

## Exit Test (General review)

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### LISTENING

#### Track 8

**A Listen to the speaker talking about working abroad. Choose the correct answer - a, b or c - to the questions below. You will hear the recording twice.**

- 1 What is the speaker talking about?
  - a) Her travels in the UK, China and Brazil.
  - b) Her experience of culture shock while working in the UK.
  - c) Differences in the banking business around the world.
- 2 What does she say about US-UK differences?
  - a) They are big and cause a lot of misunderstandings.
  - b) There aren't any real differences.
  - c) They don't seem big but there are a lot of them.
- 3 What does she think of British food?
  - a) She doesn't always understand the names of food.
  - b) It's no different from American food.
  - c) It usually isn't very good.
- 4 What problems has she had with language?
  - a) People often don't understand her.
  - b) Some accents can be a bit difficult for her to understand.
  - c) A lot of people don't speak good English.
- 5 What does she say about driving?
  - a) She hasn't tried driving in the UK yet.
  - b) It isn't easy but she can do it.
  - c) It's no problem at all.

Track 9

**B You will hear five short conversations. Match each conversation (6 -10) with a situation (a-e). You will hear the conversations twice.**

- a) calling about a job
  - b) making an appointment
  - c) negotiating
  - d) meeting someone for the first time
  - e) talking about a problem
- 6 Conversation 1 \_\_\_\_\_
- 7 Conversation 2 \_\_\_\_\_
- 8 Conversation 3 \_\_\_\_\_
- 9 Conversation 4 \_\_\_\_\_
- 10 Conversation 5 \_\_\_\_\_

**READING**

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

- 11 DSM is planning to change its name to reflect its changing business focus.
- 12 The company has a long history of expansion and change.
- 13 Coal is still a core part of DSM's business.
- 14 Mr Sijbesma feels that R&D leads the business and that management comes second.
- 15 Education, according to Mr Sijbesma, is a good way to change company culture and behaviour.

**Innovation and inspiration**

**By Michael Steen**

DSM still goes by the initials that stood for Dutch State Mines when it was founded more than a century ago. The letters are one of a few things that haven't changed for a company that has been in a continual state of transformation throughout most of its history.

The coal mines in the south of the Netherlands are now closed. But, even when coal was central to its business, DSM expanded into fertilisers as a way of using the ammonia produced during coal processing operations. Over the decades, the focus shifted to plastics and, later, chemicals.



19 Mr Sijbesma says he wants to use education to help his company come up with

\_\_\_\_\_.

- a) ways of raising capital      b) fresh ideas      c) strategies for recruiting talent

20 Mr Sijbesma says that he hopes to \_\_\_\_\_ change in his company.

- a) encourage      b) understand      c) slow down

## SKILLS

**A Complete the conversation with the appropriate phrases (a–e).**

- a) hang on a minute, please  
b) think of Mumbai  
c) think that's relevant  
d) start, please  
e) divide my talk into three parts

**Sanjay** So, what do you \_\_\_\_\_<sup>21</sup>?

**Beatta** I really like it. There's so much to see and do.

**Carlos** Right, can we \_\_\_\_\_<sup>22</sup>? The purpose of this meeting is to talk about the takeover next month. We're going to begin with a short presentation from Dino. Dino?

**Dino** Thanks, Carlos. I'm going to \_\_\_\_\_<sup>23</sup>. First, I'm going to talk about the timeline of the takeover. After that, I'll talk about how it will affect human resources. Finally, we'll talk about how exchange rates may affect business after the takeover.

**Sanjay** And what about travel budgets? I really think –

**Carlos** Could you just \_\_\_\_\_<sup>24</sup>? I don't \_\_\_\_\_<sup>25</sup> to this meeting. Dino, continue.

**B Match the statements (26–30) with the replies (a–e).**

- 26 Nice to see you again, Sam.                      a) Nice to meet you.  
27 Alex, this is Natalie.                              b) Not too bad, thanks.  
28 I don't think our strategy is working.        c) Maria, how are you?  
29 How are you?                                        d) No problem.  
30 Could I call him and mention your name? e) Let's consider another approach.

**VOCABULARY**

**A Match the sentence beginnings (31–40) with the best endings (a–j).**

- 31 Awareness of a brand is                      a) being in a very bad situation.  
32 The American word 'freeway' is        b) being thrown in at the deep end.  
33 Downsizing is                                      c) called price fixing.  
34 A video advert being sent from friend to friend by e-mail is        d) how familiar people are with it, or with its logo or slogan.  
35 The difference between the price of a product and the cost of producing it is e) an example of viral advertising.  
36 Being given a very difficult task with little preparation time is        f) called a tariff.  
37 A probationary period when you start a job is                      g) usually three months long.  
38 A tax on imported goods is                      h) the profit margin.  
39 If competing companies agree to hold prices at a certain level, it's        i) when a company reduces the number of people it employs.  
40 Being on the ropes means                      j) 'motorway' in British English.

