English365 **Unit 1** **Nice to meet you**

1.1

Choose the best word to fill each gap from the alternatives below.

My name is Bruno and I (1) ..... from Portugal. I (2) ..... for a marketing company. I (3) ..... to England every month on business. In my free time I (4) ..... tennis, but I (5) ..... very good at it!

1	A be	B is	C am
2	A work	B working	C works
3	A go	B going	C goes
4	A plays	B play	C playing
5	A am not	B not am	C not be

1.2

Make questions for the following answers.

1 I'm from France. Where .....?

2 I live in Portugal. Where .....?

3 I'm an accountant. What .....?

4 I have two children. .....?

5 I work near Warsaw. Where .....?

1.3

Complete the second half of the conversation with an alternative below.

A Hello. Nice to meet you. My name's Cristina Arconada.

B (1) .....

A So, Petr, do you work here in London?

B (2) .....

A So where are you from?

B (3) .....

A I live in Spain.

B (4) .....

A So you do you know Spain well?

B (5) .....

A I work for SLT.

B (6) .....

A We make mobile phone accessories. Which company do you work for?

B (7) .....

A Really. Is that the electronics company?

B (8) .....

A So do you come to England often?

B (9) .....

A No, this is my first time. Do you like it here?

B (10) .....

a Yes, I do. There is so much to do!
b No, I don't. I'm just here for the conference.
c I come here two or three times a year. Do you?
d Yes it is. I work in the marketing department.
e And what do you do exactly?
f I'm from Poland. And you? Where are you from?
g Really? I went there on business last month.
h No, I don't. I was too busy! Who do you work for?
i Hi, nice to meet you, too. I'm Petr Kozluk.
j I work for Newtech.

Test mark /20

1.1

1 C
2 A
3 A
4 B
5 A

1.2

1 Where are you from?
2 Where do you live?
3 What do you do?
4 Do you have any children?
5 Where do you work?

1.3

1 i
2 b
3 f
4 g
5 h
6 e
7 j
8 d
9 c
10 a

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2.1

Fill the gaps with a preposition.

Example:

I work .....*in*..... accountancy.

1 I work ..... a large company in the US.

2 I'm responsible ..... training.

3 I'm in charge ..... the marketing department.

4 I work ..... Belgium.

5 I work closely ..... my colleagues in Russia.

2.2

Write one word to complete the following sentences. The first letter has been given to help you.

Example: I .....*train*..... people to use computers.

1 When I travel I always *m*..... a lot of people.

2 I work for a large *o*.....

3 I always *d*..... problems with my boss.

4 I usually *c*..... by telephone.

5 I *m*..... a team of six people.

2.3

Complete the dialogue with a word from the box.

bye	put	calling	connecting	
could	moment	just	talk	~~help~~
	for	name		

Good morning. How can I .....*help*..... you?

Hello. (1) ..... I speak to Pierre Chapuis, please?

Who's (2) ..... , please?

My (3) ..... is Stephen Kelly.

Just a (5) ..... , I'll (5) ..... you through.

Thanks.

(6) ..... you now.

Hello, Pierre Chapuis.

Hello, Pierre, it's Stephen. I'm (7) ..... calling to tell you I have finished the report. I'll bring it with me when I visit next week.

Ok, great. Thanks (8) ..... calling.

(9) ..... to you next week. (10) .....

Test mark /20

2.1

1 for
2 for
3 of
4 in
5 with

2.2

1 meet
2 organisation
3 discuss
4 communicate
5 manage

2.3

1 could
2 calling
3 name
4 moment
5 put
6 connecting
7 just
8 for
9 talk
10 bye

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3.1 d

Complete the conversation with the best alternative.

How are you?

.....*Fine*..... thanks, and you? (*healthy/pleasant/fine*)

OK, thanks

(1)..... for lunch? (*ready/prepared/want*)

Yes, good (2)..... (*think/idea/thought*)

Do you have any (3)..... for the weekend? (*plan/intends/plans*)

Yes, I'm (4)..... to see my parents. (*go/going/plan*)

Have a good (5)..... (*spend/experience/time*)

Thanks, I (6)..... (*go/will/have*)

(7)..... you next week. (*see/watch/look*)

(8)..... a good weekend. (*be/have/do*)

3.2

Decide which of the alternatives below (A–G) each speaker is talking about.

Example: *I love football*

I love football	*A*
1 I often play chess at weekends	
2 I hate cleaning	
3 I like ballet	
4 I don't like jazz very much	
5 I prefer non-fiction to novels	
6 We go on holiday with friends every summer	

~~A sports~~ B housework C socialising
D reading E card and board games
F listening to music G culture

3.3

Find the answer to each clue. The first letter has been given.

Example

Smoking is .....

1 Driving too fast is .....

2 Working too much is .....

3 Eating in restaurants every day is .....

4 Walking is very .....

5 Learning English can be .....

6 Listening to music is .....

u	*n*	*h*	*e*	*a*	*l*	*t*	*h*	*y*
d								
s								
e								
h								
d								
r								

Test mark /20

3.1

1 ready
2 idea
3 plans
4 going
5 time
6 will
7 see
8 have

3.2

1 E
2 B
3 G
4 F
5 D
6 C

3.3

dangerous
stressful
expensive
healthy
difficult
relaxing

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4.1

Put the following words in order to make a correct sentence. The verb has been underlined. Put it in the correct form.

Example: Pavel / at six o'clock / get up
Pavel gets up at six o'clock

1 He / have / at half past six / breakfast

2 He / work / start / at half past seven

3 He / always / to work by car / go

4 He / his e-mails / check / in the morning

5 He / drink / at 11 o'clock / a cup of coffee / often

6 He / in the canteen / sometimes / lunch / have

7 He / a meeting / have / in the afternoon / usually

8 He / at six o'clock / work / finish

9 He / often / in the evenings / be tired

10 He / relax / usually / after dinner

11 He / watch TV / rarely / in the evenings

12 He / to bed / at 10 o'clock / go

4.2 Asking questions

In each question there is one word wrong. Choose the wrong word and write the correct one on the right.

Example: How does he goes to work?
How does he (goes) to work? .....*go*.....

1 What time does he starts work? .....

2 How often does you go to Poland? .....

3 When does he finishes work? .....

4 Do she ever walk to work? .....

5 How often are you walk to work? .....

6 What time do you normal start work? .....

7 How often does he work from home? .....

8 Does you like your job? .....

Test mark /20

4.1

1 He has breakfast at half past six.
2 He starts work at half past seven.
3 He always goes to work by car.
4 He checks his e-mails in the morning.
5 He often drinks a cup of coffee at 11 o'clock.
6 He sometimes has lunch in the canteen.
7 He usually has a meeting in the afternoon.
8 He finishes work at six o'clock.
9 He is often tired in the evenings.
10 He usually relaxes after dinner.
11 He rarely watches TV in the evenings.
12 He goes to bed at 10 o'clock.

4.2

1 What time does he starts work?	start
2 How often does you go to Poland?	do
3 When does he finishes work?	finish
4 Do she ever walk to work?	does
5 How often are you walk to work?	do
6 What time do you normal start work?	normally
7 How often does he works from home?	work
8 Does you like your job?	do

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5.1

Fill the gaps with a word formed from the one in brackets.

Example:

She is a human resource .....officer..... (office)

1 Our main ..... is a company called Stenia. (supply)

2 We use advertising ..... to give us ideas for campaigns. (consult)

3 Danat, a Danish company, is our main ..... (compete)

4 A lot of our ..... live in the USA. (custom)

5 The company has over 300 ..... (employ)

5.2

Fill the gaps with a preposition.

Example:

Sandra looks .....at..... the company reports.

1 I work ..... a large company in Boston, USA.

2 The chief buyer looks ..... new suppliers.

3 The customer service department looks ..... the customers.

4 Mark talks ..... his boss every day.

5 I deal ..... problems the company has.

5.3

Choose the best word in the brackets to complete the following sentences:

Example: Could you .....spell..... that, please?
(*pronounce/spelling/spell*)

1 ..... I speak to Mr. Smith?
(*could/would/might*)

2 I'm ..... he's in a meeting
(*unfortunately/afraid/apologise*)

3 Could you ask him to call me ..... ? (*return/back/round*)

4 Can I ..... a message?
(*make/take/do*)

5 Could I ..... your name and number? (*ask/have/hear*)

6 I'll make sure he ..... the message. (*gets/listens/has*)

7 I'll ..... back later.
(*telephone/call/dial*)

8 Could you ..... that?
(*repeat/again/repeated*)

9 Did you ..... p or b? (*speak/tell/say*)

10 ..... that's 01904 567456.
(*then/so/if*)

Test mark /20

5.1

1 supplier
2 consultants
3 competitor
4 customers
5 employees

5.2

1 for
2 for
3 after
4 to
5 with

5.3

1 could
2 afraid
3 back
4 take
5 have
6 gets
7 call
8 repeat
9 say
10 so

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6.1

Write one word to complete the following conversation. The first letter has been given to help you.

Example:

B: I'm just *looking.*

A: Hello, *c*..... I help you?

B: Yes, please. I'm looking for a pair of black Levi's.

A: Ok, well we have these here.

B: Can I *t*..... them on?

A: Sure, the changing rooms are over there.

A: How are they?

B: A *b*..... big. Have you got anything smaller?

A: Sorry, that's all we've got.

B: Ok I think I'll *l*..... it then.

B: *E*..... me, how *m*..... are these?

A: £45.

B: Ok, I'll *t*..... them.

A: How would you like to pay?

B: *B*..... credit card

A: Right, just *s*..... here, please.

B: Thanks

A: Here's your card and your *r*.....

6.2

Choose the best word to fill each gap from the alternatives below.

Example:

His apartment is .....B..... a small street.

A at B in C inside

Jacques Camara lives (1)..... a small town (2)..... the coast (3)..... the north of France, about 15km (4)..... Caen. He doesn't live far (5)..... where he works. His office is just (6)..... Caen.

1	A in	B at	C on
2	A at	B on	C in
3	A at	B on	C in
4	A far	B from	C near
5	A of	B from	C by
6	A outside	B inside	C by

6.3

Choose the best verb in the brackets to complete the following sentences.

Example:

It's possible to .....walk..... there in 10 minutes. (walk/catch/travel)

1 It ..... about 40 minutes to drive to Caen. (takes/lasts/gives)

2 I often ..... to Paris by train. (catch/take/go)

3 We can ..... to the island by boat. (get/catch/take)

4 I often ..... the bus home. (catch/go/travel)

Test mark /20

6.1

can
try
bit
leave
excuse
much
take
by
sign
receipt

6.2

1 A
2 B
3 C
4 B
5 B
6 A

6.3

1 takes
2 go
3 get
4 catch

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7.1

Decide if the following nouns are countable or uncountable. Write C for countable and U for uncountable.

Example:

Office .....C.....

1 paper .....

2 restaurant .....

3 information .....

4 money .....

