

## Progress test 4 (Units 10–12)

---

### LISTENING

**British worker Alison Crabbe spent six months working in Seoul in the South Korea office of her company. Her colleague James Ronson asks her about her time in Korea. Choose the best word or phrase – a, b or c – to complete the sentences.**

Track 7

- 0 Alison says that her work in the Seoul office was interesting .  
a) interesting      b) hard      c) a little boring
- 1 In the Seoul office, clothes are \_\_\_\_\_ in Britain.  
a) more formal than  
b) less formal than  
c) about the same as
- 2 Most of the women in the office wore \_\_\_\_\_ .  
a) a business suit      b) a uniform      c) glasses
- 3 The atmosphere in the office seemed very \_\_\_\_\_ .  
a) serious      b) relaxed      c) professional
- 4 The working day began at \_\_\_\_\_ .  
a) 8.15      b) 8.30      c) 8.45
- 5 At the start of the working day, everyone talks to their \_\_\_\_\_ .  
a) co-workers      b) manager      c) customers
- 6 \_\_\_\_\_ late.  
a) A lot of people arrive  
b) A few people arrive  
c) No one arrives
- 7 At 5.15, the workers \_\_\_\_\_ .  
a) take a break      b) go home      c) continue working
- 8 The workers don't want to leave the office before \_\_\_\_\_ .  
a) the boss      b) Alison      c) the cleaner
- 9 After work, people sometimes go to \_\_\_\_\_ .  
a) the boss's house      b) a restaurant      c) a meeting
- 10 Alison didn't like the \_\_\_\_\_ .  
a) meetings      b) long hours      c) food

## VOCABULARY

### A Match the sentences with the same meaning.

0—c

- 0 At the end of the week, we have a meeting where people discuss subjects.
- 11 We have a lot of meetings where information or instructions are given.
- 12 We often move documents from the network to a PC.
- 13 We think it's important to have direct contact with other people.
- 14 We often move documents from a PC to the network.
- 15 We don't have to wear business suits at the end of the week.
- 16 Our meetings are informal.
- 17 We can work from nine to five or from ten to six.
- 18 Every year, we have three weeks' holiday.
- 
- a) We upload a lot of work to the intranet.
- b) We download a lot of work from the intranet.
- c) We have a forum on Fridays.
- d) We have a system of annual leave.
- e) We have a flexitime system.
- f) We value face-to-face meetings.
- g) We have relaxed meetings.
- h) We have casual Fridays.
- i) We often have briefings.

**B Match the underlined words in the text with the definitions.**

We are a (0) customer-focused company that (19) supports innovation. We need an experienced manager to (20) set up a new branch in a challenging overseas market. We currently have limited sales in the market. Your main objective will be to (21) increase sales. You will need to (22) improve communication with our local distributor. You will need to (23) lead a team, (24) train new staff and (25) develop new products for the market. We (26) will reward good performance.

- a) welcomes new ideas and change
- b) make better
- c) create
- d) start
- e) putting needs and wants of customers first
- f) offer incentives for
- g) make more
- h) teach
- i) be in charge of

## LANGUAGE

A Complete the conversations with the correct form of *will* or *going to*.

### Conversation 1

A My company is going out of business. They sent everyone home today.

B Oh, no. What (0) are you going to do?

A I (27) \_\_\_\_\_ start my own company.

### Conversation 2

A I have to move these boxes.

B I (28) \_\_\_\_\_ help you.

A Really? Thanks!

### Conversation 3

A Computer keyboards (29) \_\_\_\_\_ disappear in the next ten years. Everything will be voice activated.

B You're right. We (30) \_\_\_\_\_ need keyboards in the future.

### Conversation 4

A Have you made your schedule for next week?

B Yes. I (31) \_\_\_\_\_ have any meetings with clients.

A Oh, good.

### Conversation 5

A Goodbye!

B Goodbye! I (32) \_\_\_\_\_ see you next week!

**B Choose the best words to complete the conversation.**

A Look at the time.

B It's six o'clock. We (0)(should) / would) go. We don't want to be late.

A (33)(Could / Would) you like to walk to the restaurant? It isn't far.

B That's a good idea.

A (34)(Should / Could) you bring a copy of the report, please? We may want to discuss it.

B I don't think we (35)(should / would) take that.

A Why not?

B We (36)(shouldn't / wouldn't) directly discuss business at this meal. They don't do business that way here.

A But it's a business dinner.

B Yes but we (37)(would / should) get to know each other, too. That's very important here.

A (38)(Could / Should) you explain something to me?

B Sure.

A How are we going to make a deal if we don't talk about business?

B You need to be patient!

**C Complete the conversation with the correct form (past simple or present perfect) of the verbs in brackets.**

- A Do you travel a lot for work?
- B Yes. Since I started the job two years ago, I (0) 've travelled (travel) abroad more than thirty times and I (39) \_\_\_\_\_ (visit) more than ten different countries. Last month, I (40) \_\_\_\_\_ (spend) two weeks in Bahrain and Dubai.
- A Wow. That's interesting. (41) \_\_\_\_\_ (you visit) the United Arab Emirates?
- B Yes. I (42) \_\_\_\_\_ (go) there last year.
- A (43) \_\_\_\_\_ (you like) it?
- B Yes, it was fantastic.
- A I (44) \_\_\_\_\_ (not travel) anywhere yet this year but next month I'm going to Spain on holiday.