## LANGUAGE

### A Complete the article using the correct form of the verbs in brackets

#### **JD steps across the Channel to buy Chausport**

**By Samantha Pearson**

JD Sports Fashion kicked off its plans for international expansion by \_\_\_\_\_<sup>41</sup> (buying / to buy) Chausport, a French sportswear chain, for €8m cash, or roughly £7m.

The UK's third-biggest sportswear retailer by turnover said it would acquire all 78 stores and share capital of Chausport, which \_\_\_\_\_<sup>42</sup> (is based / bases) in northern France, and inherit its net debt of €2m.

Young shoppers – less affected by the recession than their parents – \_\_\_\_\_<sup>43</sup> (did continue / have continued) to queue for popular brands of trainers and tracksuits in the downturn, allowing JD \_\_\_\_\_<sup>44</sup> (performing / to perform) better than some on the British high street.

The company \_\_\_\_\_<sup>45</sup> (was saying / said): 'This strategic acquisition gives JD the opportunity for further growth by entering a new and sizeable European market outside of its established bases in the UK and Ireland.' **FT**

### B Find and correct the error in each sentence.

- 46 You shouldn't to ask for a discount.
- 47 We decided outsource the design work to a firm in India.
- 48 Where do you go right now?
- 49 I'm leaving now and I give you a lift if you like.
- 50 I don't know if we will be hire a new sales assistant this quarter.

## WRITING

**A You have received the following e-mail. Write a short letter (50–60 words) to Mr Espen.**

**To:** Len Smothers

**From:** Eva Martens

Dear Len,

I'm in Shanghai. I have an appointment on Thursday morning in Hong Kong with Tomas Espen. I was supposed to send him some drawings ahead of the meeting. They're on my desk. Please could you post them to him and apologise for not sending them earlier? Ask him to call me on my mobile if he wants to talk about them ahead of the meeting. I'm not sure if he's got my number, so could you give it to him, please?

Thanks.

Eva

**B You work for a PR consultancy. You have been asked to write a press release (120–140 words) for Healthy Planet Organic Gardens, a chain of garden centres. Use the notes you made during a recent meeting with the company.**

### Press release

- Going nationwide, with new stores opening this year in Manchester, Edinburgh and Cardiff (London store very successful in first three years)
- Stores educate and inform (gardening great way for kids to learn about the natural world + every store has nature education centre/library)
- London location being expanded: add in-house garden design service using the latest CAD (computer assisted design) software.
- Gardening a family activity; also produces healthy food

## SPEAKING

**You are going to have a speaking test that will last 10 to 15 minutes. The examiner will ask you to spend five minutes preparing the short presentation below. You may make notes during this time if you wish.**

You have been asked to attend a professional conference. While you are there you will give a short presentation about your company/college. The presentation is for people who are thinking of joining the company/attending the college. Prepare to:

- greet the group and introduce yourself.
- explain the activities of the company/college.
- explain the benefits of joining the company/attending the college.
- invite the audience to visit the company/college and explain what visitors see when they tour the company/college.
- be prepared to answer the examiner's questions.

## ANSWER KEY

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### EXIT TEST

#### Listening (10 marks)

1 b / 2 c / 3 a / 4 b / 5 b

6 b / 7 d / 8 a / 9 c / 10 e

#### Reading (10 marks)

11 False / 12 True / 13 False / 14 False / 15 True

16 a / 17 c / 18 c / 19 b / 20 a

#### Skills (10 marks)

21 b / 22 d / 23 e / 24 a / 25 c

26 c / 27 a / 28 e / 29 b / 30 d

#### Vocabulary (10 marks)

31 d / 32 j / 33 i / 34 e / 35 h

36 b / 37 g / 38 f / 39 c / 40 a

#### Language (10 marks)

41 buying

42 is based

43 have continued

44 to perform

45 said

46 You shouldn't ~~to~~ ask for a discount.

47 We decided to outsource the design work to a firm in India.

48 Where ~~do you go~~ are you going right now?

49 I'm leaving now and I'll give you a lift if you like.

50 I don't know if we will ~~be~~ hire a new sales assistant this quarter.

#### Writing (20 marks in total; 10 marks each)

See page 44 for Examiner's guidelines.

