disagree to some extent
- ☐ Neither agree nor disagree
- ☐ Agree to some extent
- ☐ Strongly agree

4. To a certain extent, yes \*

- ☐ Strongly disagree
- ☐ Disagree to some extent
- ☐ Neither agree nor disagree
- ☒ Agree to some extent
- ☐ Strongly agree

5. Well, I think there are valid points for both. \*

- ☐ Strongly disagree
- ☐ Disagree to some extent
- ☒ Neither agree nor disagree
- ☐ Agree to some extent
- ☐ Strongly agree

6. Actually, I think it depends on the situation (etc.) \*

- ☐ Strongly disagree
- ☐ Disagree to some extent
- ☒ Neither agree nor disagree
- ☐ Agree to some extent
- ☐ Strongly agree

7. I can see your point, but ... \*

- ☐ Strongly disagree
- ☒ Disagree to some extent
- ☐ Neither agree nor disagree
- ☐ Agree to some extent
- ☐ Strongly agree

8. It seems to me that there are two sides to consider. \*

- ☐ Strongly disagree
- ☐ Disagree to some extent
- ☒ Neither agree nor disagree
- ☐ Agree to some extent
- ☐ Strongly agree

**II. Choose the correct answers from the provided options to fill in the missing parts of the dialogue below.**

The participants in the meeting below are discussing ideas for improving phone skills. Sabina does not agree with the others.

**Albert** : If a customer has a complaint, I *think the staff should* say sorry immediately.

**Sabina** : I'm sorry, but \_\_\_\_\_ (9). If they say sorry, that means it's our fault.

**Janek** : Oh, \_\_\_\_\_ (10) so. We're just saying that we are sorry they have a problem. Customers like to hear that.

**Albert** : \_\_\_\_\_ (11) with you, Janek. In a survey we did recently, many of our customers said that the person they spoke to didn't understand the difficulties they were having.

**Janek** : What \_\_\_\_\_ (12) about this, Thomas?

**Thomas** : Well, \_\_\_\_\_ (13) there's something even more important here. Too many staff are telling customers that there's nothing they can do. They say the problem is the customer's fault. That's not acceptable.

**Albert** : Yes, \_\_\_\_\_ (14). How \_\_\_\_\_ (15) about all this, Sabina? Do you agree?

**Albert** : If a customer has a complaint, I *think the staff should* say sorry immediately. \*

**Sabina** : I'm sorry, but \_\_\_\_\_ (9). If they say sorry, that means it's our fault.

- ☐ I don't think
- ☐ do you think
- ☐ do you feel
- ☐ personally, I feel
- ☒ I don't agree at all
- ☐ I agree
- ☐ I think you're right

**Janek** : Oh, \_\_\_\_\_ **(10)** so. We’re just saying that we are sorry they have a problem. Customers like to hear that. \*

- ☒ I don't think
- ☐ do you think
- ☐ do you feel
- ☐ personally, I feel
- ☐ I don't agree at all
- ☐ I agree
- ☐ I think you're right

**Albert** : \_\_\_\_\_ **(11)** with you, Janek. In a survey we did recently, many of our customers said that the person they spoke to didn’t understand the difficulties they were having. \*

- ☐ I don't think
- ☐ do you think
- ☐ do you feel
- ☐ personally, I feel
- ☐ I don't agree at all
- ☒ I agree
- ☐ I think you're right

**Janek** : What \_\_\_\_\_ **(12)** about this, Thomas? \*

- ☐ I don't think
- ☐ do you think
- ☒ do you feel
- ☐ personally, I feel
- ☐ I don't agree at all
- ☐ I agree
- ☐ I think you're right

**Thomas** : Well, \_\_\_\_\_ **(13)** there's something even more important here. Too many staff are telling customers that there's nothing they can do. They say the problem is the customer's fault. That's not acceptable. \*

- ☐ I don't think
- ☐ do you think
- ☐ do you feel
- ☒ personally, I feel
- ☐ I don't agree at all
- ☐ I agree
- ☐ I think you're right

