

## Unit Review 1

### A. Reading

#### I. Vocabulary: Choose the best answer to fill in the blank.

1. Can you tell me Peter's .....? – Yes, It's 15 High Street, London X123Z.  
A. home                      B. number                      **C. address**                      D. job
2. What ..... Is Ms. Ajinomoto from Okinawa Ltd? He is Japanese.  
A. country                      **B. nationality**                      C. city                      D. continent
3. Our manager often ....., so he makes the atmosphere in the office very relaxing and joyful.  
**A. tells jokes**                      B. tells the truth                      C. plays games                      D. sees a film
4. In the US, school children don't have to ..... uniforms.  
A. carry                      B. look at                      **C. wear**                      D. take on
5. Our young Managing Director is ....., and his wife's name is Anne.  
A. single                      B. double                      C. engaged                      **D. married**
6. I help the sales manager in her job. I am a sales .....  
A. assistant                      **B. secretary**                      C. analyst                      D. director
7. James is in ..... His job is to look for new staff.  
**A. human resources**                      B. marketing                      C. advertising                      D. production
8. Mai, would you like a .....? How about a coffee?  
A. food                      B. seat                      C. meal                      **D. drink**
9. Sorry to hear that your business is not good. What's the .....?  
A. number                      B. title                      **C. question**                      D. problem
10. They design houses and buildings. They are .....  
A. accountants                      B. opticians                      C. pilots                      **D. architects**
11. You will like this shop. It sells beautiful ..... from Asia.  
A. markets                      **B. places**                      C. objects                      D. subjects
12. Although she is very busy, she usually keeps in .....with her relatives and friends.  
A. time                      B. talk                      **C. contact**                      D. contract.
13. She is only part-time at the moment so she wants to look for a .....job.  
**A. full-time**                      B. long-time                      C. short-time                      D. long-term
14. Which ..... are you in? – I'm in Human Resources.  
A. company                      **B. department**                      C. organization                      D. business
15. Katrina works in the ..... Department. She is an accountant.  
A. marketing                      B. human resources                      C. production                      **D. finance**
16. He is from the US, but he isn't .....  
**A. English**                      B. American                      C. British                      D. Scottish.
17. He's married with three children, two sons and one .....  
A. wife                      **B. daughter**                      C. parents                      D. children
18. There are 30 students in my class and they are from ..... cities  
A. other                      B. different                      C. else                      **D. others**

19. When I get to work, I always ..... "Hi" to my colleagues.

- A. say                      B. talk                      C. tell                      D. speak

20. My wife ..... a shoe shop. Business is very good at the moment.

- A. owns                      B. produces                      C. sells                      D. supplies

**II. Grammar: Choose the best to fill in the blank.**

21. ....your names Anne and Mary?

- A. Is                      B. Are                      C. Ann                      D. Be

22. I live in Rome, but I ..... Italian. I am American.

- A. am not                      B. am                      C. are not                      D. are

23. This is Linda. .... is a sales manager.

- A. He                      B. She                      C. They                      D. I

24. Pleased ..... you, Dave. How are things?

- A. meeting                      B. meet                      C. to meet                      D. to meeting

25. They spend 25 % of the day ..... the phone with their web designer.

- A. on                      B. in                      C. with                      D. for

26. My friend Amanda is ..... architect.

- A. a                      B. an                      C. x                      D. the

27. .... do you have a company party? – Every two years.

- A. How many times    B. How long                      C. When                      D. How often

28. Hello, I'm Lan from FPT. I'm..... marketing.

- A. with                      B. on                      C. in                      D. for

29. "..... do you want from your job?" "Company car, mobile phone and long holidays."

- A. How                      B. What                      C. When                      D. Why

30. Is there.... cassette-player on the table?

- A. some                      B. the                      C. a                      D. an

31. Are you a ..... manager, Ms. Lee?

- A. seller                      B. sale                      C. sales                      D. selling

32. Can I have ..... apple, please?

- A. a                      B. an                      C. the                      D. x

33. Mr. Brown is ..... university teacher.

- A. a                      B. the                      C. x                      D. some

34. .... is your business? – Not bad, thank you.