5 desk .....

7.2

In each sentence there is one word wrong. Choose the wrong word and write the correct one on the right.

Example:

There is a lot of offices. .....are.....

1 I have an information about the new project. .....

2 There isn't any restaurant. .....

3 I have a luggage. .....

4 Is there any problem? .....

5 Is there any coffee machines? .....

6 There aren't any paper. .....

7 Are there enough money? .....

8 He has any new office. .....

9 There aren't some computers. .....

10 Are there a swimming pool? .....

7.3

Complete the following sentences with a correct alternative.

Example:

.....There's..... a new computer in the office.
(There's/There are/There aren't)

1 ..... any information on the database.
(There's/There isn't/ There aren't)

2 ..... a lot of new furniture.
(There's/There are/There aren't)

3 ..... any car parks nearby.
(There's/There are/There aren't)

4 ..... a lot of chairs in the lobby.
(There's/There are/There isn't)

5 ..... any good food in the restaurant.
(There's/There isn't/There aren't)

Test mark /20

7.1

1 U
2 C
3 U
4 U
5 C

7.2

1 I have an information about the new project.	some/a lot of
2 There isn't any restaurant.	a
3 I have a luggage.	some/a lot of
4 Is there any problem?	a
5 Is there any coffee machines?	are
6 There aren't any paper.	isn't
7 Are there enough money?	is
8 He has any new office.	a
9 There aren't some computers.	any
10 Are there a swimming pool?	is

7.3

1 There isn't
2 There's
3 There aren't
4 There are
5 There isn't

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8.1

Find a word related to each clue. The first letter has been given.

Example:

Someone who does a job quickly and well

1 Someone who always arrives on time
2 Someone who has a lot of new ideas
3 Someone who doesn't like working
4 Someone who wants to be the best
5 Someone who is friendly and open
6 Someone who doesn't like waiting for things
7 Someone who always says what he/she thinks
8 Someone who isn't afraid to speak in front of a lot of people

e	f	f	i	c	i	e	n	t
p								
c								
l								
c										
w								
i								
d								
c								

8.2

Choose the best word to fill each gap in the e-mail from the alternatives given below.

Hi Koji,

Thank you for (0).....A..... e-mail. Thank you for your (1)..... details. I can (2)..... that Catherine Olembe will (3)..... you at the airport, so there is no need to (4)..... a taxi to the hotel.

I look forward to (5)..... you, too.

Best (6).....

Shirley

Example:

A your B you C yours

1 A arrive B arriving C arrival
2 A confirm B assure C affirm
3 A meeting B meets C meet
4 A take B bring C have
5 A looking B seeing C watching
6 A wishes B hopes C travels

8.3

Match each sentence with the best ending.

	Did you have	a	with your luggage?
1	The car's	b	see you again.
2	It's good to	c	we are
3	Can I help you	d	*a good trip?*
4	How's the weather	e	manage, thanks.
5	Ok, here	f	in the car park.
6	No, I can	g	back home?

Answers	d	1	2	3	4	5	6

Test mark /20

8.1

1 punctual
2 creative
3 lazy
4 competitive
5 warm
6 impatient
7 direct
8 confident

8.2

1 C
2 A
3 C
4 A
5 B
6 A

8.3

1 f
2 b
3 a
4 g
5 c
6 e

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9.1

Write one word to complete the sentences. The first letter has been given to help you.

Example:

Hi, does this bus .....*go*..... to the airport?

1 When's the n..... bus to the train station?

2 What times does the ferry l..... ?

3 Take bus number two and go right to the end of the l.....

4 Can I g..... a train to the zoo from here?

5 Could I have a r..... ?

6 Thanks. Keep the c.....

7 Thanks for your h.....

8 Have a n..... day.

9.2

Fill the gaps with a word formed from the one in brackets.

I live in a city in the south of the country. It is very ...*beautiful*... (beauty), especially at night and the people are very (1)..... (friend). There are a lot of restaurants and the food is very (2)..... (taste). At weekends the restaurants can be (3)..... (crowd) and the bars are very (4)..... (smoke). The streets are sometimes very (5)..... (noise), but it is not at all (6)..... (danger) – people are just having fun!

9.3

Decide which of the possible alternatives each speaker is talking about. Write a letter in the box at the end of the sentence.

Example: *There are a lot of famous paintings.*

There are a lot of famous paintings.	*D*
1 I saw a wonderful play there last week.	
2 The lift is very fast and you can see all over the city.	
3 I'd like to go for a boat trip.	
4 There are lots of bars all round it and there's a statue in the middle.	
5 It was built 800 hundred years ago and there are services every Sunday.	
6 The Arabic writing is really beautiful.	

A a mosque B a lake C a theatre
D an art gallery E a sky scraper
F a square G a church

Test mark /20

9.1

1 next
2 leave
3 line
4 get
5 receipt
6 change
7 help
8 nice

9.2

1 friendly
2 tasty
3 crowded
4 smoky
5 noisy
6 dangerous

9.3

1 C
2 E
3 B
4 F
5 G
6 A

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Eating around the world
Comparatives and superlatives

10.1

Choose the correct alternative.

Example:

Speaking in English is *more difficult* than writing in English.
(difficulter/more difficult/the most difficult)

1 This is ..... exam I've ever done.
(difficultest/the most difficult/more difficult)

2 Laptop computers are ..... than desktop computers.
(more expensive/the most expensive/expensiver)

3 French trains are ..... than English ones. (more faster/faster/the fastest)

4 I think Indian food is ..... than Italian food. (more tasty/the tastiest/tastier)

5 The weather in the Mediterranean is ..... than the weather in England.
(gooder/better/more good)

6 Family cars are ..... than sports cars. (cheaper/more cheap/the cheapest)

7 Real Madrid are ..... football team in the world. (better/the goodest/the best)

8 For me, using chopsticks is ..... than using a knife and fork.
(more easy/the easiest/easier)

9 My English is ..... than yours.
(worse/worser/badder)

10 ..... shopping street in the world is in Poland. (the most long/the longest/longest)

10.2

Choose a comparative or a superlative to complete the following sentences. Use the adjective in the brackets.

Example:

Poland is *bigger* than Hungary. (big)

1 New York is ..... than London. (modern)

2 My kitchen is ..... room in the house. (small)

3 The Antarctic is ..... place on earth. (cold)

4 The new Internet connection is ..... than the old one. (fast)

5 I think John is ..... man I've ever met. (polite)

Write a sentence to compare the following. Use an adjective from the box.

dangerous	popular	expensive
noisy	quick	~~high~~

Example:

Mount Everest/K2
Mount Everest is higher than K2.

1 Football/cricket
2 Cycling/walking
3 Business class/economy class
4 The city/the countryside
5 Snowboarding/ice-skating

Test mark /20

10.1

1 the most difficult
2 more expensive
3 faster
4 tastier
5 better
6 cheaper
7 the best
8 easier
9 worse
10 the longest

10.2

1 more modern
2 the smallest
3 the coldest
4 faster
5 the most polite/the politest

10.3

1 Football is more popular than cricket.
2 Cycling is quicker than walking.
3 Business class is more expensive than economy class.
4 The city is noisier than the countryside.
5 Snowboarding is more dangerous than ice-skating.

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11.1

In each sentence there is one wrong word. Find the wrong word and write the correct one on the right.

Example:

I usually work in the weekend. .....at.....

1 I never work in home. .....

2 I work on a team. .....

3 I sometimes work lonely. .....

4 I work half-time so I'm free in the afternoons. .....

5 Peter works foreign. He lives in Germany. .....

11.2

Choose the best word to fill each gap from the list below.

Example:

A boss B chief C manage

My name is Pawel and I work for a large manufacturing company near Krakow. I like my job because I have a very good .....A..... and now I have (1)..... big office. I'm very busy and sometimes I have too (2)..... to do. I have to work long (3)..... and when we design a new product we have too (4)..... meetings! I (5)..... a lot for work and often go to Germany to meet new clients. I like that and I can (6) ..... with lots of people from different countries. It's very good for my English!

1	A the	B –	C a
2	A many	B much	C work
3	A time	B hours	C day
4	A many	B a lot	C much
5	A journey	B visit	C travel
6	A socialise	B meeting	C introduce

11.3

Complete the following e-mails with a word from the box.

would	~~dear~~	attached	for	thanks
see	contact	need	regards	could

.....Dear..... Maria,

(1)..... is a word document with the figures you asked for. Please (2)..... me if you have any questions.

(3).....

Peter

Peter,

Thanks (4)..... the document.

I (5)..... to speak to Julie Harte about last year's figures, but I can't find her e-mail address. (6)..... you send it to me?

(7).....

Maria

Dear Maria,

I spoke to her about it yesterday.

I (8)..... like to meet to discuss them. Could you give me a call tomorrow?

(9)..... you.

Peter

Test mark /20

11.1

1 I never work <u>in</u> home.	from
2 I work <u>on</u> a team.	in
3 I sometimes work <u>lonely</u>.	alone
4 I work <u>half-time</u> so I'm free in the afternoons.	part-time
5 Peter works <u>foreign</u>. He lives in Germany.	abroad

11.2

1 C
2 B
3 B
4 A
5 C
6 A

11.3

1 attached
2 contact
3 regards
4 for
5 need
6 could
7 thanks
8 would
9 see

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12.1

Choose the best response to these sentences.

My wife's pregnant! (You're joking!/ Congratulations)

Answer: Congratulations

1 I can't go out tonight I have a meeting. (Why's that?/Never mind) we can go out next week

2 I went to the gym last night. (You're joking!/ Never mind) you hate exercise!

3 What are you doing at the weekend? (I'm not sure yet/Of course I will)

4 Please tell me if you have any news. (Of course I will/I'm not sure yet)

5 We have a lot of interest in our new products. (Never mind/Great!)

12.2

What sport are these people talking about? Choose the best alternative below.

Example:

I like being the fastest.	F
1 I like socialising	
2 I like being alone	
3 I like playing in a team	
4 I hate ball sports	
5 I like being under water!	

A basketball B salsa dancing C flying
D tennis E scuba diving
F motorcycle racing

12.3

In each sentence there is one wrong word. Find the wrong word and write the correct one on the right.

Example:

I do skiing in the winter. .....go.....

1 Last night I won my brother at badminton. .....

2 Brazil beat the world cup in 2002. .....

3 I often do jogging. .....

4 I like playing sailing at weekends. .....

5 I did tennis last night. .....

6 My son has just started going Karate. .....

7 I sometimes go football after work. .....

8 My daughter plays gymnastics. .....

9 Celta Vigo were lost to Valencia at the weekend. .....

10 I hate doing golf. .....

Test mark /20

12.1

1 Never mind
2 You're joking
3 I'm not sure yet
4 Of course I will
5 Great!

12.2

1 B
2 C
3 A
4 D
5 E

12.3

1	Last night I <u>won</u> my brother at badminton.	beat
2	Brazil <u>beat</u> the world cup in 2002.	won
3	I often <u>do</u> jogging.	go
4	I like <u>playing</u> sailing at weekends.	going
5	I <u>did</u> tennis last night.	played
6	My son has just started <u>going</u> Karate.	doing
7	I sometimes <u>go</u> football after work.	play
8	My daughter <u>plays</u> gymnastics.	does
9	Celta Vigo <u>were lost to</u> Valencia at the weekend.	lost to
10	I hate <u>doing</u> golf.	playing

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13.1

Complete the table with the correct form of the verb.