**Albert** : Yes, \_\_\_\_\_ **(14)**. How \_\_\_\_\_ about all this, Sabina? Do you agree? \*

- ☐ I don't think
- ☐ do you think
- ☐ do you feel
- ☐ personally, I feel
- ☐ I don't agree at all
- ☐ I agree
- ☒ I think you're right

**Albert** : Yes, \_\_\_\_\_. How \_\_\_\_\_ **(15)** about all this, Sabina? Do you agree? \*

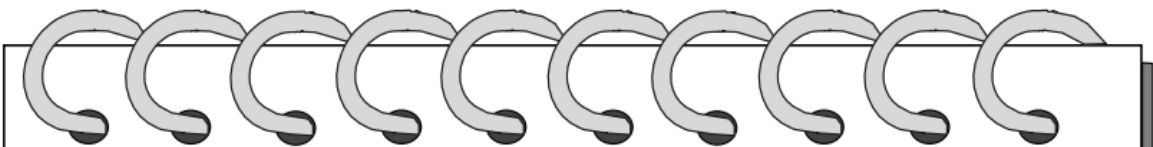
- ☐ I don't think
- ☒ do you think
- ☐ do you feel
- ☐ personally, I feel
- ☐ I don't agree at all
- ☐ I agree
- ☐ I think you're right

### III. Listening: Autumn Promotion Plans

In this part of the test, you will hear each piece TWICE. For each part of the test there will be time for you to look through the questions and time for you to check your answers.  
Play Audio by clicking the link below:

[https://drive.google.com/file/d/1Aon10Ad64idBgbT\\_k7AccphTdfjSjH3v/view?usp=sharing](https://drive.google.com/file/d/1Aon10Ad64idBgbT_k7AccphTdfjSjH3v/view?usp=sharing)

Look at the notes about a publisher’s plans for promotion this autumn. Some information is missing.  
You will hear part of a talk by the company’s Marketing Director.  
For each question 16 –22, fill in the missing information in the numbered space using one or two words.  
You will hear the talk twice.



Autumn promotion plans

Main titles: pocket dictionary and	(16)	.....
Advertising space booked in:	(17)	..... magazine
New colour for display stands:	(18)	.....
Free gifts include:	(19)	..... and keyrings
Allison has made a deal with:	(20)	.....
For mailing to booksellers in September:	(21)	.....
Venue for dictionary launch party:	(22)	.....

16. Main titles: pocket dictionary and \*  
roadmap

17. Advertising space booked in: \*  
travel magazine

18. New colour for display stands \*  
orange

19. Free gifts include \*  
calendars and key rings

20. Alison has made a deal with \*

air time on radio east

21. For mailing to booksellers in September \*

our information sheet

22. Venue for dictionary launch party \*

Management center

Delivering Effective Presentations

IV. “I’d like to discuss the question of cost”.

The words below can replace the word discuss. *Provide the words that have the same meaning with discuss.*

Be careful with capitalization. Inaccurate punctuation will be marked as incorrect

23. *M \_ \_ \_ - o \_ - t \_ \**

-

24. *T \_ \_ \_ - a \_ \_ \_ \_ \**

Talk about

25. *D \_ \_ \_ - w \_ \_ \_ \**

Deal with

26. *C \_ \_ \_ \_ \**

-

27. *L \_ \_ \_ - a \_ \**

Look at

28. *\_ x \_ \_ \_ \_ \**

Explain

29. *\_ \_ \_ s i \_ \_ \_ \**

Consider



30. \_ \_ **d** \_ \_ \_ **s** \*

Address \_\_\_\_\_

31. **D** \_ \_ \_ \_ \_ - **i** \_ \_ \_ \_ \*

- \_\_\_\_\_

32. **T** \_ \_ \_ \_ \_ - **o** \_ \_ \*


Think of \_\_\_\_\_

V. Choose the correct expressions to complete the following presentation.  
Read the given presentation carefully and choose the best expressions to complete the blanks.