- A. What                      B. Where                      C. How                      D. Which

35. In my opinion, Shanghai is .....

- A. a city great                      B. great city                      C. a great city                      D. great cities

36. My ..... favorite sport is football.

- A. boss                      B. boss is                      C. bosses                      D. boss's

37. Mary is married .... two children.

- A. to                      B. with                      C. for                      D. of

38. They are Vietnamese, but they ..... from Vietnam.

- A. is                      B. are                      **C. aren't**                      D. isn't
39. Let me introduce you ..... my boss, Jonathan Ross.
- A. to                      **B. with**                      C. for                      D. x
40. I'm married. That's a picture ..... my wife.
- A. with**                      B. in                      C. of                      D. on

### III. Reading comprehension. Read the text and choose the correct answer.

#### Passage 1:

**To:** Grace Yang

**Date:** 6 September

**Subject:** Invitation to job interview

Dear Grace,

Thank you for your application for the position of sales manager. We would like to invite you for an interview at 10 a.m. on Monday 21 September at our offices at The Shard, 32 London Bridge Street, London. You will meet with our head of sales, Susan Park, and the interview will last for about 45 minutes. During this time, you will have the opportunity to find out more about the position and learn more about our company. Please bring your CV and references to the interview. You will also need to show a form of ID at reception to receive a visitor's pass. Please ask for me as soon as you arrive. If you have any questions or if you wish to reschedule, please call me on 555-1234 or email me by 12 September. I look forward to meeting you.

Best regards,

Anna Green

*Human Resources Assistant*

41. What job did Grace apply for?

- A. Head of sales                      **B. Sales manager**                      C. Sales assistant                      D. Human resource assistant

42. When is the job interview?

- A. 6 September                      B. 12 September                      **C. 21 September**                      D. 22 September

43. How long will the interview take?

- A. Under an hour**                      B. Just over an hour                      C. Over two hours                      D. A day Bottom of Form

44. What does Grace need to bring to the interview?

- A. Her CV                      B. Her references                      **C. Her ID**                      D. All of the above

45. What can Grace do if she wants to change the interview date?

- A. Go to the reception on 12 September**  
 B. Call Anna Green on 10 September  
 C. Email Anna Green on 15 September  
 D. Meet Susan Park for a coffee on 21 September

#### Passage 2:

Lindsay Owen-Jones is not a big man- about 1.65 metres – but he's president of L'Oréal, the world's largest cosmetics company, and he has a salary of € 6.8 million. The company is very international and has interests in 130 countries; 30 percent of its sales are to the US.

L'Oréal is a French company and Owen-Jones is British (he comes from Liverpool). He lives in Paris and speaks perfect French. In fact, his colleagues say he speaks four languages or more.

Owen-Jones is a graduate in modern languages from Oxford University and also has a business qualification from Insead in Paris. His first job with L'Oréal was as a sales representative, selling shampoo. Now he's CEO. The staff of L'Oréal think he is an excellent manager. Two French business magazines made him "Best Manager of the Year" in 1998. Owen-Jones is now 57 years old. He has a wife and a daughter. He likes rugby, football and driving racing cars.

46. Mr. Owen-Jones has a ..... salary.

A. salary

B. low

C. high

47. L'Oréal .....

A. is an American company

B. sells only in Europe

C. produces cosmetics

48. Mr. Owen-Jones doesn't .....

A. speak French

B. live in England

C. like sport

49. Mr. Owen-jones is .....

A. a large man

B. a good manager

C. not married

50. According to the article, Mr. Owen-Jones enjoys .....

A. sailing

B. travelling

C. driving fast cars.

## B. Writing

### I. Put the following words in the right order to make complete sentences

51. My/ sales/ is/ sister/ marketing./ in/ and

.....

52. weeks./ company/ three/ in/ for/ Mary/ be/ an/ will/ intern/ the

.....

53. How/ your/ things/ are/ in/ going/ department?

.....

54. always/ He/ hands/ shakes/ when/ meets/ he/ people.

.....

55. you/ my/ Simpson/ Let/ to/ me/ colleague,/ introduce

.....

### II. Complete the following sentences using the words given.

56. What/ you/ do/ for/ living?

.....

57. That/ picture/ my wife/ and/ children.

.....

58. He/ interested/ new training software/ and/ want/ contact/ us.

.....

59. We/ manufacture/ product/ factory/ Hanoi.

.....  
**60.** I'd/ like/ speak/ Human resources, /please.  
.....

### **III. Write an email**

- You met a person at the conference and saw that he/ she seems like a good candidate for the position of secretary in your company. Write an email to your boss about the person you talked at the conference.