Example:

	present	past
	do	*did*
1	go	
2		got
3	arrive	
4	be	
5		had
6	leave	

13.2

Complete the questions with the correct verb form in the brackets.

Example:

Where were you *born* ? (born/borned)

1 Where did you ..... to university? (go/went)

2 How long did you ..... at university? (studied/study)

3 When did you ..... ? (graduate/graduated)

4 When did you ..... working? (started/start)

5 When did you ..... your first job? (leave/left)

6 What ..... you do when you left that job job? (do/did)

13.3

Complete the conversation with the correct form of the verb in brackets.

A Hi Ian, *did* you *have* (have) a good holiday?

B Yes, I (1)..... (do) thanks. Very good.

A Where (2)..... you ..... (go)?

B We (3)..... (go) to Croatia, we stayed in a small village on the coast.

A Sounds great. What (4)..... (be) the weather like?

B Perfect, it was sunny almost every day!

A Lucky you! So what (5)..... you ..... (do) all day?

B Well, we (6)..... (get up) late, (7)..... (have) some breakfast and then usually went for a walk or just sat on the beach.

A So when (8)..... you ..... (get back)?

B Yesterday, we left Croatia at five in the morning so I'm still a bit tired.

Test mark /20

13.1

1 went
2 get
3 arrived
4 was/were
5 have
6 left

13.2

1 go
2 study
3 graduate
4 start
5 leave
6 did

13.3

1 did
2 did, go
3 went
4 was
5 did, do
6 got up
7 had
8 did, get back

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14.1

Write one word to complete the following sentences. The first letter has been given to help you.

Example:

The company was ...started... 10 years ago.

1 The *h*..... are in Rome.

2 We *p*..... technical help to small companies.

3 We *p*..... technical books and manuals.

4 I am *b*..... in Frankfurt.

5 We are *a*..... in 15 countries.

6 The company *s*..... electrical components to several manufacturers.

7 We have *o*..... in many major cities in Europe.

8 I work in the marketing *d*.....

9 I *s*..... ten to fifteen products a week.

10 We *m*..... washing machines.

14.2

Choose the best word in the brackets to fill the gap.

Example:

Nice to ...meet... you. (meet/meeting)

1 Please ..... me. (come/follow)

2 Is this your first ..... to London? (trip/travel)

3 Did you ..... us OK? (arrive/find)

4 Please take a..... . (chair/seat)

5 Can I get you a ..... ? (beverage/drink)

6 I ..... you have a nice stay. (hope/wish)

7 I'd ..... some tea. (desire/love)

8 Good morning. I've got an ..... with Mr. Marks. (date/appointment)

9 I'll ..... him you are here. (tell/say)

10 Could you ..... the visitors' book? (signature/sign)

Test mark /20

14.1

1 headquarters
2 provide
3 publish
4 based
5 active
6 supplies
7 offices
8 department
9 sell
10 make

14.2

1 follow
2 trip
3 find
4 seat
5 drink
6 hope
7 love
8 appointment
9 tell
10 sign

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15.1

Put the words in the right order in each sentence.

Example:

information have Dublin to you any the about Do flight?

Do you have any information about the flight to Dublin?

1 in Can Beijing for check I here?

.....

2 boarding When is?

.....

3 56 is gate at Boarding number.

.....

4 aisle please like I'd an seat.

.....

5 no There's room the locker in overhead.

.....

6 My arrive didn't suitcase.

.....

7 by been flight The has delayed minutes 30.

.....

8 very the sorry for are delay We.

.....

15.2

For each sentence, choose the best word to fill the gap from the alternatives.

Example:

I like to .....B..... and enjoy a nice meal.
A comfort B relax C easy

1 I like to ..... some sightseeing.
A go B do C have

2 I like to ..... to art galleries.
A go B do C visit

3 I like to ..... on the beach and sunbathe.
A visit B do C sit

4 Last year I ..... a car.
A hired B did C lent

5 I ..... lots of photos.
A did B made C took

15.3

Write one word in each gap to complete the sentences.

Example:

I went by .....by..... car.

1 We *t*..... a bus to the airport.

2 I *m*..... my flight and I had to wait all night for the next one.

3 My *f*..... is at 09:30.

4 The taxi *r*..... is just outside the airport.

5 Our plane was ten minutes *l*..... .

6 I used a *t*..... to move my suitcase.

7 The flight *a*..... gave me some coffee on the plane.

Test mark /20

15.1

1 Can I check in here for Beijing?
2 When is boarding?
3 Boarding is at gate number 56.
4 I'd like an aisle seat please.
5 There's no room in the overhead locker.
6 My suitcase didn't arrive.
7 The flight has been delayed by 30 minutes.
8 We are very sorry for the delay.

15.2

1 B
2 A
3 C
4 A
5 C

15.3

1 took
2 missed
3 flight
4 rank
5 late
6 trolley
7 attendant

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16.1

Put the verbs into the present continuous.

Example:

What / you / do / at the moment?

What are you doing at the moment?

1 Peter / have / lunch right now.

.....

2 This week / they / have / a sale.

.....

3 We / do / very well this year.

.....

4 you / enjoy / your new job?

.....

5 He / try / to improve our productivity.

.....

6 you / meet / your sales targets?

.....

16.2

Find and correct the mistakes in the following sentences.

Example:

I <u>am work</u> for a large manufacturing company.

I work for a large manufacturing company.

1 We having a large sales team.

.....

2 Where are you live?

.....

3 We are work on a new product.

.....

4 I am usually travelling a lot on business.

.....

5 My company is manufacture electronic components.

.....

6 I'm develop a new kind of toothpaste at the moment.

.....

16.3

Put the verb in brackets in the correct tense.

My name is Arnold and I'm an architect. I .....*live*..... (live) in Berlin, and I (1)..... (work) with my boss in a small office in the city centre. I usually (2)..... (design) new offices for big companies, but at the moment I (3)..... (design) a new shopping centre. I (4)..... (like) my work very much but I often (5)..... (have to) work at the weekends. We are very busy at the moment because we (6)..... (expand) our business and hope to open a new office in Dresden next week. I (7)..... (work) alone at the moment because my boss is there now. He (8)..... (try) to get everything ready for the opening of the new office.

Test mark /20

16.1

1 Peter is having lunch right now.
2 This week they are having a sale.
3 We are doing very well this year.
4 Are you enjoying your new job?
5 He is trying to improve our productivity.
6 Are you meeting your sales targets?

16.2

1 We have a large sales team.
2 Where do you live?
3 We are working on a new product.
4 I usually travel a lot on business.
5 My company manufactures electronic components.
6 I'm developing a new kind of toothpaste at the moment.

16.3

1 work
2 design
3 am designing
4 like
5 have to
6 are expanding
7 am working
8 is trying

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17.1

Complete the sentences with one word. The first letter has been given to help you.

Example:

If something isn't clear, I'll be happy to ...*explain*... it again.

1 In today's presentation I would like to t..... about the product launch.

2 Please a..... me questions and I will try to answer them.

3 Please feel free to i..... me at any time.

4 That's the end of my presentation, thank you for l.....

5 You can c..... me by e-mail.

6 Or you can c..... me on 01904 567352

17.2

Fill the gaps with a word from the box.

speaks	read	reply	discuss
listens	ask	~~call~~	

Example:

I often .....*call*..... my customers to check that everything is OK.

1 I try to ..... to e-mails on the same day.

2 My manager ..... to everyone in the office individually.

3 I always ..... my staff for ideas.

4 My boss always ..... to me when I have an idea.

5 I ..... the company newsletter every week.

6 When we have a problem I always ..... it with my boss.

17.3

Decide which of the alternatives matches the sentences in the table. You can use the alternatives more than once.

Nice to hear from you.	B
1 Best regards	
2 Please go to our website.	
3 Thanks for your e-mail.	
4 I'll call you over the weekend.	

A greeting B polite beginning
C close D information / action point

17. 4

Put the following e-mail into the correct order. The first one has been done for you.

A I'll check it tomorrow and send it back to you. ☐

B Dear Jerzy, 1

C Looking forward to seeing you at the meeting next week. ☐

D Thank you very much for your e-mail and the attached document. ☐

E Best wishes ☐

Test mark /20

17.1

1 talk
2 ask
3 interrupt
4 listening
5 contact
6 call/contact

17.2

1 reply
2 speaks
3 ask
4 listens
5 read
6 discuss

17.3

1 C
2 D
3 B
4 D

17.4

1 B
2 D
3 A
4 C
5 E

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18.1

Write one word in each gap. The first letter has been given to help you.

Example:

Good evening, I have a ..*reservation*..

1 Here's the *m*.....

2 Are you ready to *o*.....?

3 I'll have the soup as a *s*.....

4 What would you like for the *m*.....
c..... ?

5 Is everything *a*..... ?

6 Could I see the wine *l*..... , please?

7 I'll just have a bottle of the *h*.....
w.....

8 Did you enjoy your *m*..... ?

9 Yes, it was very *n*.....

10 Can we have the *b*..... , please?

11 Would you like anything *e*..... ?

18.2

Find the words that match the clues. The first letter has been given to help you.

Example:

You put your food on this.

p	*l*	*a*	*t*	*e*		

s						
d						
c						
d						

1 The first course of a meal.

2 The last course of a meal.

3 A particular style of cooking.

4 Food prepared in a particular way.

18.3

Choose the odd one out

Example:

pork	beef	<u>salmon</u>
1 orange	apple	carrot
2 crab	prawn	cod
3 John Dory	salmon	lamb
4 wine	beer	pea
5 potato	carrot	cherry

Test mark /20

18.1

1 menu
2 order
3 starter
4 main course
5 alright?
6 list
7 house white
8 meal
9 nice
10 bill
11 else

18.2

1 starter
2 dessert
3 cuisine
4 dish

18.3

1 carrot
2 cod
3 lamb
4 pea
5 cherry

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19.1

Choose the best alternative.

Example:

It's the weekend tomorrow so I *don't have to* get up early. (don't have to / shouldn't)

1 When you travel to a foreign country you ..... try and learn some phrases before you go. (should / have to)

2 In the UK you ..... carry an ID card. (don't have to / shouldn't)

3 In Japan you ..... arrive late for an appointment. (shouldn't / don't have to)

4 In a mosque it's a rule that you ..... take your shoes off. (have to / shouldn't)

5 When you travel to China you ..... get a visa. (have to / should)

6 In English bars you ..... leave a tip. (don't have to shouldn't)

7 You ..... do at least twenty minutes exercise every day. (should / have to)

19.2

Fill the gaps with should, have to, shouldn't or don't have to.

