

Progress test 4 (Units 10–12)

LISTENING

Track 7

A Listen to a phone conversation between Susan, a customer, and Martin, a customer service representative. Choose the correct word(s) to complete each sentence.

- 1 Susan has a problem with her (home / mobile) telephone.
- 2 Susan is a (long-time / new) customer of Martin's company.
- 3 Susan says the engineer (repaired / caused) the problem.
- 4 Martin asks Susan to explain what (happened / made her angry).
- 5 The problem is that one of her telephones (is missing / doesn't work).
- 6 Martin wants to (clarify / summarise) that the engineer left without repairing the phone.
- 7 The engineer told Susan she needed (to schedule another visit / write a letter of complaint).
- 8 Martin (shows / doesn't show) empathy.
- 9 Martin (doesn't understand / understands) the problem very well.
- 10 Martin (will / won't) try to solve the problem today.

VOCABULARY

A Complete the sentences with the words in the box.

action bid bottom buck damage mile press stake straw venture

- 11 I'm not going to pass the I intend to take responsibility for my actions.
- 12 His rude remarks are the last I simply can't work with him any more.
- 13 Not only did he get the work in on time, he went the extra and delivered it by hand.
- 14 We need to get to the of why the G-225 keeps breaking down.
- 15 We have to hold a conference and explain what's going on.
- 16 At this point, we just need to do limitation and not let the situation get any worse!
- 17 If they decide to take legal, we're going to have a big problem.
- 18 MPPC has launched a takeover for Pierpont Ripley and Company.
- 19 The two French companies have set up a joint in Vietnam.
- 20 We've just bought a 50% is Laovitech Group.

READING

A Read the article.

Learning from crime

In a non-descript room in the Ecole Militaire, a military training centre in Paris, a team of six men and a woman sit in intense discussion. As their company's crisis management team, they have been informed that 10 colleagues, including their chief executive, have been kidnapped at the opening ceremony of a production plant in Colombia. Within seconds, the company's security chief in Bogota is on the phone; "It looks like it could be the Farc [the Marxist Colombian rebel group]. It's a hell of a mess here." For the next half hour the seven discuss options and make plans, while answering calls from within the company as well as from the French authorities, the media and anxious customers. Then Bogota calls again with the news they feared. "We had a call from a guy calling himself José. He says the Farc are detaining the hostages and they want \$6m ransom."

Fortunately, the kidnapping is an exercise and the seven are all students – although they have considerable management experience – in the first intake of a one-year criminal risk management programme designed by Edhec, the French business school with campuses in Nice, Paris and Lille. "They are all so into it. And some of

these people have already worked in crisis situations. I'm amazed myself [at the involvement]," says Bertrand Monnet, head of Edhec's research centre into criminal risk management and the professor behind the programme.

Nicolas Krmic, a security manager with Acergy, an equipment supplier to the oil and gas industry, faces threats including kidnapping, data theft and armed robbery on a daily basis in his work in Nigeria and other African states. "Security did not use to be a [core] business topic for most companies. But we have to understand that to win business you must deal with it. And if you prove reliable, clients will want to deal with you again." This dovetails with the thinking at Edhec. "This is not only about crisis management, but about risk management as a whole. It's not just another add-on, it's a whole philosophy which we apply from our financial research centre to the programmes in the teaching rooms. This is a strategic option for our school, for students at all levels," says Pierre-Guy Hourquet, dean of executive programmes.

Reactions from the pioneer students are very positive. Pierre-Yves Arnaud,

a security consultant, has worked in the field with oil companies in Nigeria and Chad. In spite of such a wealth of practical experience, he says the programme has given him a better analytical understanding of risk and "a methodology to apply in any situation" for assessment. "I should have started [my career] with this," he says. He says he now better understands what he calls "the strategic importance of communications" in a crisis. "Whether you technically succeed or not, if you have a good communication with media, you will 'win' the case," he says.

The security services also value co-operation with the school. "When we mount an operation, for example, to release hostages, it is to our advantage that that top management in companies know us a little bit and understand what we do and how we work. This is why we work with Edhec," says Lieutenant-Colonel Franck Chaix, commander of the Intervention Force of the GIGN, the French anti-terrorist unit.



B Choose the best word or phrase, a, b or c, to complete the sentences.