- Talk about him/her in the profiles:

- + Where/he/ she from?
- + What/ he/ she like?
- + What/ his/ her interests?
- + What/ his/ her qualification or experience?
- + Why/ he/ she suitable for the job?

## Unit Review 2

### A. Reading

#### I. Vocabulary: Choose the best answer to fill in the blank.

1. I often go to the..... to do exercise after work.  
A. cafeteria                      B. gym                      C. cinema                      D. restaurant
2. My sister is..... on sport. She plays badminton very well.  
A. interested                      B. keen                      C. good                      D. wonderful
3. We practise..... at work. So we can start and finish work whenever we like.  
A. overtime                      B. many hours                      C. long hours                      D. flexible hours
4. What's important for me is..... We can move quickly to a higher position at work.  
A. fast promotion                      B. friendly boss                      C. high salary                      D. company car
5. The Chairman likes..... running and biking.  
A. going                      B. doing                      C. making                      D. taking
6. At her office, she.... plan for the corporation.  
A. does                      B. makes                      C. thinks                      D. decides
7. I don't often..... TV but I enjoy some sports programs.  
A. read                      B. see                      C. watch                      D. look
8. The new Sales Manager will have..... for the European market.  
A. responsibility                      B. commission                      C. opportunity                      D. chance
9. Sometimes she and her boss.... personnel issues.  
A. talk                      B. speak                      C. say                      D. discuss
10. The personnel manager often.... new employees, teaching them skills for their job.  
A. trains                      B. teaches                      C. supports                      D. advises
11. Do you and Linda work in the same office? - Yes, she is my.....  
A. roommate                      B. classmate                      C. customer                      D. colleague
12. How often do you..... a mobile phone at work? - Sometimes.  
A. speak                      B. talk                      C. tell                      D. use
13. My boss often dresses.... with shirts and jeans.  
A. formally                      B. seriously                      C. professionally                      D. informally
14. I have got two small children, so most of my free time is to be with them. It's difficult for me to go to the cinema with my friends without having a.....  
A. good job                      B. friendly atmosphere  
C. flexible working hours                      D. babysitter
15. My friend is interested in Asia,..... Japan.  
A. luckily                      B. fortunately                      C. especially                      D. immediately
16. Please be serious. I'm not.... a joke.  
A. talking                      B. telling                      C. speaking                      D. saying
17. She..... football very much. She never watches it.  
A. enjoys                      B. loves                      C. likes                      D. hates
18. My father often has to.... abroad for his business trips.

A. start                      B. make                      C. travel                      D. come

19. He often..... football with his two sons in his free time.

A. plays                      B. has                      C. goes                      D. does

20. He sometimes.... English on the phone at work.

A. talks                      B. speaks                      C. says                      D. pronounces

**II. Grammar: Choose the best to fill in the blank.**

21. .... do you have a company party? - Every two years.

A. When                      B. How long                      C. How often                      D. How many times

22. The CEO visits our branch..... September 10th.

A. in                      B. on                      C. at                      D. of

23. Mai often spends about one hour in the evening..... books.

A. to read                      B. to reading                      C. of reading                      D. reading

24. The office closes for three days..... New Year.

A. in                      B. on                      C. at                      D. B and C

25. He's going to..... five days off work for his holiday in Europe.

A. use                      B. put                      C. take                      D. ask

26. Mr. Josephs..... responsible for customer services.

A. is                      B. are                      C. am                      D. be

27. In my free time I often..... sport on TV.

A. watch                      B. watches                      C. watching                      D. am watch.

28. We.... English, Spanish and German very well.

A. speak                      B. speaks                      C. are speak                      D. speaking

29. The CEO..... busy in the morning.

A. often is                      B. is often                      C. are often                      D. often are

30. Peter..... at our head office in Paris.

A. works                      B. does work                      C. do works                      D. is work

31. His name is Bruno and he ..... from Munich.

A. come                      B. comes                      C. does comes                      do come

32. What do you do to relax? – I play golf or go ..... with my family at the weekend.

A. to camp                      B. camping                      C. and camp                      D. for a camp

33. Jane and Peter ..... go out for dinner.

A. usually do never                      B. usually not                      C. don't usually                      D. doesn't usually