Hi Sally,

I'm looking forward to seeing you tomorrow – sorry I can't meet you at the airport. I hope that you can find your way to my office OK!

When you get out of customs you *shouldn't* get a taxi because they are very expensive. The bus is better. You (1)..... buy a ticket from a kiosk as they don't sell tickets on the buses. You (2)..... get bus number 4. The drivers usually speak English so you (3)..... know any Polish! Get off at the Palace of Culture and walk towards the station – you (4)..... have any problems. Our office is just over the road – you can't miss it. You (5)..... take care when you cross the road though – it's always very busy and you (6)..... wait for the traffic lights or you might get fined!

See you soon

Jane

19.3

Mark the stressed syllables in the following words.

Example:

fantastic

1 dynamic

2 traditional

3 money

4 fashionable

5 important

6 modern

7 per cent

Test mark /20

19.1

1 should
2 don't have to
3 shouldn't
4 have to
5 have to
6 don't have to
7 should

19.2

1 have to
2 should
3 don't have to
4 shouldn't
5 should
6 have to

19.3

1 dynamic
2 traditional
3 money
4 fashionable
5 important
6 modern
7 per cent

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20.1

Choose the best alternative to fill the gaps.

Example:

We can read the company newsletter on the ...C.....
A on-line B e-mail C intranet

1 When I get into the office the first thing I do is ..... to my computer.
A log on B start C open

2 I ..... the file onto a floppy disc.
A opened B saved C kept

3 I couldn't ..... the attachment.
A open B start C log on

4 I don't like reading files on screen so I always ..... them first.
A copy B open C print

5 I had to ..... the file because the first one wouldn't open.
A reopen B resend C reprint

6 Be careful when you download a file because it could contain a .....
A hacker B virus C disease

7 I often ..... the Internet at weekends.
A look B watch C surf

8 I've never been to an Internet ..... room.
A chat B speak C talk

9 At home, I can't use the phone when I am .....
A Internet B on-line C connect

10 My computer is quite old so it takes a long time to ..... to the Internet.
A connect B on-line C dial

20.2

Put the following dialogue into the correct order. The first one has been done for you.

A Sure. When? ☐
B Sorry. I can't make Friday morning. ☐
C Is Friday morning convenient? ☐
D Ok that's fine. ☐
E Well, I'm free on Monday. How about Monday afternoon? ☐
F Great. See you on Monday then. ☐
G OK, Monday at two at your office. ☐
H Shall we meet at your office at two o'clock? ☐
I Hi Dave, I'm calling to fix a meeting. [1]
J OK, when are you free? ☐

Test mark /20

20.1

1 A
2 B
3 A
4 C
5 B
6 B
7 C
8 A
9 B
10 A

20.2

1 I
2 A
3 C
4 B
5 J
6 E
7 D
8 H
9 G
10 F

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21.1

Write one word in each gap. The first letter has been given to help you.

Example:

Hello, I have a *reservation* .

Yes, a (1) *s*..... room for two nights.

Do you need any help with your bags?

No thanks, I can (2) *m*.....

Can I have (3) *b*..... in my room at six o'clock?

Certainly. Would you like a (4) *w*..... up call?

Yes, please, at five thirty.

I have a (5) *p*..... with the shower. There's no hot water.

I'll send somebody to fix it. What's your room (6) *n*.....?

Good morning. Can I (7) *c*..... out please?

Of course, sir. Anything from the (8) *m*.....?

No, nothing.

OK, here's your (9) *b*.....

21.2

Fill the gaps with the best alternative.

Example:

I'm afraid I've lost my room .....*key*..... (key/lock)

1 Can you ..... a good place to eat? (recommend/say)

2 I'd like to book a ..... room for one night. (duplex/double)

3 There are no clean ..... in my room. (laundry/towels)

4 Can you ..... me to room 345, please? (connect/join)

5 Can I ..... my room please? It's very noisy. (exchange/change)

6 Sorry, but I have to ..... my reservation. (cancel/postpone)

7 The fitness room is down this ..... (corridor/hall)

8 The room is very ..... (dirty/dirt)

9 The lights don't ..... (work/on)

10 It's too ..... to read. (dark/black)

11 The TV is broken. The ..... is terrible. (picture/screen)

Test mark /20

21.1

1 single
2 manage
3 breakfast
4 wake
5 problem
6 number
7 check
8 mini-bar
9 bill

21.2

1 recommend
2 double
3 towels
4 connect
5 change
6 cancel
7 corridor
8 dirty
9 work
10 dark
11 picture

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22.1

Write questions with How much or How many using the following words.
Use the present simple tense.

Example:

equipment / in your office ..... is there .....

How much equipment is there in your office?

1 people / in your office ..... are there .....

2 money / you have .....

3 telephones / in your office ..... are there .....

4 rooms / at the hotel ..... are there .....

5 hours / production take .....

6 time / you have .....

7 work / you have .....

8 meetings / you have today .....

9 information / you have .....

22.2

Fill the gaps with a little or a few.

Example:

I had .....*a few*..... drinks last night.

1 I need ..... information on the new product.

2 The construction of the new plant should be finished in ..... weeks.

3 It will take me ..... time to look at the figures.

4 I talked to ..... colleagues.

22.3

Fill the gaps with the best alternative.

We hope to launch the product in .....*a few*..... (a few/a little) days. We had (1).....
(a little/a few) problems at first because the price was too high and there was only (2)..... (a few/
a little) interest from retailers. Now we've reduced the price and on the same day we had (3).....
(a few/a little) enquiries. Also, we didn't spend (4)..... (many/much) on advertising so there
weren't (5)..... (many/much) customers who knew about the product. Now we have increased
investment and we have placed (6)..... (a lot of/a little) adverts in the national press and we have
had (7)..... (a few/a little) orders even before the launch.

Test mark /20

22.1

1 How many people are there in your office?
2 How much money do you have?
3 How many telephones are there in your office?
4 How many rooms are there at the hotel?
5 How many hours does production take?
6 How much time do you have?
7 How much work do you have?
8 How many meetings do you have today?
9 How much information do you have?

22.2

1 a little
2 a few
3 a little
4 a few

22.3

1 a few
2 a little
3 a few
4 much
5 many
6 a lot of
7 a few

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23.1

Fill each gap with the best alternative.

Example:

We had to ....B..... £5,000 from the bank.
A lend B borrow C take

1 Our costs ..... by 3% in the last financial year.
A raised B increased C advanced

2 We want to ..... some of our profit in new technology.
A spend B pay C invest

3 We hope to ..... more money this year than last year.
A produce B do C make

4 We had to ..... our employees a bonus.
A pay B spend C expense

5 We always try to keep ..... down.
A cost B costs C costing

6 Every year we have a meeting to plan the .....
A budget B expense C margin

7 The ..... on coffee and tea are higher than on other drinks.
A income B margins C balance

8 Overall, ... decreased by 5%.
A margin B budget C turnover

9 If we can attract more customers, we will increase our .....
A profit B expenditure C loss

23.2

Write one word in each gap. The first letter has been given to help you.

Example:

Do you need any.....help..... ?

1 *C*..... I help?

2 What can I *d*..... for you?

3 I can do *t*..... for you.

4 *F*..... me.

5 I'm *s*..... I can find one for you.

23.3

Match a response the following problems. Write the correct letter in the box.

Example:

My mobile phone battery is flat.	A I can show you on the map, if you want.
1 Where can I get a taxi?	B Do you want to borrow some money?
2 I need to send an e-mail to my boss.	C I'll call you one.
3 I'd like to go to the theatre tonight.	D I'll book you a ticket, if you want.
4 Where's the nearest underground station?	E *I can charge it up for you.*
5 I left my wallet in the hotel.	F There's a good shop next to the hotel.
6 I'd like to buy a present for my husband.	G Use my computer, if you like.

E	1	2	3	4	5	6

Test mark /20

23.1

1 B
2 C
3 C
4 A
5 B
6 A
7 B
8 C
9 A

23.2

1 can
2 do
3 that
4 follow
5 sure

23.3

1 C
2 G
3 D
4 A
5 B
6 F

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24.1

Put the words in the right order in each sentence.

Example:

you borrow money Do want to some?

Do you want to borrow some money?

1 tomorrow you pounds lend Could me until five?

.....

2 nice That's Thanks very you of

.....

3 money I to out get need some

.....

4 nearby cash there Is a point?

.....

5 into I'd to Japanese some Euros change like yen.

.....

6 have change Do any you?

.....

7 I coffee machine the some need coins for.

.....

24.2

Fill the gaps with the best alternative.

Example:

The components are very .....*cheap*..... I think we should buy them. (cheap/cheaper)

1 I hope the bank will ..... us the money for the new equipment. (lend/borrow)

2 We hope to ..... less money on training this year. (pay/spend)

3 We had to ..... £50,000 to build the new offices. (lend/borrow)

4 If we reduce staff costs, we will ..... a lot of money. (save/reduce)

5 The new computer system is very ..... (expense/expensive)

6 The boss doesn't want to invest in new technology, I think he's a little ..... (mean/generous).

7 I don't like to spend without thinking about the budget. I'm ..... with money. (care/careful)

8 I bought a coffee for £1.50 so I should have 50p ..... (change/coins)

24.3

Match a verb with a preposition.

Example:

	spend money	A	for
1	invest	B	with
2	pay	C	in
3	save money	D	for
4	shop around	E	*on*
5	be careful	F	by

E	1	2	3	4	5

Test mark /20

24.1

1 Could you lend me five pounds until tomorrow?
2 Thanks. That's very nice of you.
3 I need to get some money out.
4 Is there a cash point nearby?
5 I'd like to change some Euros into Japanese yen.
6 Do you have any change?
7 I need some coins for the coffee machine.

24.2

1 lend
2 spend
3 borrow
4 save
5 expensive
6 mean
7 careful
8 change

24.3

1 C
2 A, D
3 F
4 A, D
5 B

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25.1

Make sentences in the present continuous.

Example:

I / play badminton / with Bill after work.

I'm playing badminton with Bill after work.

1 He / not/ play tennis / with Peter.

.....

2 What / you / do / at the weekend?

.....

3 How long / she / stay / in Brussels?

.....

4 She / stay / there for two days.

.....

5 I / not / fly / to Brussels.

.....

6 you / have / a meeting / with Graham tomorrow?

.....

7 she / stay / at the Hilton Hotel?

.....

8 They / attend / a conference in Zurich next week.

.....

25.2

In each sentence there is a mistake. Find the mistake and write the correction on the right.

Example:

I'm meet Paula in the pub after work. ....*meeting*....

