

Entry Test

LISTENING

A Listen to a telephone conversation. Choose the best answer - a, b or c - to the questions below. You will hear the conversation twice.

Track 1

0 What time of day is it?

- a)** morning **b)** afternoon **c)** evening

1 Who is the caller?

- a)** Anna Klein **b)** John Morgan **c)** Eva Schilling

2 What is the caller's company?

- a)** DHM **b)** LDL Consulting **c)** Morgan Consulting

3 What time was the appointment for?

- a)** Two o'clock **b)** Three o'clock **c)** Five o'clock

4 What has it been changed to?

- a)** Five thirty today **b)** Eight o'clock tomorrow **c)** Nine o'clock tomorrow

5 How can the caller be reached?

- a)** On their mobile **b)** At their hotel **c)** At their office

6 What is the final part of the caller's message?

- a)** They're worried. **b)** They'll hurry. **c)** They're sorry.

SKILLS

A Complete the conversation with the best responses (a-f).

a) Thanks for the invitation. I'll work on the presentation until eight and then join you for dinner.

b) I'm going to finish the PowerPoint for tomorrow's presentation.

c) It's kind of you to ask but I don't think so. I love my job!

d) Well, yes. But I think I can make it better.

e) What time are you going?

f) Great, thanks.

A Stuart, how's it going?

B _____⁰

A What are you planning this evening?

B _____⁷

A I thought you'd already finished it.

B _____⁸

A That may be true. But it would be good for you to relax a little, too. Aren't you working too hard?

B _____⁹

A Well, Joe and I are going to dinner tonight with some people from Telesponix. Would you join us?

B _____¹⁰

A We're meeting in the hotel lobby at eight o'clock.

B _____¹¹

B Put the sentences into a logical order to make a voicemail message. The first one has been done for you.

- a) Hi, Joe, this is Sam.
- b) I'd like to add two things to the order.
- c) We also need one case of A4 note pads, your part number 89-0093.
- d) I'm ringing about my order, number 2179.
- e) We need 200 conference badges, your part number 79-0098.
- f) Speak to you soon!
- g) Give me a call if there's a problem or you don't have those things.
- h) If I don't hear from you, I'll assume everything's OK.

0 _____^a 15 _____

12 _____ 16 _____

13 _____ 17 _____

14 _____ 18 _____



VOCABULARY

A Correct one wrong word in each sentence.

- 19 We interviewed more than 2,500 customs at our London shop.
- 20 Can you help organisation the conference next week?
- 21 We give every new employee six months of on-the-job train.
- 22 We product most of our components in the Asia Pacific region.
- 23 We've invited the team from EBS to meeting with us in Madrid next week.

B Complete the sentences with the words (a–h).

- a) line manager
- b) trainer
- c) trainee
- d) customer
- e) colleague
- f) CEO
- g) employee
- h) manufacturer

- 0 A b came to our company to teach us new skills.
- 24 The person who directly supervises me is my .
- 25 I learned my job when I was a during my first year.
- 26 I own a small business with only one , who helps with office work.
- 27 The is the highest-ranking person in my company.
- 28 My company is a of electrical goods.
- 29 I share my office with one and we work together on a lot of projects.
- 30 My company's biggest is the car-maker BMW.

READING

A Read texts a) to e) from the *Financial Times* and match them to the types of business (31–35).

31 Consumer goods and retailing _____

32 Travel and leisure _____

33 Agriculture and construction _____

34 Telecommunications _____

35 Drink and food _____

a)

Oriental Land Company manages and develops theme parks. The company also has retail businesses and manages entertainment and leisure facilities. The company primarily operates in Japan. It is headquartered in Chiba, Japan, and employs 2,193 people. **FT**

b)

Heineken brews and sells more than 170 beers, including *Heineken*, *Amstel*, *Cruzcampo*, *Tiger*, *Zywiec*, *Birra Moretti*, *Ochota*, *Murphy's* and *Star*. It operates in Europe, the Americas, Africa, the Middle East and Asia Pacific. It is headquartered in Amsterdam, the Netherlands and employs about 54,000 people. **FT**

c)

Revlon produces, markets and sells cosmetics, skin-care products, fragrance and personal-care products. The company's products are sold in over 100 countries across six continents. It is headquartered in New York City, New York, and employs about 5,600 people. **FT**

d)

IOI Corporation Berhad is a diversified group that grows oil palm, produces rubber and is engaged in property development and investment, landscaping services and general contracting. The group has manufacturing facilities in the Netherlands, the US, Malaysia and Egypt and sales offices in eight other countries including China. The group primarily operates in Malaysia. It is headquartered in Putrajaya, Malaysia, and employs around 27,330 people. **FT**

e)

JDS Uniphase Corporation manufactures and markets optical products for communications, commercial and consumer applications. The company offers test and measurement systems and services for telecommunications service providers, cable operators and network equipment manufacturers. The company primarily operates in the US, Europe and Asia Pacific. It is headquartered in Milpitas, California, and employs about 7,000 people worldwide. **FT**

B Now decide if these statements are true or false.