34. Sometimes I ..... at six o'clock in the morning.

A. get up                      B. gets up                      C. getting up                      D. am get up

35. What do you do on Sundays?

A. I go always swimming                      B. I go swimming always.

C. I always go swimming                      D. Always I go swimming

36. The Sales Manager is usually very busy ..... the morning.

A. on                      B. at                      C. in                      D. X

37. How ..... are you in a bad mood?

A. often                      B. usually                      C. never                      D. always

38. Where ..... live, Mary? – I live in Singapore

A. does you                      B. do you                      C. are you                      D. is you

39. The marketing Manager enjoys .....long holidays.

A. have                      B. to have                      C. to having                      D. having

40. He ..... for ABC Bank.

A. works                      B. work                      C. working                      D. to work

### III. Reading comprehension. Read the text and choose the correct answer.

#### Passage 1:

Ten years ago, a small boy fell off his bicycle because he wanted to look behind. This gave Billy Morgan, a British businessman, a new idea. He designed a bicycle helmet with a built-in mirror: the Reevu Vutech. Mr. Morgan launched the product six months ago, and it now has sales of 27,000 and sells in twelve countries from South Korea to Finland. The target for the second year is for sales of nearly € 1 million. But it wasn't easy for Mr. Morgan to become successful. He had problems when he tried to interest UK manufacturers in making the helmet. It cost Mr. Morgan € 1 million of his own money to develop the helmet for the mass market. Mr. Morgan found a helmet maker in France. He worked with French consultants to make the design better for mass production, and spent €450,000 on preparing the French plant to make the Reevu helmet.

Now he plans to do more research and development. He wants to manufacture other designs of rearview helmets for motorcycling, skiing and horse-riding.

41. This article is about .....

- A. a product launch that didn't succeed.
- B. a new idea that became a commercial success.
- C. a manufacturing problem.

42. To develop the helmet for the mass market, Mr. Morgan.....

- A. got help from a British manufacturing company.
- B. got credit from a bank.
- C. spent € 1 million.

43. Mr. Morgan has an arrangement to manufacture the helmet.....

- A. in South Korea.                      B. In France                      C. In England

44. Mr. Morgan worked with French consultants because .....

- A. he wanted to sell the helmet in France.
- B. he wanted to change the design of the helmet for mass production.
- C. he wanted to develop new helmets for other sports.

45. Mr. Morgan had the idea for a new bicycle helmet.....

- A. five years ago                      B. ten years ago                      C. fifteen years ago.

#### Passage 2:

Lancaster Financial Services Ltd. offers a wide range of financial packages to suit the individual needs of its clients. We find that today's investor understands the market and



requires the tools to take advantage of knowledge that he or she possesses. To that end, we provide advice based on our outstanding of information sources. Matching our knowledge-base with your understanding of individual markets can make you a big winner in the increasingly complex marketplace. Here are some of our offerings:

- Historical fundamental equity database
- Strategic planning
- Comprehensive reports that allow industry-to-industry, company-to-industry and company-to-company analysis.
- Report compilations detailing key items on market and industry performance
- Daily summary of stock market and industry trends
- Reliable access to financial data on publicly traded companies
- Monthly reports that monitor company-to-peer performance

46. What does Lancaster Financial Services Ltd. offer?

.....

47. What does Lancaster Financial Services Ltd. provide?

.....

48. What does Lancaster Financial Services Ltd. match its knowledge-base to?

.....

49. What type of daily summary does Lancaster Financial Services Ltd. provide?

.....

50. What do monthly reports monitor?

.....

## B. Writing

### I. Put the following words in the right order to make complete sentences

51. out/ friends /I /go/ usually/ Friday. /on/ with

.....

52. office. /boss/ out/ My/ is/ of/ often /the

.....

53. We/ large/ deliver /on/ Monday/ goods/ afternoon.

.....

54. work/ don't/ uniform/ to/ at/ We/ have/ wear/a.

.....

55. does/ weekend? /your/at/ sister/ do/the/ What/ usually

.....

### II. Complete the following sentences using the words given.

56. How often/ company/ hold/ party/ staff?

.....

57. What/ do/ you/ job?

.....

58. Mr. Yamada/ work/ nurse/ hospital

.....  
**59.** What/ you/ do/in/ free time?  
.....

**60.** She/ keen/ listen /music/ iPod.  
.....

### **III. Write an email**

You are a member of the ABC company. Write an email to the manager in order to:

- + Briefly summarize the problems you have with the company.
- + Suggest ways that the company can help you.