1 This afternoon she visiting the new factory. .....

2 Do you playing golf with Steve tomorrow? .....

3 They see a new play at the weekend. .....

4 Catherine's come here at ten o'clock in the morning. .....

5 I'm go on holiday next week. .....

6 I not attending the presentation next month. .....

7 He stays in Leeds to work on the report. .....

8 When are you leaves for the airport? .....

9 How long are you stay in Paris? .....

10 She aren't having a meeting with her boss tomorrow. .....

11 What do you doing tomorrow morning? .....

12 He opening a new shop next month. .....

Test mark /20

25.1

1 He isn't playing tennis with Peter.
2 What are you doing at the weekend?
3 How long is she staying in Brussels?
4 She's staying there for two days.
5 I'm not flying to Brussels.
6 Are you having a meeting with Graham tomorrow?
7 Is she staying at the Hilton Hotel?
8 They are attending a conference in Zurich next week.

25.2

1 This afternoon she visiting the new factory.	she's visiting
2 Do you playing golf with Steve tomorrow?	Are
3 They see a new play at the weekend.	They're seeing
4 Catherine's come here at ten o'clock in the morning.	coming
5 I'm go on holiday next week.	going
6 I not attending the presentation next month.	I'm not
7 He stays in Leeds to work on the report.	He's staying
8 When are you leaves for the airport?	leaving
9 How long are you stay in Paris?	staying
10 She aren't having a meeting with her boss tomorrow.	isn't
11 What do you doing tomorrow morning?	are
12 He opening a new shop next month.	He's opening

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26.1

Fill the gaps with one word. The first letter has been given to help you.

Example:

We can't ....*deliver*.... the order by the end of next week.

1 My computer often *c*.....

2 It *t*..... me an hour to get to work by train.

3 The photocopier is *b*.....

4 I can't *o*..... the e-mail attachment.

5 We don't have very *l*..... to finish the report.

26.2

Complete the sentences with should, need or try.

Example:

You ...*should*.... call the customer and apologise.

1 You ..... to call the repairman.

2 ..... restarting it.

3 You ..... ask the office to resend the file in a different format.

4 You ..... to look for a new house closer to the office.

5 ..... arranging a meeting to discuss a new schedule.

26.3

Fill the gaps with the best alternative.

Example:

I'm ....*having*.... a problem with my e-mail. (having/doing/making)

1 Could you get someone to ..... it? (observe/control/check)

2 I'll ..... the technician to check. (have/ask/do)

3 I didn't ..... your attachment. (obtain/have/get)

4 Could you ..... it again? (make/send/receive)

5 Ok, I'll ..... it now. (have/make/do)

6 ..... me back if you haven't got it. (Contact/Call/Say)

7 I can't ..... the time of the presentation next week. (remind/remember/memory)

8 Could you ..... Simon? I forgot to tell him. (contact/say/communicate)

9 I'll ..... him now. (speak/say/call)

10 Is that ..... ? (right/fine/OK)

Test mark /20

26.1

1 crashes
2 takes
3 broken
4 open
5 long

26.2

1 need
2 try
3 should
4 need
5 try

26.3

1 check
2 ask
3 get
4 send
5 do
6 call
7 remember
8 contact
9 call
10 OK

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27.1

Write one word to complete the following sentences. The first letter has been given to help you.

Example:

I'd like to ....*invite*..... you to lunch.

1 That *s*..... good.

2 I *h*..... some visitors from Japan.

3 *L*..... do something next week.

4 Are you *f*..... on Friday?

5 I'm *a*..... I can't.

6 That's OK. *A*..... time.

7 Thanks for the *i*.....

8 Would you *l*..... to come to a party?

9 I'm really sorry, I have to *c*..... lunch.

10 Something has *c*..... up.

11 Can we *f*..... another time?

12 There's an Indian restaurant near here.
Is that *O*..... for you?

13 I'm not sure. I'll have to *c*.....

27.2

Example:

I should try to ..... some weight.

l	o	s	e				

1 I work very hard during the week so at weekends I try to .....

r							

2 I really need to ..... smoking. I have a bad cough.

s							

3 I should ..... more exercise, but I don't have time.

d							

4 I want to ..... my working hours. I don't have any free time.

r							

5 I'm a bit overweight so I really need to ..... on a diet.

g							

6 I know ..... food is bad for you, but I just love hamburgers.

j							

7 I often go to the gym. It's important to ..... regularly.

e							

Test mark /20

27.1

1 sounds
2 have
3 let's
4 free
5 afraid
6 another
7 invitation
8 like
9 cancel
10 come
11 fix
12 OK
13 check

27.2

1 relax
2 stop
3 do
4 reduce
5 go
6 junk
7 exercise

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28.1

Fill the gaps using a verb from the box in the correct form of the present perfect.

~~go~~	see	meet	stay	receive
study	ride	drink	eat	write

Example:

I *have been* to France three times this year.

1 He ..... not ..... in the Hilton hotel.

2 I ..... never ..... sushi.

3 They ..... the contract.

4 I ..... 55 e-mails so far today!

5 She ..... never ..... a horse.

6 I ..... the president.

7 You ..... never ..... Polish vodka.

8 She ..... the Great Wall of China.

9 I ..... never ..... Hungarian.

28.2

Write questions using the following words. Use the correct form of the present perfect.

Example:

you / check / the figures?
Have you checked the figures?

1 she / go / to the USA?

.....

2 you / complete / the order?

.....

3 you / test / the product?

.....

4 they / carry out / market research?

.....

5 he / see / the new catalogue?

.....

6 she / find / the documentation?

.....

7 you / live / abroad?

.....

28.3

In each sentence there is one mistake. Find the mistake and write the correction on the right.

Example:

Have you ever <u>went</u> scuba diving? .....*been*.....

1 Has you confirmed the new order? .....

2 She haven't worked in the accounts department. .....

3 Has she send the letter? .....

4 I didn't have started my computer yet. .....

Test mark /20

28.1

1 has not stayed
2 have never eaten
3 have written
4 have received
5 has never ridden
6 have met
7 have never drunk
8 has seen
9 have never studied

28.2

1 Has she been to the USA?
2 Have you completed the order?
3 Have you tested the product?
4 Have they carried out market research?
5 Has he seen the new catalogue?
6 Has she found the documentation?
7 Have you ever lived abroad?

28.3

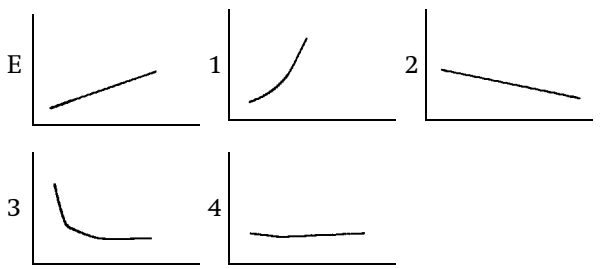
1 Has you confirmed the new order?	Have
2 She haven't worked in the accounts department.	hasn't
3 Has she send the letter?	sent
4 I didn't have started my computer yet.	haven't

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29.1

Complete the descriptions of the graphs. Use the words in the box.

~~go up gradually~~	go up a lot	stay the same
decreased gradually	decreased a lot	



Example:

Sales *went up gradually last month*

1 Sales .....

2 .....

3 .....

4 .....

29.2

Complete the sentences with the correct form of the verb given.

Example:

Inflation *has gone* (go up) this year.

1 Salaries ..... (stay) the same over the last few years.

2 Interest rates ..... (increase) by 0.25% this month.

3 House prices ..... (fall) by 2% in 2001.

4 Staffing costs ..... (rise) by 3.5% last year.

5 The number of employees ..... (increase) by 50 over the last five years.

6 Our market share ..... (decrease) this year.

7 Productivity ..... (rise) by 5% this month.

8 Borrowing ..... (go down) last year.

29.3

Fill the gaps with one word. The first letter has been given to help you.

Example:

Hi, can we *meet* next Tuesday at 10 o'clock?

1 Would Monday at 2pm be *c*..... for a meeting?

2 Could you *l*..... me know by the end of the week?

3 Could we *a*..... a meeting for 10 on Wednesday?

4 Monday's *f*.....

5 Look *f*..... to seeing you.

6 Sorry I'm *b*..... on Tuesday.

7 I'm afraid I *c*..... I'm in Germany then.

8 Could we *m*..... it Thursday instead?

Test mark /20

29.1

1 Sales went up a lot.
2 Sales decreased gradually.
3 Sales decreased a lot.
4 Sales stayed the same.

29.2

1 have stayed
2 have increased
3 fell
4 rose
5 has increased
6 has decreased
7 has risen
8 went down

29.3

1 convenient
2 let
3 arrange
4 fine
5 forward
6 busy
7 can't
8 make

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30.1

Choose the odd one out. The verbs can be used with the following nouns: a car, a meeting, money and e-mails.

Example:

	fix	organise	have	<u>delete</u>
1	have	spend	write	lend
2	crash	send	read	delete
3	have	drive	cancel	park

30.2

Fill the gaps with a verb from the box.

read	listen	speak	write	review
		~~get~~	test	

Example:

.....*get*..... a good dictionary.

1 ..... in English everyday.

2 ..... the words you know for ten minutes every day.

3 ..... to English cassettes/CDs.

4 ..... English as much as you can.

5 ..... yourself regularly.

6 ..... to consolidate and meet new words.

30.3

Match the beginning of a phrase with the best ending. Write the letter in the box.

Example:

	I can take you to	A	a good trip back.
1	That's very kind	B	care. Bye.
2	Before you go,	C	the taxi's here.
3	It's a little present	D	just to say thank you.
4	My	E	business card.
5	Here's my	F	email my address
6	I'll contact you and	G	working with you.
7	I'll contact you on Monday	H	this is for you.
8	It was nice	I	with the information you want.
9	Have	J	but I can take a taxi.
10	I have to go.	K	*the airport, if you want.*
11	Take	L	pleasure.

K	1	2	3	4	5	6	7	8	9	10	11

Test mark /20

30.1

1 write
2 crash
3 cancel

30.2

1 write
2 review
3 listen
4 speak
5 test
6 read

30.3

1 J
2 H
3 D
4 L
5 E
6 F
7 I
8 G
9 A
10 C
11 B

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1.1

Put the verb in brackets into the correct tense using the present simple or the present continuous.

1 I originally ..... (come) from Sydney but I ..... (work) on a project in Perth for three months.

2 I ..... (specialise) in short-term project work.

3 I ..... (try) to meet friends for dinner when I work away from home.

4 At the moment I ..... (stay) in a hotel near the station.

5 I ..... (not know) the city very well.

1.2

Choose the best alternative to fill the gap.

1 She ..... in Amsterdam.
A is working B works

2 I ..... to Stuttgart often.
A come B am coming

3 I ..... on business about once a month.
A am travelling B travel

4 I usually ..... to work by train.
A am going B go

5 I ..... in European project work.
A am specialising B specialise

6 At the moment business ..... a lot.
A is expanding B expands

7 The market situation is great, things ..... really well.
A go B are going

1.3

Make questions for the following answers.

