

Entry test

LISTENING

A Listen to a telephone conversation between Noemi Scrivener and Michio Yamada. Choose the best answer – a, b or c – to the questions.

Track 1

- 0 How does Noemi begin the conversation?
- a) She asks Michio how he is.
 - b) She asks to speak to Michio.
 - c) She asks Michio who he is.
- 1 What did Noemi do earlier this week?
- a) She e-mailed Michio some questions about the contract.
 - b) She posted the contract to Michio.
 - c) She spoke with Michio on the phone about the contract.
- 2 What does Michio say about the contract?
- a) He received it earlier this week.
 - b) He received it this morning.
 - c) He received it yesterday.
- 3 What has Michio done with the contract?
- a) He's signed it.
 - b) He's posted it back to Noemi.
 - c) He's copied it.
- 4 What's going to happen on 15th March?
- a) Noemi is going to Japan.
 - b) Michio is going to Hungary.
 - c) Noemi will send a schedule to Michio.

Name _____

Class _____

5 How long will Michio stay in Hungary?

- a) Three days
- b) Three weeks
- c) Three months

B Listen to a conversation with Noemi, Michio and Maria Slater. Decide whether the statements are true or false.

Track 2

- 0 Michio has just arrived in Hungary. *True*
- 6 Noemi asks Michio about his journey.
- 7 This is the first time he has seen Noemi face-to-face.
- 8 Michio has met Maria before.
- 9 They're going to take a taxi to Michio's hotel.
- 10 Michio is ready for some rest.

VOCABULARY

A Complete the sentences with the words in the box.

casual	expensive	flexible	hard-working	online	part-time
punctual	warm				

- 0 Peter is extremely hard-working. He's the first to arrive in the office and the last to leave.
- 11 Business class airline seats are _____ but they're very comfortable.
- 12 I'm working _____ in an advertising agency. I work on Mondays, Tuesdays and Fridays.
- 13 On Fridays, we wear _____ clothes to the office. Everyone feels more relaxed on that day.
- 14 The starting time of my work day is _____. I can start any time between 7 o'clock and 9 o'clock as long as I work eight hours.
- 15 After my company redesigned its website, _____ sales increased dramatically.
- 16 The weather is _____ today so I didn't wear a tie.
- 17 Jenna is never late – she's very _____.

B Match the words with the definitions.

0	a calendar	_____ <i>i</i> _____
18	an agenda	_____
19	a bill	_____
20	an invoice	_____
21	a memo	_____
22	a receipt	_____
23	a report	_____
24	a guarantee	_____
25	a CV	_____

- a) another name for a bill – a written list showing how much you have to pay
- b) a piece of writing that considers or explains a particular subject
- c) a list of subjects to be discussed at a meeting
- d) a written document giving your education and past employment
- e) a formal written promise to repair or replace a product without charging
- f) another name for an invoice – a written list showing how much you have to pay
- g) a written statement showing that you have received money
- h) a short official note to another person in your company
- i) pages which show the days, weeks and months of a particular year

LANGUAGE**A Choose the best words to complete the conversation.**

- Gregor (0)(Hello/ I'm here), IT Support, Gregor Hass (26)(speaks / speaking). May I help you?
- Julia Hi, Gregor. (27)(This is / This) Julia López in the Marketing Department. (28)(I'm having / I've) some problems with my computer today.
- Gregor OK, I'll try to help. (29)(May / Can) you tell me exactly what's wrong?
- Julia Sure. The computer (30)(is working / works) very, very slowly.
- Gregor Did you (31)(had / have) any problems yesterday?
- Julia No. (32)(It's / It was) fine yesterday.
- Gregor (33)(Did / Have) you tried restarting it?
- Julia No, not yet.
- Gregor Try that, then call me back.
- Julia OK. Thanks!

B Match the sentence beginnings with the endings.

0 I don't *h*

34 We're going to

35 Trevor went to

36 Hector thinks we

37 There are

38 We've

39 I can't

40 Dean is more experienced

- a) the sales conference in Shanghai last month.
- b) three people waiting to see you, Ms Carlson.
- c) got a new printer in our office.
- d) open a new office in Singapore next year.
- e) come to next week's meeting because I'm going to be on holiday.
- f) than Elizabeth.
- g) should do more market research.
- h) have David's e-mail address.

SKILLS**A Choose the best phrases to complete the conversations.**

- a) Hello
- b) How about you
- c) How are you
- d) Pleased to meet you
- e) What are you working on
- f) Where are you from

Conversation 1

Agnes (0) _____ *Hello* _____, Dmitri.

Dmitri Hello, Agnes. (41) _____ ?

Agnes Very well, thanks. (42) _____ ?

Dmitri I'm fine, thanks. We're very busy at the office!

Agnes (43) _____ ?

Dmitri A new advertising campaign for a big soft drinks company.

Conversation 2

Walid My name's Walid Al Omran.

Dieter (44) _____, Walid. My name's Dieter Mann.