## Unit Review 3

### A. Reading

#### I. Vocabulary: Choose the best answer to fill in the blank.

1. Marketing executives earn a/an..... salary at that company.  
A. wide                      B. high                      C. fast                      D. heavy
2. The roads aren't wide enough. They're too....  
A. safe                      B. long                      C. narrow                      D. dangerous
3. I think ABC tours is too expensive. I'll..... your flight with a different company.  
A. book                      B. take                      C. call                      D. attend
4. Don't sit on that chair. It's.....  
A. broken                      B. missing                      C. delayed                      D. lost
5. You always say business is not very good. Come on, try to be a bit more.....  
A. old-fashioned                      B. positive                      C. good                      D. pessimistic
6. Flight AB55 is.....by half an hour because of bad weather.  
A. cancelled                      B. put off                      C. put away                      D. delayed
7. He always sends his reports..... He's never late.  
A. on time                      B. at times                      C. in time                      D. out of time
8. I am writing to..... for the inconvenience we have caused to you.  
A. speak                      B. thank                      C. apologize                      D. ask
9. Come to our country! The food is delicious.....the people are friendly.  
A. but                      B. because                      C. and                      D. so
10. We will send out goods within 2 days after your order. Our..... service is always efficient.  
A. working                      B. delivery                      C. maintenance                      D. none of the answer is correct
11. The 5-minute- ..... are too short. We need more time to relax between two periods of study.  
A. pauses                      B. stops                      C. relax                      D. breaks
12. He is fired because he's got too much ..... from customers.  
A. approval                      B. trouble                      C. complaint                      D. problem
13. She feels happy and comfortable because nothing is worrying her. She is very .....  
A. relaxed                      B. bored                      C. worried                      D. surprised
14. He is very ..... Everyone here knows him.  
A. friendly                      B. hard-working                      C. busy                      D. famous
15. Nobody knows where the report is. It's .....  
A. broken                      B. missed                      C. lost                      D. destroyed
16. Linda always does a lot of work, and she works so fast! She's very ....., isn't she?  
A. unpleasant                      B. inefficient                      C. pleasant                      D. efficient
17. He says exports are not very good because our currency is too.....

- A. positive                      B. weak                      C. negative                      D. strong
18. Can you help, please? These instructions are too ..... for me to understand.  
A. difficult                      B. bad                      C. easy                      D. good
19. My colleagues are very ..... They often help me with my work.  
A. beautiful                      B. helpful                      C. harmful                      D. hopeful
20. We all need to try and do our best to keep our environment .....  
A. polluted                      B. dangerous                      C. safe                      D. dirty
- II. Grammar: Choose the best to fill in the blank.**
21. I can't reach the top shelf because it is.....  
A. high too                      B. high enough                      C. enough high                      D. too high
22. One of our sales representatives ..... speak French.  
A. don't                      B. doesn't                      C. aren't                      D. isn't
23. I think we need ..... more people because there's too much work now.  
A. employ                      B. to employ                      C. employs                      D. employing
24. My brother's unemployed at the moment. He ..... a job.  
A. doesn't have                      B. don't have                      C. hasn't                      D. haven't
25. "..... do you travel abroad?" "Once or twice a month."  
A. How long                      B. How                      C. How often                      D. When
26. My best friend and his brother ..... live in the city center. They have a house in the suburb.  
A. isn't                      B. aren't                      C. don't                      D. doesn't
27. Just a moment, please. Let me ..... down the details.  
A. note                      B. to note                      C. noting                      D. noted
28. Can you help, please? These instructions are ..... for me to understand.  
A. too easy                      B. easy enough                      C. difficult enough                      D. too difficult
29. .... he ..... a lot of meetings in his job?  
A. Do/ attend                      B. Do/ attends                      C. Does/ attend                      D. Does/ attends
30. My boss doesn't expect me to make ..... mistakes when negotiating but some bad colleagues hope me to make .....  
A. any/ some                      B. any/ any                      C. some/ some                      D. some/ any
31. I'm sorry but the printer..... Can you come and have a look?  
A. don't work                      B. doesn't work                      C. work                      D. works
32. How much do you have to pay ..... the cleaning service?  
A. with                      B. for                      C. to                      D. at
33. Who ..... New salesmen in your company? Mr. Michael does.  
A. does trains                      B. training                      C. trains                      D. to train
34. Mai enjoys her job.....  
A. a lot of                      B. very                      C. a lot                      D. lots of
35. Could you please ..... me some information about your company?  
A. to tell                      B. tell                      C. telling                      D. tells