1 Where .....?
I'm from Geneva.

2 What .....?
I'm an accountant.

3 Who .....?
I work for Syngenta.

4 What .....?
I'm working on a new crop protection product.

5 Where .....?
I work mainly in Geneva or Zurich.

6 How .....?
Usually twice a year for financial meetings.

7 Where .....?
I'm in the Hilton near the airport.

8 Is .....?
Definitely. The market is expanding quickly right now.

Test mark /20

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1.1

1 come, am working
2 specialise
3 try
4 am staying
5 don't know

1.2

1 A
2 A
3 B
4 B
5 B
6 A
7 B

1.3

1 Where do you come from?
2 What do you do?
3 Who do you work for?
4 What are you working on at the moment? / What are you doing at the moment?
5 Where do you work?
6 How often do you come to Berlin/London etc?
7 Where are you staying?
8 Is your business/the market increasing/expanding at the moment? / Is your business/the market increasing/expanding right now? / Is your business/the market increasing/expanding much?

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2.1

Write one word in each gap to complete the sentences. The first letter has been given to help you.

1 F..... in 1924, Total was a French state oil company.

2 After joining Petrofina, Totalfina m..... with its main French competitor.

3 Total's c..... business is supplying power for people to live.

4 Its t..... per annum is around $700 billion.

5 The company's h..... is at La Défense in Paris.

6 Total is massive – it is a truly g..... b..... .

2.2

Find a word related to each clue. The first letter has been given to help you.

1 The company that sells the most of a particular type of product is the market ..... .

2 Very profitable business is sometimes called ..... business.

3 Your business contact details are on your business ..... .

4 Your company ..... staff.

5 The market ..... is measured as a percentage.

6 Large companies are ..... into different areas.

1 L _ _ _ _ _

2 B _ _

3 C _ _ _

4 E _ _ _ _ _ _

5 S _ _ _ _

6 O _ _ _ _ _ _ _ _

2.3

Complete the sentences with a word or phrase from the box.

A call you back	E becomes available
B put you through	F experiencing
C leave a message	G call me
D reached	H to speak to

Call 1

A: Hello. Is it possible (1) ..... someone in the Finance Department, please?

B: Of course, sir. I'll just (2) ..... .

Call 2

You've (3) ..... the voicemail of Sebastian Jones. Please (4) ..... and I will (5) ..... as soon as I can on my return.

Call 3

A: Good afternoon. Marie Atkins' phone.

B: Oh, hello. I was hoping to speak to Marie.

A: I'm afraid she's in a meeting at the moment. Can I take a message?

B: Yes, please. My name's Julie Winter. Could you ask Marie to (6) .....?

Call 4

We are currently (7) ..... a very busy period and your call has been placed in a queue. However, your call is important to us and you will be connected to a call operator as soon as one (8) ..... .

Test mark /20

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2.1

1 Founded
2 merged
3 core
4 turnover
5 headquarters
6 global business

2.2

1 LEADER
2 BIG
3 CARD
4 EMPLOYS
5 SHARE
6 ORGANISED

2.3

1 H
2 B
3 D
4 C
5 A
6 G
7 F
8 E

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3.1

In each sentence there is one wrong word. Underline the wrong word and write the correct one the right

1 Excuse you, we'd like a map of the city. .....

2 Where is the bus leave from? .....

3 Where do we buying the tickets? .....

4 Hello, can we help us? .....

5 How does we get there? .....

6 Can you give us some informations about . . . ? .....

7 We'd like a bed and breakfasts for tonight. .....

3.2

Choose the best alternative to fill the gap.

1 Kenneth Branagh is a famous Shakespearian ..... .
A actress B actor

2 A person who designs dances is a ..... .
A choreographer B choreograph

3 Modern performing arts are known as ..... .
A contemporary B contemplating

4 Tonight's ..... will start at 7.30 pm.
A performing B performance

5 Have you seen the RSC's new ..... of Macbeth?
A producer B production

6 Sir Edward Elgar was the English ..... who wrote the Enigma Variations.
A composer B composition

7 The Berlin Philharmoniker ..... is directed by Sir Simon Rattle.
A orchestration B orchestra

3.3

Write one word in each gap to complete the conversation. The first letter has been given to help you.

A: Have you seen any of these plays, James?

B: I did see a few when I was a student but I'm not very (1) k..... on the theatre these days.

A: (2) M..... n..... , but I do (3) q..... l..... going to the opera.

B: (4) R.....? I enjoy the music but I (5) c..... s..... not understanding the words!

A: Well, shall we go to a classical concert, then?

B: Absolutely, that would be great. I (6) r..... l..... some of the pieces that are mentioned here in the programme.

Test mark /20

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3.1

1 Excuse you, we'd like a map of the city. me
2 Where is the bus leave from? does
3 Where do we buying the tickets? buy
4 Hello, can we help us? you
5 How does we get there? do
6 Can you give us some informations about …? information
7 We'd like a bed and breakfasts for tonight. breakfast

3.2

1 B
2 A
3 A
4 B
5 B
6 A
7 B

3.3

1 keen
2 Me neither
3 quite like
4 Really
5 can't stand
6 really like

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4.1

In each sentence there is one wrong word. Underline the wrong word and write the correct one on the right.

1 It wasn't an easy decision but it were a quick one – I was doing my accounts at the time! .....

2 My wife and I were thought about starting up our own business. .....

3 She was travelled a lot in her job as a Sales Manager. .....

4 I were nervous about going it alone. .....

5 We celebrate my 35th birthday when we told our families and friends of our new plans. .....

6 It was taking only three months before we opened for business. .....

7 Our new sales and marketing consultancy were based on our previous business experience. .....

8 We was amazed how many small companies was contacting us. .....

9 After only six months we were employing another consultant to work with us. .....

4.2

Fill each gap with a verb from the box, using the correct form of the past simple or the past continuous.

hear	receive	stand	drive	climb
sit	prepare	go	jump	ride

1 A: What were you doing when you received your exam results?

B: I ..... nervously by the letterbox waiting for the postman.

2 A: How did you feel when you sold your first book?

B: I ..... up and down with delight!

3 A: How did you learn of your promotion?

B: I ..... a phone call from my Divisional Director.

4 A: What were you doing when you heard that you would be moving to the States?

B: I ..... on a train in Waterloo station.

5 A: Where were you when you found out that you were going to be a father?

B: I ..... a presentation in my hotel room in San Diego!

6 A: Where were you when you heard about 9/11?

B: I ..... to the office when I ..... about it on the radio news.

7 A: What activities did you do on your team-building event?

B: We ..... sailing on a freezing cold lake, ... quad bikes and ..... up a rock face!

4.3

Decide which type of response (Type 1 – short phrases. Type 2 – repetition of key words or Type 3 – asking follow-up questions) the listener should use in each dialogue.

1 A My wife is having a baby in January.
B Fantastic!

.....

2 A We're moving house next week.
B Where to?

.....

3 A My brother's buying a Porsche.
B A Porsche!

.....

4 A If I pass this exam, I'll get promotion.
B Oh, great!

.....

Test mark /20

4.1

1 It wasn't an easy decision but it <u>were</u> a quick one. was
2 My wife and I <u>were thought</u> about starting up our own business. were thinking
3 She <u>was travelled</u> a lot in her job as a Sales Manager. was travelling
4 I <u>were</u> nervous about going it alone. was
5 We <u>celebrate</u> my 35th birthday when we told our families and friends of our new plans. were celebrating
6 It <u>was taking</u> only three months before we opened for business. took
7 Our new sales and marketing consultancy <u>were</u> based on our previous business experience. was
8 We <u>was</u> amazed how many small companies <u>was contacting</u> us. were, contacted
9 After only six months we <u>were employing</u> another consultant to work with us. employed

4.2

1 was standing
2 jumped
3 received
4 was sitting
5 was preparing
6 was driving, heard
7 went, rode, climbed

4.3

1 Type 1
2 Type 3
3 Type 2
4 Type 1

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5.1

Make questions for the following answers. Use the words in brackets to help you.

1 What .....? (responsibility)
I'm principally involved in the management of people.

2 How .....? (responsible)
I have a team of 25 managers who in turn manage their own teams of up to 20 people.

3 What .....? (deal with)
I sometimes have to get involved in disciplinary situations.

4 What ..... in your job? (qualities)
Patience and being a good listener are vital.

5 How ..... pressure? (cope with)
Pressure only builds up when it is not managed effectively. I believe good organisational skills and confidence are necessary to manage such situations.

6 Do you ever ..... visitors? (take care of)
I sometimes entertain people from Canada and the United States.

7 Are ..... office social events? (involved in)
I help to organise the Christmas party and also the annual golf trip.

8 Do you .....? (deadlines)
I often have to produce reports at short notice.

9 How do ..... meetings? (contribute)
I help them by saying that everyone's view is important when making decisions.

10 Do..... good idea? (job swapping)
I think it can be a very positive experience that helps develop communication and confidence.

5.2

Find a word related to each clue. The first letter has been given to help you.

1 Good morning, ...	1 E _ _ _ _ _ _ _
2 My name is Stephen Sheppard and I'd like.you all here today.	2 W _ _ _ _ _ _
3 I'd like to give you a short ..... to today's presentation.	3 I _ _ _ _ _ _ _ _ _ _ _
4 To begin, I want to ..... a few words about . . .	4 S _ _
5 I'm ..... for financial strategy.	5 R _ _ _ _ _ _ _ _ _ _
6 So, let's ..... on to the next part.	6 M _ _ _
7 That's all I want to say ..... productivity.	7 A _ _ _ _
8 Does anyone have any .....?	8 Q _ _ _ _ _ _ _ _
9 Many thanks for	9 L _ _ _ _ _ _ _ _
10 I'd now like to ..... over to my colleague, Erica Schmidt.	10 H _ _ _

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5.1

1 What is your (main) responsibility?
2 How many people are you responsible for?
3 What do you deal with?
4 What qualities do you need in your job?
5 How do you cope with pressure?
6 Do you ever take care of visitors?
7 Are you involved in organising office social events?
8 Do you have to work to tight deadlines?
9 How do you help people to contribute ideas in meetings?
10 Do you think job swapping is a good idea?

5.2

1 EVERYONE
2 WELCOME
3 INTRODUCTION
4 SAY
5 RESPONSIBLE
6 MOVE
7 ABOUT
8 QUESTIONS
9 LISTENING
10 HAND

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6.1

Draw a line from each sentence on the left to a sentence on the right to complete the dialogues.

1 Are you all right?	A Fine. That's no problem.
2 You look pale. Is there anything I can do?	B Can I have your name, please?
3 I'd like an appointment with the doctor, please?	C 4.30. Can you fill in this form, please?
4 Hello. I have an appointment at 4.30.	D No, but write your home doctor's details here, please.
5 I'm from Spain. I'm here temporarily on business.	E No, thanks. Maybe I'll go home early today.
6 Do you need my insurance details?	F Yes, I think you should.
7 I don't feel well. I think I'll go home.	G Thanks.
8 Hi, you're back! Are you feeling better now?	H No, actually I don't feel very well.
9 We missed you. Welcome back!	I Yes, much better, thanks.