Walid (45) _____, Dieter?

Dieter I'm from Switzerland.

B Match the sentences from telephone conversations with the responses.

0 May I have your number, please? *f*

46 Could I speak to Miss Kawasaki, please?

47 Can I take a message?

48 Good morning. How can I help you?

49 Could you spell that, please?

50 Could I ask who's calling?

a) Could you ask her to call me back?

b) My name's Wood. Dave Wood.

c) I'll put you through.

d) Sure. It's H double E L. *Heel*.

e) I'd like to speak with Pietro Lonza, please.

f) Yes, it's 790 009.

READING

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

- 0 According to the article, tipping can cause stress. *True*
- 51 Jodi Smith recommends always leaving a tip.
- 52 According to the article, in some countries leaving a tip can cause bad feelings.
- 53 The article says you should always tip a concierge.
- 54 In a hotel, you should leave a tip every day.
- 55 In a restaurant, the tip may be included in the bill. You need to check this.

Business traveller: To tip or not to tip

By Rhymer Rigby

The question of whether to tip and how much can cause business travellers a lot of worry, especially when they're with clients. So what are the tips for tipping?

'Tipping is highly country-specific,' says Jodi Smith, president of Boston-based Mannersmith Etiquette Consulting. 'So read up before you leave.' On the one hand, she says, the US is the biggest tipping country in the world and tips that would seem generous elsewhere can seem too small there. But on the other, in some places, tipping is an absolute no. 'In certain cultures it's highly insulting and implies that the person isn't doing their job well.'

If you are visiting a country where tips are widely expected, you should carry a range of low-value notes with you. This will make tipping quick and easy.

There are plenty of resources for business travellers such as the book *Kiss, Bow or Shake Hands* and websites such as www.tipping.org. There's even a smartphone application called Geotipper. If you're offline, the concierge in your hotel should be able to advise you.

Hotel etiquette

When it comes to the maid or room service in hotels, Ms Smith says you should tip every day as 'you never know when the maid service begins and ends. This way the person who actually

does the work gets the tip.'

Entertaining clients

If you are entertaining in restaurants, Ms Smith says that you should leave the table when you pay the bill. You should arrange this with the restaurant beforehand. This way you can check whether or not the tip is included.

Just ask for help

If you have no idea whether or not a tip is expected, Ms Smith says you can always ask the person providing the service. Besides, even in the US, there are some places (pre-paid car service, no-tip hotels) where a tip is not expected.



B Read the article again. Choose the best options to complete the sentences.

0 Business travellers are often even more uncomfortable about tipping when they

_____ .

- a) are with clients
- b) are in their own country
- c) are behind schedule

56 Jodi Smith recommends _____ a country before you go there.

- a) reading about
- b) phoning
- c) getting the correct money for

57 Smith says that people _____ in the US than in any other country.

- a) work harder
- b) travel less
- c) tip more

58 In a place where people expect tips, you should carry _____ .

- a) a book on tipping
- b) correct money for tips
- c) large notes

59 In a hotel, you want the tip to go to _____ .

- a) the worker
- b) the hotel management
- c) the kitchen

60 According to the article, you can always ask _____ about tips.

- a) any local person
- b) your boss
- c) a service person

WRITING

Suresh Kumar is an area manager in your company. He works in another city but is planning a short visit to your office next week. Look at the notes. Give him the information you have. Ask for the information you don't have. Write 50–60 words.

Mr Kumar's arrival: Monday

Flight number and time (so we can meet him at the airport)?

Hotel: Central Plaza

Wednesday: Mr Kumar departs. Time?

SPEAKING

You will have a five-minute speaking test. You have five minutes to prepare. The examiner will ask you some questions about yourself. Answer the questions as fully as you can.

The questions are about:

- your home town
- your work or studies
- special interests or hobbies
- why you want to learn English.

Audio script

ENTRY TEST

Track 1

Michio Michio Yamada.

Noemi Hello, Michio. It's Noemi. How are you?

Michio Fine, thanks, Noemi. How about you?

Noemi Fine, thanks. I posted the contract to you earlier this week. Have you received it?

Michio Yes, it arrived yesterday.

Noemi Good, good.

Michio And I've already signed it. I'll post it back to you tomorrow.

Noemi Great. I look forward to receiving it. Have you scheduled your next visit to Hungary?

Michio Yes, I'm planning to be there in three weeks. I arrive on the 15th of March.

Noemi The 15th of March. Good. How long can you stay?

Michio I can stay for three days.

Noemi That's enough time for a team meeting.

Track 2

Noemi Michio, welcome to Hungary. How was your flight?

Michio It was fine, thanks, Noemi. And it's good to see you again!

Noemi Michio, this is Maria Slater. She's in charge of our Marketing Department.

Michio Good to meet you, Ms Slater.

Maria Good to meet you, Mr Yamada.

Noemi I've got a company car waiting. We'll take you to your hotel.

Michio Great. I'm pretty tired! I didn't sleep on the flight.