- 36.** Excuse me. What time ..... the next train to Paris .....?
- A. does/ leaves      B. do/ leave      C. does/ leave      D. is/ leaving
- 37.** Employees at Glorious Plc. are worried ..... losing their jobs.
- A. for      B. with      C. to      D. about
- 38.** They apologized ..... sending the wrong invoice.
- A. to      B. because      C. of      D. for
- 39.** When ..... usually visit customers in Ho Chi Minh city?
- A. Alex does      B. Alex      C. does Alex      D. is Alex
- 40.** I'm afraid that there isn't ..... for all our staff.
- A. rooms enough      B. enough rooms      C. room enough      D. enough room

**III. Reading comprehension. Read the text and choose the correct answer.**

**Passage 1:**

Hi Samia,

Just a quick email to say that sounds like a great idea. Saturday is better for me because I'm meeting my parents on Sunday. So if that's still good for you, why don't you come here? Then you can see the new flat and all the work we've done on the kitchen since we moved in. We can eat at home and then go for a walk in the afternoon. It's going to be so good to catch up finally. I want to hear all about your new job!

Our address is 52 Charles Road, but it's a bit difficult to find because the house numbers are really strange here. If you turn left at the post office and keep going past the big white house on Charles Road, there's a small side street behind it with the houses 50–56 in. Don't ask me why the side street doesn't have a different name! But call me if you get lost and I'll come and get you.

Let me know if there's anything you do/don't like to eat. Really looking forward to seeing you!

See you soon!

Gregor

- 41.** Samia and Gregor are going to meet on Sunday.
- A. True      B. False      C. Not Given
- 42.** Gregor is going to make lunch.
- A. True      B. False      C. Not Given
- 43.** They haven't seen each other for a long time.
- A. True      B. False      C. Not Given
- 44.** Samia's life hasn't changed since they last met.
- A. True      B. False      C. Not Given
- 45.** Gregor doesn't know the name of the side street his flat is on.
- A. True      B. False      C. Not Given

**Passage 2:**

There are big cultural differences between British shoppers and shoppers in continental Europe when it comes to credit cards. Shopping by credit card in Britain is rising: it increased by £ 400 million last month. But shoppers in France and other continental European countries

still prefer cheques, cash, debit or store cards to credit cards. Two-thirds of all credit card spending in the European Union takes place on British cards.

But this picture is starting to change in continental European countries. In 2002, Visa increased the number of its credit cards in the EU by 10.6 percent. The number of transactions rose by 12 percent. In France, many shoppers are learning that store cards charge higher interest rates than credit cards.

There are still many difficulties for credit card companies that want to expand in continental Europe. Many continental European consumers don't like to spend on credit cards: they prefer to negotiate a loan with their bank branch. So their local bank remains the main source of credit. But many US and UK-owned credit card companies see the possibility of growth in continental Europe and have ambitious plans to expand.

**46.** Which is true?

- A. The British and other Europeans use credit cards in the same way.
- B. The British use credit cards more than other Europeans.
- C. The British use credit cards less than other Europeans.

**47.** In Britain.....

- A. there has been an increase in shopping by credit card.
- B. there has been a decrease in shopping by credit card.
- C. there has been no change in the way British people pay for things when shopping.

**48.** What do French people think about credit cards?

- A. they only pay in cash.
- B. they like shopping with credit cards best
- C. they like store cards, cheques and cash better than credit cards.

**49.** In 2002, .....

- A. there was a rise in the number of Visa cards in the UK.
- B. there was a rise in the number of Visa cards in Europe.
- C. interest on credit increased.

**50.** Credit card companies.....

- A. think they have good market opportunities in the EU.
- B. have no possibility of increasing their market in the EU.
- C. want to grow- but it won't be easy for them.

## **B. Writing**

**I. Put the following words in the right order to make complete sentences**

**51.** not/ Our/ does/ very/ new/ well./ printer/ work

.....

**52.** are/ job./ about/ staff/ worried/ Our/ their/ losing

.....

**53.** party/ The/ from/ the/ is/ loud. / music/ too

- .....
54. is/ easy/ It/ not/ to/ to/ angry./ talk/ customers/ are/ when/ they
- .....
55. like/ I/ meetings, / but/ presentations. / I/ like/ don't
- .....