**A**

Dear Mr Espen,

I am sending you the drawings you will need for your meeting on Thursday with Eva Martens. I would like to apologise for the delay in sending these to you. Please do not hesitate to contact Eva on +44 7739 990110 if you want to talk about the drawings ahead of the meeting.

Yours sincerely

**B**

For: Gardening editors, DIY press, national press

Release date: 0 March

**Subject: Healthy Planet Organic Gardens go nationwide**

After three years of great success in London, Healthy Planet Organic Gardens, the garden centre chain, is going nationwide. This year, they will open new stores in Manchester, Edinburgh and Cardiff.

Healthy Planet isn't just about selling plants. With its nature education centre and library, every Healthy Planet store is designed to educate and inform about gardening and about the natural world.

In addition, the London store is being expanded to include an in-house garden design service using the latest computer assisted design software.

Gardening can be a fun, healthy, outdoor family activity that also puts healthy food on the table.

For more information, contact: Bill Spinks, Good PR

bills@goodpr.com

**speaking (10 marks)**

*See Examiner's guidelines.*

## EXIT TEST

### Track 8

I'm American but I work for a British bank with offices all over the world. I started my career in New York City. I was always interested to hear the stories of my colleagues who had worked in places such as China and Brazil, with cultures that seemed very different from my own. Of course they always talked about the culture shock: different ideas about time and formality, food that they never expected to eat and, of course, language difficulties.

When I was transferred from New York to the London office, I thought 'Oh, they speak English here, so culture shock won't be an issue.' Now I know differently. I haven't had any big problems or big misunderstandings but, every day, I have to stop and think and process new information. Dealing with small differences all day long, every day, can be very tiring.

For example, of course the signs are in English but it's almost always a different kind of English for me. In a park near my house, a sign says 'The pigeons are a nuisance and a health hazard. Please do not feed them.' In the States, it would say 'Don't feed the birds' or 'No feeding birds'.

Another difference is food. People always say the food in Britain is bad but that's not true. Maybe it was true 30 years ago but not now. But I do think some of the food names are funny or just hard to understand. We don't have 'digestive biscuits' in America. And I still don't know what 'toad-in-the-hole' is! The food usually tastes good but often it's just not the same as the food I have at home in the States.

As for language, no one here has any trouble understanding me, because they've all seen American movies - er, films. But often, I talk with people who have an accent I've never heard before. It isn't that I don't understand them at all but often the words they use are unfamiliar and their grammar just seems different. I often have to ask them to repeat what they said.

The last big one for me is getting used to driving on the left-hand side of the road. At first, I always looked the wrong way when crossing the road on foot. When I finally was brave enough to try driving, it felt almost natural at first but then I would suddenly feel panic that I was driving on the wrong side of the road. I'm still not completely comfortable with that but it's getting easier.

I've been here for two years now, and I'll probably stay another three. After that, when I go back to the States, I'll probably go through culture shock all over again!

### Track 9

#### CONVERSATION 1

**A** I'm calling because I'll be in Madrid next week and I'd like to see you.

**B** Oh, great. What day would suit you?

**A** How about Tuesday?

**B** Tuesday? Sure. What time?

**A** Shall I come to your office at ten o'clock?

**B** Ten? Sure. See you then.

#### CONVERSATION 2

**A** Hi. I'm Abdullah Fawaz. Nice to meet you.

**B** Nice to meet you, too. I'm Peter Marshall. Call me Pete.

**A** Are you with Cemex?

**B** Yes, that's right. Were you at my presentation yesterday?

**A** Yes, I was. It was really good.

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### CONVERSATION 3

**A** My name's Taro Noda. I'm calling about your advertisement in the *Straits Times* for a translator and I was wondering if you could give me a little more information.

**B** Sure. What do you need to know?

**A** Is it too late to apply? I only saw last weekend's paper today.

**B** No, you're not too late.

### CONVERSATION 4

**A** We need 10,000 by next Monday.

**B** Next Monday? You can have 5,000 next Monday and 5,000 a week later.

**A** What if I found another supplier?

**B** Well, you can try. Look. How about 7,000 next Monday and 3,000 on the Friday after that?

### CONVERSATION 5

**A** There are two ways we can deal with this. Either we could make an appointment and go to his office and talk about the expense claims or, alternatively, we ask Human Resources to look into it.

**B** Well, I think we should talk to him. He may lose his job over this, you know.

**A** I know.

**B** OK, I'll call him and tell him we want to see him.