6.2

Match the different types of accommodation (A–K) with the descriptions (1–11).

A campsite	F chalet
B bed and breakfast	G house swap
C hotel	H farmhouse
D self-catering accommodation	I villa
E youth hostel	J guesthouse
	K caravan

1 Maybe you could collect eggs or milk the cows here.

2 You can cook your own meals here whenever you want to.

3 This is where you can sleep in a tent.

4 Guests have a wide range of services to choose from here.

5 You will need to go out for your evening meal if you stay here.

6 This accommodation is often mobile.

7 You can borrow someone else's house whilst they stay in yours.

8 This large private home often has a swimming pool in its grounds.

9 This cheap accommodation often provides many beds in one large room.

10 This private house offers meals too.

11 Often found in the mountains – good when skiing.

Test mark /20

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6.1

1 H
2 E
3 B
4 C
5 A
6 D
7 F
8 I
9 G

6.2

1 H
2 D
3 A
4 C
5 B
6 K
7 G
8 I
9 E
10 J
11 F

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7.1

Choose the best alternative to fill the gap.

1 For me, driving to work is ..... than going by train.
(more quick / quicker / quickest)

2 In Mexico, evening meals are normally eaten ..... than in Germany.
(later / latest / more late)

3 The weather in Mexico was ..... than at home. (best / more well / better)

4 My hotel was the ..... to the office.
(nearer / near / nearest)

5 Petra speaks English ..... than Kurt. (fluently / fluenter / more fluently)

6 The price of living in Mexico is generally ..... than in Spain.
(low / lowest / lower)

7 I work ..... in the morning.
(more effective / effectively / most effectively)

7.2

Write one word in each gap to complete the replies. Then write another reply to each question, with the same meaning. Use the words given in brackets.

1 A: Did your exam go well?

B: (a) Actually, it wasn't .... I expected. (difficult)

(b) ..... . (easier)

2 A: Did you enjoy your holiday?

B: (a) I didn't enjoy the second week .... the first. (much)

(b) ..... . (better)

3 A: Did you manage to finish the book?

B: (a) Actually, it didn't take me .... I thought. (long)

(b) ..... . (quickly)

7.3

Write sentences to compare the following, using adjectives from the box.

expensive	tall	cold	cheap
healthy	fast	quiet	slow

1 Russia / Morocco

2 Empire State Building / Eiffel Tower

3 Villages / cities

4 Salad / chips

5 Planes / cars

6 Silver / gold

7 Dial-up / broadband

Test mark /20

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7.1

1 quicker
2 later
3 better
4 nearest
5 more fluently
6 lower
7 most effectively

7.2

1 a as difficult as
  b It was easier than I expected.
2 a as much as
  b The first week was better than the second.
3 a as long as
  b I finished it more quickly than I thought.

7.3

1 Russia is colder than Morocco. / Morocco isn't as cold as Russia.
2 The Empire State Building is taller than the Eiffel Tower. / The Eiffel Tower isn't as tall as the Empire State Building.
3 Villages are quieter than cities. / Cities aren't as quiet as villages.
4 Salad is healthier than chips. / Chips aren't as healthy as salad.
5 Planes are faster than cars. / Cars aren't as fast as planes.
6 Silver is cheaper than gold. / Silver isn't as expensive as gold. / Gold is more expensive than silver. / Gold isn't as cheap as silver.
7 Dial-up is slower than broadband.

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8.1

Choose the best alternative to fill the gap.

1 The *inflation rate* / *interest rate* on my new credit card is very low.

2 In Britain we have to *export* / *import* bananas because of the climate.

3 These days it is easy to get into *debt* / *loan*.

4 Many financial institutions are willing *to borrow* / *to lend* you large sums of money.

5 One of France's largest *imports* / *exports* is wine.

6 The World Bank gives *loans* / *debts* to developing countries.

7 The rate of *interest* / *inflation* this year has fallen below the government's target.

8 To buy a house you usually *borrow* / *lend* money in the form of a mortgage.

8.2

Write one word in each gap to complete the sentences. The first letter has been given to help you.

1 One of the biggest *m*..... companies is Coca-Cola.

2 *E*..... friendly products are sometimes known as green products.

3 Zac believes that *d*..... countries need help with 'clean' energy.

4 *I*..... look for a return for their money.

5 Colombia *e*..... coffee all around the world.

6 I didn't receive much *i*..... on my savings.

8.3

Write the formal or informal alternative.

1 Formal: Dear Mr Taylor

Informal:.....

2 Formal: .....

Informal: How's it going?

3 Formal: I am writing regarding the meeting.

Informal:.....

4 Formal: .....

Informal: Send me (. . .) when you can.

5 Formal: Please do not hesitate to call if I can be of any assistance.

Informal:.....

6 Formal: .....

Informal: That's all.

Test mark /20

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8.1

1 interest rate
2 import
3 debt
4 to lend
5 exports
6 loans
7 inflation
8 borrow

8.2

1 multinational
2 Environmentally
3 developing
4 Investors
5 exports
6 interest

8.3

1 Hi (first name)
2 I hope all is well with you.
3 About the meeting.
4 I should be grateful if you could send me (. . .).
5 If you need anything else, tell me.
6 I look forward to hearing from you.

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9.1

Decide which of the alternatives (A–J) is the topic of each newspaper headline.
Write the letter of your answer in the box at the end of the sentence.

1 World Cup frenzy as tournament kicks off	
2 Shares devalued as CEO resigns	
3 Fans brave the rain as *Tarzan* opens in Leicester Square	
4 Career or family? Is the argument still relevant for women today?	
5 Is it worth having a pension fund these days? Your questions answered	
6 Winter sun getaways – the latest on favourite destinations	
7 Swapping bikinis for knitwear – looking at the change in seasons	
8 Australian parliament debates environmental policy	
9 Disappear into Harry Potter's world	
10 Trouble at Number 10 as new agriculture documents are leaked to the Press	

A business B international news C travel D sport
E books F personal finance G fashion H Home news
I cinema/arts J women

9.2

Match each item of news (1–10) with the best response (A–J).

1 Plane disappears over the Pacific	A I'm going to test drive that on Saturday.
2 Golfing triumph over US	B Does it say how many homes were damaged?
3 Aged film star dies in Beverly Hills	C Not again! Does it say when they'll go up?
4 New Ford wins safety prize	D I don't feel safe on the streets any more.
5 Florida Keys hit by third storm	E We used to play football in the rain!
6 Mortgage rates to increase	F Who do you think will win?
7 Waste recycling on the up	G Can you believe it was at the last hole?
8 Presidential election draws closer	H I already save glass and paper.
9 Woman, 79, has handbag stolen	I They think it got lost in a storm.
10 School sports to be indoors	J He was 93 you know.

1	2	3	4	5	6	7	8	9	10

Test mark /20

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9.1

1 D
2 A
3 I
4 J
5 F
6 C
7 G
8 B
9 E
10 H

9.2

1 I
2 G
3 J
4 A
5 B
6 C
7 H
8 F
9 D
10 E

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10.1

Complete the conversation by putting the verb in brackets into the correct form of the past simple, the present perfect simple or the present perfect continuous.

A Can we have a quick chat about the man you're interviewing this afternoon, John?

B Yes, of course. Is everything OK?

A Yes, no problems. I just wanted to check a few details. Now, he (1) ..... (join) Whyler Hemmings from university. Is that right?

B Yes, that's right. He was there for four years. He then (2) ..... (take) a more senior role with Carter Fitzpatrick in the USA for three more years – did very well, too.

A When did he start at Evans Jones then?

B Well, since 1997 he (3) ..... (live) back here in London. So since then.

A Yes. I (4) ..... (receive) a reference for him from them. He's still there, isn't he?

B Yes, he (5) ..... (do) very well there for some years now. He's still leading their top team.

A Yes, I hear that he (6) ..... (established) himself as a key player.

10.2

Complete the sentences using *for*, *since* or *ago*

1 They repaired my phone a week ..... .

2 So Frieda has worked here ..... 1996?

3 After university I travelled the world ..... 18 months.

4 You mean you've been waiting ..... an hour?

5 I haven't heard from the client ..... Monday.

6 I only saw him 15 minutes ..... .

7 I haven't been back to Paris ..... I resigned.

8 He was CEO there over ten years ..... .

10.3

Underline the words that are pronounced with weak stress.

1 How long have you been living in Spain?

2 For a few months.

3 How long has he been working in Finance?

4 Only for three weeks.

5 How long have you been studying English?

6 For about six years.

Test mark /20

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10.1

1 joined
2 took
3 ’s/has been living
4 ’ve/have received
5 ’s/has been doing
6 has established

10.2

1 ago
2 since
3 for
4 for
5 since
6 ago
7 since
8 ago

10.3

1 How long have you been living in Spain?
2 For a few months.
3 How long has he been working in Finance?
4 Only for three weeks.
5 How long have you been studying English?
6 For about six years.

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11.1

Choose the best word or phrase from the box to fill each gap.

risks	invest	shares
commercial property		stocks
mortgage	stock market	

(1) ..... and (2) ..... are two of the most common ways to invest money. However, their success depends on the (3) .... and rates of interest. Alternatively, you could (4) ..... in a second house, but the rent must cover your (5) ..... and maintenance costs and still make a profit. Other more exciting options include buying a share in (6) .... , if rents and property demand are high, or supporting a new business. Both of these do bring higher (7) ..... with them though.

11.2

Decide which of the alternatives (A–J) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. There are three alternatives that you don't have to use.

1 'I receive this on a regular basis from my investment in the company.'	
2 'Everything I own.'	
3 'We needed this to buy our house.'	
4 'Putting money into this should give us more money in years to come.'	
5 'If you borrow money, you should look around for a low one of these.'	
6 'My company rents a large office building.'	
7 'We're the people who own the company.'	

A interest rate B dividends C investment
D mortgage E commercial property
F shareholders G property H bonds
I assets J shares

11.3

Decide which of the alternatives (A–D) each sentence or phrase is used for. You will need to use some alternatives more than once.

1 I see what you mean but …	
2 I think …	
3 What about … ?	
4 That's true.	
5 You're probably right.	
6 I'm not sure about that.	

1 A Asking for opinions
2 B Giving opinions
3 C Agreeing
4 D Disagreeing

Test mark /20

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11.1

1 Stocks
2 shares
3 stock market
4 invest
5 mortgage
6 commercial property
7 risks

11.2

1 B
2 I
3 D
4 C
5 A
6 E
7 F

11.3

A Asking for opinions
What about . . . ?

B Giving opinions
I think . . .

C Agreeing
You're probably right.
That's true.

D Disagreeing
I'm not sure about that.
I see what you mean, but . . .