**II. Complete the following sentences using the words given.**

56. you/ have/ problems/ new client?
- .....
57. report/ not give/ much information./ It/ too short.
- .....
58. What/ you/ think/ new/ boss?
- .....
59. colleague/ want/ find/ another job/ soon/ possible.
- .....
60. It/ very stressful/ get stuck/ traffic jam/ way/ work.
- .....

**III. Write an email**

You and some friends had dinner in a restaurant a few nights ago. There were some problems:

- The service at the restaurant was terrible and the food was bad.
- You and two friends had severe stomach-aches the following day.
- The food was also overpriced.

Write to the manager of the restaurant and explain these problems. Give any details that you think are relevant. Ask the manager to do something about the situation.

## Progress Test 1 (Unit 1-3)

### LISTENING

**A** Listen to the telephone call. Choose the best word or phrase – a, b or c – to complete the sentences.

Track 2

0 Alan works in Technical support .

- a) Marketing      **b)**      Technical support      c) Phone sales

1 Sofia has a problem with her \_\_\_\_\_ .

- a) telephone      b) computer      c) mobile phone

2 Alan asks about the computer's \_\_\_\_\_ .

- a) Internet connection      b) model number      c) delivery date

3 Sofia spells her \_\_\_\_\_ .

- a) department name      b) first name      c) last name

4 Alan \_\_\_\_\_ .

- a) can send a technician  
b) can come to Sofia's office  
c) can't help Sofia

5 Sofia has a meeting \_\_\_\_\_ .

- a) in the morning      b) in the afternoon      c) tomorrow

**B** Listen again. Complete the form.

Track 2

#### Technical Support Service Request

Name of caller *Sofia* (6) \_\_\_\_\_

Department (7) \_\_\_\_\_

Phone number (8) \_\_\_\_\_

Office number (9) \_\_\_\_\_

Technician appointment time (10) \_\_\_\_\_



## VOCABULARY

### A Complete the conversation with words from the box.

a restaurant	August	Friday	Barcelona	Germany	golf	Poland	Polish
--------------	--------	--------	-----------	---------	------	--------	--------

- A Is Kasia from (0) Germany ?
- B No, she isn't. She's from Warsaw, in (11) \_\_\_\_\_ .
- A Really? And is her husband also (12) \_\_\_\_\_ ?
- B Yes, he is.
- A Does Kasia work at home one day every week?
- B Yes, that's right. She works at home every (13) \_\_\_\_\_ .
- A When does she usually go on holiday?
- B She goes on holiday every (14) \_\_\_\_\_. It isn't a busy month in the office. She usually goes back to Poland but last year she went to (15) \_\_\_\_\_ , in Spain.
- A Do you and Kasia sometimes play (16) \_\_\_\_\_ at the weekend?
- B No, Kasia doesn't play but we sometimes go to (17) \_\_\_\_\_ after work.

### B Match the sentence beginnings with the endings.

0 — d

- |    |                            |    |                          |
|----|----------------------------|----|--------------------------|
| 0  | I don't like going         | a) | to music.                |
| 18 | Jorge quite likes          | b) | holiday in August.       |
| 19 | Pete and Gregor often play | c) | watching football on TV. |
| 20 | Nick works                 | d) | to the gym.              |
| 21 | We never listen            | e) | hours.                   |
| 22 | Susan loves going          | f) | out to restaurants.      |
| 23 | I usually go on            | g) | from home once a month.  |
| 24 | Piet often works flexible  | h) | football on Sunday.      |

### C Choose the best words to complete the sentences.

- 0 I can't move this chair. It's too (light / heavy).
- 25 We can't meet in my office. It isn't (big / small) enough.
- 26 Liam's presentations are too (long / short). Yesterday, he talked for four hours!
- 27 My holiday was nice but it wasn't (stressful / relaxing) enough. We were very busy every day.
- 28 I can't hear you. The restaurant is too (quiet / noisy).
- 29 I don't like this book. It isn't (interesting / boring) enough.
- 30 I didn't buy the new Mercedes because it was too (cheap / expensive). I don't have €100,000!

## LANGUAGE

### A Complete the conversation with words from the box.

are	does	don't	how	is	<del>am</del>	what	what's	where	works
-----	------	-------	-----	----	---------------	------	--------	-------	-------

A I (0)\_\_\_\_\_ 'm \_\_\_\_\_ Ursula Becker.

B Nice to meet you, Ursula. My name's David Lopez.

A (31)\_\_\_\_\_ you a sales manager?