21 In the first paragraph, the seven people are a crisis situation.

- a) analysing b) writing a press release about c) inventing

22 The crisis is

- a) an explosion at a plant b) a terrorist attack c) a kidnapping

23 The seven people are taking a course.

- a) college students b) experienced managers c) security guards

24 The people discussing the crisis

- a) are very serious about it b) are not interested in it c) don't know it's practice

25 The Edhec criminal risk management course lasts

- a) one week b) one month c) one year

26 Bertrand Monnet is

- a) a security manager b) a professor c) a student at Edhec

27 Acergy is company.

- a) a security b) an equipment supply c) a consulting

28 Nicolas Krmic

- a) used to be a business student b) teaches at Edhec c) manages crises every day

29 Krmic says that security a core business topic.

- a) has become b) has always been c) may never be

30 Risk management involves crises.

- a) releasing information about b) predicting and preparing for c) always avoiding

31 Pierre-Guy Hourquet says that risk management and crisis management

- a) should be treated as separate, special fields
- b) should be included as part of business philosophy
- c) is very difficult to master

32 Pierre-Yves Arnaud the Edhec course.

- a) has taken
- b) may enrol in
- c) doesn't approve of

33 Arnaud practical experience in crisis management.

- a) has a lot of
- b) wants to get more
- c) has very little

34 Arnaud says that is one of the most important parts of crisis management.

- a) ability to work under stress
- b) contingency planning
- c) good media communications

35 The security services think the training at Edhec is for managers.

- a) dangerous
- b) confusing
- c) useful

SKILLS

A Tom Adams is a spokesperson for an oil company. He's giving a press conference. Complete the sentences with the words and phrases (a–i).

- a) you saying that
- b) you be more specific
- c) happened
- d) answer it this way
- e) an interesting question
- f) not sure I know the answer
- g) anyone like to ask
- h) are we doing
- i) can you expect

Tom: OK, welcome to the press conference. I'm here tonight to tell you about the accident we've had at South Beach, and to tell you what we're doing about it. I'll tell you what happened, what we're doing now and what you can expect to happen in the next week.
OK, what³⁶? At two o'clock this morning, an oil tanker, the *Southern Sun*, hit rocks near South Beach in a storm. The tanker was damaged. There is some oil leaking into the sea.
Right, what³⁷ about it? We already have more than 100 people working in the area. We've used special equipment to stop the oil from coming on to the beach.
What³⁸ in the next week? We will take the boat off the rocks, probably as soon as tonight. We will skim most of the oil off the surface of the water. We will be prepared to clean up any oil that reaches the beach very, very quickly. Would³⁹ any questions?
Reporter 1: You said there's *some* oil leaking into the sea. Could⁴⁰?
Tom: Sorry, I'm⁴¹ to that one.
Reporter 2: Are⁴² you don't know how much oil is in the water?
Tom: That's⁴³. Let me⁴⁴. We know how much oil was in the tanker yesterday. Tonight, we will know exactly how much has spilled.

B Match the sentences (45–50) with a response (a–f).

- 45 We're aiming for 100% reliability.
46 We've had a 100% increase in sales this quarter over last quarter.
47 It was kind of funny. We had food for 20 people, but 100 came to the reception!
48 I think I have a good idea about things.
49 Ian is 20 minutes late! I feel really angry!
50 Excuse me, I have a question.

- a) How did you deal with it?
b) 100%? Do you think you can do that?
c) How can I help?
d) Could you be more specific?
e) So you're saying that sales have doubled?
f) I'm not surprised you're upset.

LANGUAGE

A Choose the correct form of the verb in brackets to complete the sentences.

- 51 The company stopped (produce) cigarettes in 1995, but they still manufacture candy.
52 When my computer broke, I tried (speak) to someone in technical support, but I couldn't get through.
53 I regret (tell) Joe that I was unhappy at work. He told my boss what I'd said!
54 Mr Pile became a successful investor by carefully (watch) other traders and learning from their mistakes.
55 I didn't remember (switch off) my computer when I left the office, so it was on all weekend.

B Choose the correct words to complete each sentence.

- 56 If you (will have / have) time, come and see me.
57 If they make their target, (they'll / they would) have a big party.
58 If we (will give / gave) them a 25 % discount, they'd double their order.
59 If I'd understood how serious the problem was, I (wouldn't have gone / didn't go) on holiday.
60 If I (am / were) you, I'd tell Dirk that he should do his own research.

C Complete the sentences with the words in the box.

be working going to work may work the work will work

- 61 I for another three years before I'm promoted.
62 We'll in our new offices next January.
63 We're on improving our image next season.
64 It's highly likely that Bev from home as of next month.
65 There's no chance of finishing this week.

WRITING

A You work in the public relations office of a large chemical manufacturing firm. There has been an accident at one of your factories. Use the information below and write a press release of 200–250 words for the news media. Include the following points:

- A header that makes clear who it comes from, what the subject is and which part of the press it is aimed at.
- A subject line.
- At the end, date, title, 'addressed to', and author.