A. I'll talk in a little more detail	H. I'll give you an overview
B. That brings me to the end	I. Do you have any questions
C. Please feel free to ask questions	J. Thank the organizers for inviting me here
D. You'll see on the diagram	K. I'd like to move on now
E. To give you an example	L. I'd like to stress
F. Let me go over the main points again	M. So, what does this mean in terms of costs?
G. It's always a pleasure	N. The figures clearly show that


Opening a presentation

Before I begin I'd like to (33) \_\_\_\_\_ today. In particular, a big thank you to Thomas for all his hard work behind the scenes. \*

 Dropdown

J. Thank the organizers for inviting me here ▼

OK. My presentation this morning will take around 40 minutes. \*  
(34) \_\_\_\_\_ during my presentation, and there will also be time for questions at the end.

 Dropdown

C. Please feel free to ask questions ▼





I've divided my talk into three parts. First (35) \_\_\_\_ of Smart Think Consultancy. \*

Dropdown

H. I'll give you an overview ▼

Then I'll look at the area that is, I think, of most interest to you - \* Business Process Outsourcing. And finally (36) \_\_\_\_ about some ideas for BPO for your own company, based on the initial research we have done. \*

Dropdown

A. I'll talk in a little more detail ▼

***Later in the presentation***

This slide lists some of the companies we have worked with. \* Next to each name is an estimate of money saved as a result of our recommendations. (37) \_\_\_\_ using the services of Smart Think makes a direct impact on profitability and business success. \*

Dropdown

N. The figures clearly show that ▼

What exactly is Business Process Outsourcing? It is using \* outside companies to handle your routine business activities - the ones that are not central to your mission. It leaves you free to do what you do best: product development, operations, sales and marketing. (38) \_\_\_\_ of what I mean, let's look at Human Resources outsourcing. \*

Dropdown

E. To give you an example ▼

***Closing the presentation***

(39) \_\_\_\_ of my presentation. Thank you very much for listening. I hope you found it useful. Are there any questions? \*

Dropdown

B. That brings me to the end ▼

I hope you found it useful. (40) \_\_\_\_? \*

Dropdown

I. Do you have any questions ▼



## VI. Structuring Effective Presentations

Put the words in the correct order to make signposting phrases.

41. *listening / thank / for / you \**

- ☐ For thank you listening
- ☐ You listening for thank
- ☒ Thank you for listening

42. *divided / presentation / into / I've / my / areas / three \**

- ☒ I've divided my presentation into three areas
- ☐ My presentation into three areas I've divided
- ☐ I've divided my presentation into three parts

43. *move / like / I'd / now / to / on to \**

- ☐ Now, to move on to I'd like
- ☒ Now, I'd like to move on to
- ☐ Now, I'd like to on to move

44. *about / I'm / today / to / talk / going / you / to \**

- ☒ Today, I'm going to talk to you about...
- ☐ Today, you going to talk to I'm about...
- ☐ Today, I'm going to talk about to you...

45. *questions / have / any / anyone / does ? \**

- ☐ Does any question have anyone?
- ☐ Any question does anyone have?
- ☒ Does anyone have any questions?

46. *to / final / moving / my / on / point \**

- ☒ Moving on to my final point
- ☐ Final point my moving on to
- ☐ Moving on to my point final



47. *conclusions / make / like / I'd / some / to / general \**

- ☐ To make I'd like some general conclusions
- ☒ I'd like to make some general conclusions
- ☐ I'd like to make some conclusions general

48. *all / thank / all / for / you / first / coming / of \**

- ☐ Thank you of all for coming first
- ☒ First of all, thank you all for coming
- ☐ First of all, thank you for coming

49. *brings / us / presentation / That / final / to / the / of / part of / the \**

- ☐ Brings us to the final that part of the presentation
- ☐ That brings of the presentation us to the final part
- ☒ That brings us to the final part of the presentation

50. *presentation / the/ of / end / the / I'm / at / questions / take / to / happy \**

- ☐ I'm happy to take the presentation at the end of questions
- ☐ At the end of the presentation, I'm happy to take your questions
- ☒ I'm happy to take questions at the end of the presentation.

Do not edit this field, click on SUBMIT

- The field below is needed by Form Timer and must **NOT be modified**. If you modify this key your answer **will not be recorded**.
- **If the Fingerprint is empty**, please fill it manually by copying the fingerprint above (check the top right corner of this form).

Fingerprint - DO NOT EDIT \*

**If the Fingerprint is empty**, please fill it manually by copying the fingerprint above (check the top right corner of this form).

MT-EoG2D