B No, I'm not. I work in television.

A (32)\_\_\_\_\_ your job?

B I'm Director of Advertising.

A (33)\_\_\_\_\_ do you work?

B At Channel 10.

A (34)\_\_\_\_\_ your wife in television, too?

B No, she isn't. She works for a magazine.

A (35)\_\_\_\_\_ does she do?

B She's a graphic designer.

A (36)\_\_\_\_\_ she travel in her job?

B No, but she sometimes (37)\_\_\_\_\_ at the weekend.

A (38)\_\_\_\_\_ often does she do that?

B Two or three times a month.

A What about you? Do you work at the weekend?

B No, I (39)\_\_\_\_\_ .

### B Put the words in the correct order to make sentences.

0 time / What / you / do / work / start / ?

*What time do you start work?*

40 afternoon / They 're / the / usually / in / busy / .

41 the / you / Why / money / need / do / ?

42 nine / o'clock / He's / before / never / work / at / .

43 this / much / How / cost / does / ?

---

44 sometimes / work / to / walks / Dean / .

---

45 on / work / you / often / How / do / Sunday / ?

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## SKILLS

### A Match the questions with the replies

0 — i

- |    |   |  |
|----|---|--|
| 0  | Where are you from?                     | )I'm staying at the Hilton in the town centre. |
| 46 | What's the reason for your visit?       | b) I'm here to visit my company's head office. |
| 47 | Where are you staying?                  | c) I play golf.                                |
| 48 | What's your hotel like?                 | d) I work flexible hours, which is great.      |
| 49 | How's your business doing?              | e) Between 40 and 50 hours.                    |
| 50 | What do you do in your free time?       | f) We're doing quite well.                     |
| 51 | Do you meet your colleagues after work? | g) The room is very comfortable.               |
| 52 | How many hours a week do you work?      | h) From time to time.                          |
| 53 | What do you like best about your job?   | i) I'm from Italy.                             |

### B Match the sentence beginnings with the endings.

0 — g

- |    |                 |                                |
|----|-----------------|--------------------------------|
| 0  | Call me back    | a) incorrect.                  |
| 54 | Can I speak to  | b) a refund.                   |
| 55 | I have a        | c) Georg Sipos, please?        |
| 56 | The invoice is  | d) to hear that.               |
| 57 | There's         | e) Pat Carter speaking.        |
| 58 | We can give you | f) a piece missing.            |
| 59 | Hello, this is  | g) later, please.              |
| 60 | I'm very sorry  | h) problem with my new laptop. |

## READING

### A Read the article and decide if the statements are true or false.

- 0 Clara Shih is a student. *False*
- 61 Clara Shih studied a book called *The Facebook Era*.
- 62 She worked at Google.
- 63 Her company is called Hearsay Social.

- 64 She started her company in Hong Kong.
- 65 She says starting an Internet business isn't too expensive.

## Young CEO

Clara Shih has computer science degrees from Stanford and Oxford, worked at Microsoft, Google and Salesforce and wrote *The Facebook Era*, the first book about Facebook marketing. And all before she turned 29.

In February 2011, she launched her own company. Hearsay Social helps

large companies manage their activity on Facebook, Twitter and LinkedIn.

Shih moved from Hong Kong to the US with her parents when she was four. Her parents worked hard and they taught Shih to work hard.

Shih believes that technology allows young businesspeople to make a start because it doesn't cost a lot of

money to create a business on the Internet. Now, young people with good ideas have great business opportunities.



### B Read the article again. Choose the best option – a, b or c – to complete the sentences.

- 0 At university, Clara studied computer science.
- a) computer science      b) Chinese      c) business
- 66 Clara Shih wrote about \_\_\_\_\_.
- a) accounting      b) design      c) marketing
- 67 Hearsay Social \_\_\_\_\_ social networking sites.
- a) sells products through  
b) helps businesses use  
c) introduces people on
- 68 Shih's parents are from \_\_\_\_\_.
- a) the US      b) Hong Kong      c) the UK
- 69 The article says Shih learned \_\_\_\_\_ from her parents.
- a) about hard work  
b) Chinese  
c) to use computers
- 70 Shih says \_\_\_\_\_ helps young businesspeople.
- a) travel      b) education      c) technology

### Writing

Write about your usual weekend. Say what you like to do and what you don't like to do. Write 50–60 words.

*At the weekend, I usually get up at ...*