36 Oriental Land Company has more employees than Revlon.

37 Heineken produces more than 200 beers.

38 Revlon products are sold worldwide.

39 IOI Corporation Berhad's main operations are in Malaysia.

40 JDS Uniphase Corporation is based in Mexico.

LANGUAGE

A Complete the e-mail with the appropriate phrases a–e.

a) give you a call

b) launch our new line

c) like to meet

d) make a plan

e) missed your call

To: Alicia Innes

Subject: Your call

Hi Alicia,

Sorry I _____⁴¹ yesterday. I've been out of the office all week on a product training course. We _____⁴² next month in Antwerp, so everyone's really busy.

Your message said you'd _____⁴³ for dinner next weekend. That sounds like a great idea. I'll _____⁴⁴ this evening and we can _____⁴⁵ about where to meet.

Best wishes,

Pat

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

46 2007 I've since been here working

47 training a new we're programme developing

48 I'm to the office Stuttgart going visit

49 were redundant made people three

50 6:30 the take always I train

WRITING

A You want to meet a colleague from one of your company's other branches. Write an e-mail of 40–50 words. Include the following points.

- You want to meet to discuss the Spain project
- Invite your colleague to come to your office
- Suggest a date and time

B Read the advert below and write a letter of application. Write 120–140 words. Remember to cover all the points in the advert.

Jobsnews, 5 January

Wanted: Market researcher

This could be the best job in the world! A travel holiday company needs researchers. We will pay you to visit resorts and hotels and to write reports about their products and services. If you think this is the job for you, write to us at the address below, telling us about:

- your education
- your work experience
- languages you have studied or can speak
- reasons why you would like to have this job.

SPEAKING

You will have a ten-minute speaking test. You have five minutes to prepare. the examiner will ask you a few questions about yourself. Answer the questions as fully as possible. remember to cover the following.

- Greet the examiner and introduce yourself.
- Be prepared to answer questions about yourself, your work or study, your free-time activities, etc.
- Tell the examiner what your ideal job is and why. Speak about factors such as the salary, location, responsibilities, etc.

ANSWER KEY

ENTRY TEST

Listening (6 marks)

1 b / 2 b / 3 b / 4 c / 5 a / 6 c

Skills (12 marks)

7 b / 8 d / 9 c / 10 e / 11 a / 12 d / 13 b / 14 e

15 c / 16 g / 17 h / 18 f

Vocabulary (12 marks)

19 interviewed more than 2,500 ~~customers~~ *customers* at our London shop.

20 you help ~~organisation~~ *organise* the conference next week?

21 We give every new employee six months of on-the-job ~~train~~ *training*.

22 We ~~product~~ *produce* most of our components in the Asia Pacific region.

23 We've invited the team from EBS to ~~meeting~~ *meet* with us in Madrid next week.

24 a / 25 c / 26 g / 27 f / 28 h / 29 e / 30 d

Reading (10 marks)

31 c / 32 a / 33 d / 34 e / 35 b

36 False / 37 False / 38 True / 39 True / 40 False

Language (10 marks)

41 e / 42 b / 43 c / 44 a / 45 d

46 I've been working here since 2007.

47 We're developing a new training programme.

48 I'm going to visit the Stuttgart office.

49 Three people were made redundant.

50 I always take the 6:30 train.

Writing (20 marks in total; 10 marks each)

See page 44 for Examiner's guidelines.

A

Dear (name)

I'm writing because we need to meet to discuss the Spain project. Would you like to come to my office for a meeting?

Friday, 28 July at two o'clock would be good for me. Is that good for you?

I look forward to seeing you.

B

Dear Sir/Madam

Re: Application for market researcher job

I am writing to apply for the job of market researcher, as advertised in Jobsnews on 5 January. I have a bachelor's degree in business studies and I have worked in an advertising agency for two years. I speak Spanish as my first language and I am proficient in French and English.

I would like to have the job of market researcher because it is the most important job in any business. If we make products and services but we don't understand who will buy them, our work is useless. I enjoy meeting people and I am a good listener, too. This is the perfect combination for talking with customers in the marketplace and learning about their likes and dislikes.

I look forward to hearing from you.

Yours faithfully,

Speaking (10 marks)

See Examiner's guidelines.

Audio scripts

ENTRY TEST

Track 1

(AK = Anna Klein, JM = John Morgan)

AK Good morning, DHM, Anna Klein speaking. How may I help you?

JM I'd like to speak with Eva Schilling, please, extension 4430.

AK Thank you. Who's calling, please?

JM John Morgan, LDL Consulting.

AK Thank you. I'm putting you through.

Hello? I'm afraid she's not answering her phone at the moment. Can I take a message?

JM Yes, please. I'm John Morgan - M-O-R-G-A-N - calling from LDL Consulting. I've got an appointment with Ms Schilling this afternoon at three o'clock but I'm afraid I'm going to have to change it. My flight's been delayed by about two hours so I won't be able to make it until five o'clock. Or we may need to reschedule for tomorrow.

AK OK, Mr Morgan. So you won't be at our offices before ... what time? Four?

JM Five o'clock today. Or we can reschedule for tomorrow.

AK OK. I know she has to leave at five-thirty today, so let's make it first thing tomorrow. Nine o'clock? Is there a number where Ms Schilling can reach you?

JM She can leave a message on my mobile. 07740-789-476.

AK 07740-789-476.

JM That's it. And can you tell her I'm sorry about the delay?

AK OK, I'll give her the message.