**SKILLS**

**A Match the sentences with the responses.**

0—c

- 0 What time is good for you?
- 45 What's a good day for you?
- 46 We could meet the other members of the team.
- 47 There's something I'd like to talk to you about.
- 48 Do you have any special strengths?
- 49 What do you do in your free time?
- 50 What did you learn from your last job?
- 51 I think we should stop meeting Dave every week.
- 52 I can make 15th January.
- a) People say I'm good at giving presentations.
- b) I spend a lot of time reading.
- c) How about 4.15?
- d) I'm afraid I can't make that date.
- e) I improved my organisational skills.
- f) 27th March would be fine.
- g) Mmm. I don't think that's a good idea. He's important to us.
- h) OK. Would you like to go in my office?
- i) I agree. Let's meet them next week.

**B Complete the conversations with the phrases (a–i).**

- a) There's a problem with
- b) My main aim is to become
- c) I had a problem with
- d) ~~I'm sorry I~~
- e) The traffic was
- f) My main skills are
- g) Let's talk to
- h) We should move him to
- i) My flight was

**Conversation 1**

A (0) I'm sorry I missed our meeting on Tuesday. (53) \_\_\_\_\_ late.

B Don't worry. Ajay missed it, too. We changed the meeting to tomorrow.

**Conversation 2**

A What happened?

B (54) \_\_\_\_\_ very bad. There's a lot of snow and ice on the roads.

**Conversation 3**

A We need to talk about the staff in this department. (55) \_\_\_\_\_ Andreas.

B I know. (56) \_\_\_\_\_ another department.

A I agree. (57) \_\_\_\_\_ him.

**Conversation 4**

A What do you want to do in the future?

B (58) \_\_\_\_\_ a manager.

**Conversation 5**

A What are you good at?

B (59) \_\_\_\_\_ advertising and marketing.

**Conversation 6**

A What didn't you like about your last job?

B Well, (60) \_\_\_\_\_ working too much overtime.

## READING

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

0 E-mail messages ALL IN CAPITAL LETTERS seem rude. *True*

61 It isn't important to write polite e-mails.

62 Speaking directly to people is sometimes very useful.

63 Nowadays, it's OK to keep your phone switched on all the time.

64 The rules are the same for e-mail and online chat rooms.

65 Sometimes, abbreviations like *GR8* are fine.

### How to use e-mail (politely)

A New Zealand healthcare company fired Vicki Walker because she wrote her e-mail messages IN CAPITAL LETTERS. Politeness experts say that using all capitals in an e-mail is like shouting. However, it can be difficult to know the 'rules' of politeness in writing e-mails. Here are some expert opinions:

Emily Post Institute, a US company that gives training in manners and politeness:

- Don't communicate only electronically. Face-to-face communication is also very important.

- Avoid typing your message in capital letters. Also be careful to avoid angry words.
- Think of your electronic communication as a conversation.

Debrett's, a UK company that provides manners and politeness training:

- People are more important than gadgets. If possible, turn off your phone in social situations.
- Don't put your phone on the dining table or look at it a lot during conversations.

Matthew Strawbridge, an expert on Internet politeness:

- Use normal capitalisation and punctuation in e-mail messages. In online chat rooms, you can use entirely or mainly lower case letters if you like.
- In chat rooms, you may use abbreviations (e.g. GR8 = great) but you should explain them if the other person doesn't understand.





**B Choose the best word or phrases – a, b or c – to complete the sentences.**

- 0 Vicki Walker's company thought her e-mails were  rude  .
- a)  rude                       b) not clear                      c) full of mistakes
- 66 Typing everything in capitals isn't polite, because it's like \_\_\_\_\_ .
- a) a road sign                      b) talking loudly                      c) a child's writing
- 67 It's best \_\_\_\_\_ e-mails with angry words when you feel angry or upset.
- a) not to write                      b) to send                      c) not to read
- 68 \_\_\_\_\_ can be like talking.
- a) Reading a letter  
b) Meetings  
c) E-mails and text messages
- 69 In online chat rooms, it's normal to use \_\_\_\_\_ letters.
- a) no lower case                      b) mostly capital                      c) all lower case
- 70 Sometimes when you are in an online chat room, you must \_\_\_\_\_ abbreviations.
- a) use                      b) explain                      c) feel angry about

**WRITING**

**You receive this e-mail. Write a reply. Say that you are very busy next week but you would like to meet Sergei again. Suggest lunch at a nice restaurant near your office. You are free on Tuesday or Thursday between 1 p.m. and 2 p.m. Ask him to bring a sample of his company's products, if possible. Write 50–60 words.**

**From:**

Hello.

We met at a conference in Stuttgart last September. I'm going to be in your area next week. Could we meet for dinner on Wednesday evening? Please let me know if you have time and which day you would prefer.

Hope to see you soon.

Best wishes,  
Sergei Kozlov

## Audio script

---

### PROGRESS TEST 4

Track 7

- James        So, how did you like working in the Seoul office?
- Alison        It was good. It was really interesting – very different from working here.
- James        What do you mean?
- Alison        Well, first of all, the atmosphere was very formal. Everyone wore formal clothes. In fact, most of the women wore a uniform.
- James        Really?
- Alison        Yes. And the men all wore suits. I liked that. It felt very professional. If you look good, you feel good!
- James        Hmm. What else?
- Alison        The start of the working day was also very formal. Work starts at eight thirty, and everyone is there on time, ready to work. A bit of music plays and the working day begins. And then everyone tells their manager their plan for the day.
- James        Really? So nobody arrives late?
- Alison        Well, no, not really.
- James        Amazing. What about at the end of the day?
- Alison        Well, again, a bit of music plays to signal the end of the working day. It's at quarter past five.
- James        Does everyone go home then?
- Alison        No, everyone keeps working. They work a lot of overtime in Korea. Most people try to stay in the office until the boss leaves.
- James        So they work hard.
- Alison        Yes, they do but they have fun, too. After work, we went out to some great restaurants.
- James        So, was there anything you didn't like?
- Alison        Well, they have a lot of meetings and the meetings take a long time and they can be a bit boring.