Acomb Chemicals

Tuesday 5 July

- *explosion and fire at Hawley Factory (paint factory) under control*
- *about 4:00 this morning: explosion and fire*
- *workers activated fire alarm*
- *fire brigade arrived w/in ten minutes*
- *firemen put the fire out by 5:00*
- *two workers - hospital (difficulty breathing) but no other injuries*
- *no houses near the fire*
- *roads in area closed while company tests the air quality*
- *workers in the factory at the time have been checked by doctors - home (no problems found)*
- *employees who would have started their shift at 9:00 told stay home today while the factory made safe*
- *cause being investigated*
- *not considered suspicious*
- *does not appear as though any dangerous chemicals involved*
- *workers followed the correct procedures to the letter*
- *fire brigade confirmed workers' quick response stopped fire spreading, avoiding much bigger problem*
- *More info - acombchem.com - contact Rita Mercer on +44 (0)190-788-322*

Progress test 4 Answer key

LISTENING (10 MARKS)

- 1 home
- 2 new
- 3 caused
- 4 happened
- 5 doesn't work
- 6 clarify
- 7 schedule another visit
- 8 shows
- 9 understands
- 10 will

VOCABULARY (10 MARKS)

- 11 buck
- 12 straw
- 13 mile
- 14 bottom
- 15 press
- 16 damage
- 17 action
- 18 bid
- 19 venture
- 20 stake

READING (15 MARKS)

- 21 a
- 22 c
- 23 b
- 24 a
- 25 c
- 26 b
- 27 b
- 28 c
- 29 a
- 30 b
- 31 b
- 32 a
- 33 a
- 34 c
- 35 c

SKILLS (15 MARKS)

- 36 c
- 37 h
- 38 i
- 39 g
- 40 b
- 41 f
- 42 a
- 43 e
- 44 d

- 45 b
- 46 e
- 47 a
- 48 d
- 49 f
- 50 c

LANGUAGE (15 MARKS)

- 51 producing
- 52 to speak
- 53 telling
- 54 watching
- 55 to switch off
- 56 have
- 57 they'll
- 58 gave
- 59 wouldn't have gone
- 60 were
- 61 may work
- 62 be working
- 63 going to work
- 64 will work
- 65 the work

WRITING (15 MARKS)

See examiner's guidelines

MODEL ANSWER TO WRITING TASK

Explosion and fire at paint factory under control

At about four o'clock on Tuesday 5 July, there was an explosion and fire at Acomb Chemicals Hawley factory. The factory produces paint. Workers at the plant activated the fire alarm, and the fire brigade arrived within ten minutes. The firemen put the fire out by five o'clock. Two workers from the factory were taken to hospital with difficulty breathing. There were no other injuries.

There are no houses near the fire but roads in the area have been closed while the company tests the air quality in the area. All of the workers who were in the factory at the time have been checked by doctors and sent home. No problems have been found among the workers. Employees who would have started their shift at nine o'clock this morning have been told to stay home today while the factory is made safe.

The cause of the fire is being investigated, but at this point it is not considered suspicious. Further, it does not appear as though any dangerous chemicals were involved in the accident.

When the fire broke out, the workers followed the correct procedures to the letter. The fire brigade confirmed that the workers' quick response stopped the fire from spreading, avoiding a much bigger problem.

For additional information on the company, visit our website: acombchem.com or contact Rita Mercer on +44 (0)190-788-322.

Date: 5 July

Title: Explosion and fire at paint factory under control

Addressed to: the press

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Author: (Student's name)

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PEARSON

ALWAYS LEARNING

PROGRESS TEST 4

Track 7 (M = Martin, S = Susan)

- M Customer service. How can I help?
- S Oh, hello. Er ... I'm having a problem with my phone.
- M Oh, I'm sorry to hear that. What's the problem?
- S I've just switched over to your company. Your engineer has just left.
- M Our engineer has just visited your house?
- S Yes, that's right.
- M And what happened?
- S Well, I have two phones in my house. One upstairs, one downstairs.
- M OK ...
- S And this morning, before your engineer arrived to change me over to your service, both phones worked fine.
- M OK ...
- S And now, the upstairs phone doesn't work at all. The downstairs phone is fine, but the upstairs one is dead.
- M Did you tell the engineer about the problem?
- S Well, after he finished his work, I went upstairs to make sure the phone was working. When I came back downstairs, the engineer was already outside in his van. He was in a real rush. He was very rude!
- M So what did you do next?
- S I ran outside and told him that he couldn't go - the upstairs phone didn't work. He broke my phone!
- M Are you saying that he left without repairing your phone?
- S Yes, that's right. He said he had to get to his next job, and that I'd have to phone you to set up another repair visit. I feel really upset about that.
- M I'm not surprised you're upset.
- S I need that upstairs phone! My office is upstairs, and I need the phone for work!
- M OK, so what you're saying is that you asked the engineer to come back inside and check the problem, but he refused?
- S Yes, that's exactly right.
- M OK, listen. I'm going to take some information from you, and we're going to get someone out to look at your phone later today, if you'll be at home.
- S Yes, I'll be at home.
- M OK, could you please confirm that your address is ...