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12.1

Choose the best word from the box to fill each gap.

show	bother	excuse	over	sorry
	where	wrong	lost	

1 I'm ..... , I'm not from here.

2 Sorry to ..... you but I'm looking for the Post Office.

3 Hello. I think I'm ..... .

4 Do you know ..... it is?

5 ..... me. I'm looking for the cinema.

6 Follow me. I'll ..... you.

7 It's just ..... there. Can you see it?

8 Yes, it's easy. You can't go ..... .

12.2

Draw a line from each word on the left to a word on the right to make a word pair. Then use your word pairs to complete the sentences below.

global	congestion
power	environment
traffic	fuels
environmental	appliances
public	resources
electrical	policies
natural	warming
fossil	sharing
negative	glass
car	impact
recycled	countries
developing	transport

1 The world's .... include not only oil, coal and gas but also wind and water.

2 Most large towns and cities have problems with ....

3 .... such as coal, gas and oil are slowly being replaced by more environmentally friendly alternatives.

4 The .... needs to be protected for birds and wildlife.

5 We must remember to turn off .... like lights, kettles and computers to save energy.

6 Try to use .... to get to work whenever possible.

7 Governments are introducing better .... to make industries more responsible for their waste and emissions.

8 The burning of coal, gas and oil has added to ....

9 Developments in modern living have in many cases had a .... on the environment.

10 In many .... farming is the main industry.

11 .... , plastic, paper and metal can all be used instead of new materials.

12 .... schemes are encouraged in many companies.

Test mark /20

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12.1

1 sorry
2 bother
3 lost
4 where
5 Excuse
6 show
7 over
8 wrong

12.2

1 power resources
2 traffic congestion
3 fossil fuels
4 natural environment
5 electrical appliances
6 public transport
7 environmental policies
8 global warming
9 negative impact
10 developing countries
11 recycled glass
12 car sharing

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13.1

Put the verb in brackets into the correct tense using *will*, *going to* or the present continuous.

1 I'm sorry, I can't join you on Friday.

..... (I/fly) to New York on Thursday night.

2 It's ok. ..... (I/go) to reception to collect them.

3 ..... (I/not/attend) to the sales seminar next week. I've got a client meeting that I need to go to.

4 If you give me your name and number

..... (I/ ask) him to call you back as soon as possible?

5 ..... (I/go) to the doctor's in the morning so I won't be in until 10am.

6 I'm quite busy next week. ..... (I/travel) to Stuttgart on Monday.

7 We've booked our holiday for next summer.

..... (we/go) to Australia to see my brother.

8 ..... (he/call) you as soon as he returns from his meeting, Mr White.

9 ..... (you/send) the confirmation email this afternoon?

10 Don't worry, ... (I/forget) to send Mum's birthday card!

11 ..... (I/just/finish) these last few emails then I'm off home.

13.2

Contract, where possible, the long forms in the conversation.

Louise: Hi Maria. I thought I would call to let you know that I am just booking your flights and hotel for next week. I am going to need your meeting schedule.

Maria: OK. I will just update it and then we will be able to look at possible flights. I have never been to Moscow before so I do not know any hotels there. Will you find out if there is one near the airport?

Louise: Yes, I will. But I will not book anything until I get your updated schedule.

Test mark /20

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13.1

1 I'm flying
2 I'll go
3 I'm not going to attend
4 I'll ask
5 I'm going
6 I'm travelling
7 We're going
8 He'll call
9 Are you going to send
10 I won't forget
11 I'm just going to finish

13.2

1 I would = I'd
2 I am = I'm
3 I am = I'm
4 I will = I'll
5 we will = we'll
6 I have = I've
7 do not = don't
8 there is = there's
9 will not = won't

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14.1

Find a word related to each clue. The first letter has been given to help you.

1 Our personal service aims to meet the needs of the ..... .

2 A wide ..... of services can be offered to suit all customers.

3 When customer service is outstanding it is ..... .

4 When a customer has exact needs a service can be ..... .

5 The manufacturing ..... is in decline but service is growing.

6 A customer may be unhappy because the service is ..... .

7 Sometimes there is a ..... if you require additional service.

8 Many companies ..... different levels of service – bronze, silver and gold, for example.

9 Many top hotels are ..... star.

10 Exceptional customer service can be ..... .

11 When helping customers, employees must be ..... to respond.

12 The opposite of *expensive* is ..... .

1 I _ _ _ _ _ _ _ _ _

2 R _ _ _ _

3 E _ _ _ _ _ _ _ _ _ _

4 T _ _ _ _ _ _ _

5 S _ _ _ _ _

6 U _ _ _ _ _ _ _ _ _ _ _ _

7 C _ _ _ _ _

8 O _ _ _ _

9 F _ _ _

10 P _ _ _ _ _

11 Q _ _ _ _

12 C _ _ _ _

14.2

Decide which of the alternatives (A–H) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence.

1 'Can we meet next week some time?'	
2 'I'll send an email to confirm.'	
3 'We spoke on the phone yesterday.'	
4 'I'm afraid I have to be in a meeting all day on Friday.'	
5 'What day would suit you?'	
6 'Could we meet the following day instead?'	
7 'Unfortunately, I've got a problem with that day now.'	
8 'I hope it's not a problem for you.'	

A Referring to last contact

B Suggesting a meeting

C Fixing a time for a meeting

D Confirming an arrangement

E Changing an arrangement

F Explaining the reason for changing an arrangement

G Finding a new time for a meeting

H Apologising for changing an arrangement

Test mark /20

14.1

1 INDIVIDUAL
2 RANGE
3 EXCEPTIONAL
4 TAILORED
5 SECTOR
6 UNSATISFACTORY
7 CHARGE
8 OFFER
9 FIVE
10 PRICEY
11 QUICK
12 CHEAP

14.2

1 B
2 D
3 A
4 F
5 C
6 G
7 E
8 H

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15.1

Find a word related to each clue below. The first letter has been given to help you.

1 If you want a bottle of wine you will find it in the ..... .

2 If you want the car you will find it in the ..... .

3 We normally eat in the ..... .

4 My computer and books are in the ..... .

5 I do my washing in the ..... .

6 If you want to help to cook dinner you need to be in the ..... .

7 When the weather is nice, we sit outside on the ..... .

1 C _ _ _ _ _

2 G _ _ _ _ _

3 D _ _ _ _ _ _ _ _ _

4 S _ _ _ _

5 U _ _ _ _ _ _ _ _ _ _

6 K _ _ _ _ _ _

7 T _ _ _ _ _ _

15.2

Decide which of the alternatives (A–G) each sentence describes. Write the letter of your answer in the box at the end of the sentence.

1 This keeps the house warm.	
2 You need one of these to get into every room.	
3 You walk on this in every room.	
4 These help to keep a room dark at night.	
5 This is on top of the house.	
6 You climb up this to get to the next floor.	
7 This has plants in it.	

A floor B curtains C garden
D door E roof F staircase
G heating

15.3

Choose the best word from the brackets to fill the gap.

1 When I get up, I ..... (make / lay) the bed.

2 When my clothes have been washed, I flatten them by doing the ..... (ironing / iron).

3 When I put things on the table before a meal, I ..... (make / lay) the table.

4 When I wash the dishes, I do the ..... (washing / washing-up).

5 When the dog and I go out together for some exercise, I ..... (make / take) the dog for a walk.

6 When I wash the dirty clothes, I do the ..... (washing / washing-up).

Test mark /20

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15.1

1 CELLAR
2 GARAGE
3 DINING ROOM
4 STUDY
5 UTILITY ROOM
6 KITCHEN
7 TERRACE

15.2

1 G
2 D
3 A
4 B
5 E
6 F
7 C

15.3

1 make
2 ironing
3 lay
4 washing-up
5 take
6 washing

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16.1

Choose the best word from the brackets to complete the sentences.

1 Do you have ..... rooms available for tonight? (some / any)

2 Taiwan consists of ..... islands. (much / many)

3 ..... of Taiwan's agriculture is based around rice cultivation. (much / many)

4 How ..... rooms does the hotel have? (much / many)

5 Only ..... traditional industries remain important. (a few / a little)

6 If you have ..... problems, please tell the manager on duty. (any / some)

7 ..... of our guests are from the corporate sector. (a lot / a little)

8 Would you like ..... information about the tourist attractions? (some / many)

9 ..... hotel guests have access to the internet. (all / every)

10 How ..... customer complaints did you receive last year? (much / many)

11 ..... room has a private bathroom. (all / every)

12 Can you give me ..... help, please? (any / some)

13 There's only ..... information about us on the website. (a lot / a little)

14 How ..... years have you worked for this company? (many / much)

16.2

Mark the linked words in these sentences.

1 Are you going to the meeting this afternoon?

2 I'll see if I can go on Monday.

3 Have you got a lot of work to do?

4 Would you like to work in America?

5 How many employees do you have?

6 I'll arrange for a taxi to the airport.

Test mark /20

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16.1

1 any
2 many
3 much
4 many
5 a few
6 any
7 a lot
8 some
9 all
10 many
11 every
12 some
13 a little
14 many

16.2

1 Are you going to the meeting this afternoon?
→
/j/ /w/
2 I'll see if I can go on Monday.
→ →
3 Have you got a lot of work to do?
→ →
4 Would you like to work in America?
→ →
/j/
5 How many employees do you have?
→ →
/r/ /j/
6 I'll arrange for a taxi to the airport.
→ →

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17.1

In each sentence there is one wrong word. Underline the wrong word and write the correct one on the right.

1 What memories does it have? .....

2 It costs about 12 kg. .....

3 The off-board camera allows the owner to see the robot's environment. .....

4 What is it call? .....

5 A gadget is a small device or machine without a particular purpose. .....

6 It has a 512MB built-out memory. .....

7 Can you explaining that to me again? .....

8 How length is it? .....

17.2

Write one word in each gap to complete the emails. The first letter has been given to help you.

Dear Mr Hunter,

Thank you for your email.

Please accept my (1) a..... for the faulty goods that you received last week. I can (2) a..... you that this will not happen again and that we will replace your goods immediately. The faults were (3) d..... to technical problems in our production department and I am (4) p..... to tell you that production is now back to normal.

If I can be of further (5) a..... , please do not (6) h..... to contact me.

Best wishes,

Dear Anna,

(7) U..... we are going to have to postpone our meeting next week. The (8) r..... for this is that I have to attend an important client meeting in Dublin. It is still very (9) i..... that we meet so we (10) m..... try to fix a new time for either Thursday or Friday. Can you let me know which day is best for you? I have good (11) n..... about the order so I will bring the details with me next week.

Please (12) a..... my apologies for having to change the meeting date. I look forward to seeing you soon.

Regards,

Test mark /20

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17.1

1 What memories does it have?	memory
2 It costs about 12 kg.	weighs
3 The off-board camera allows the owner to see the robot's environment.	on-board
4 What is it call?	called
5 A gadget is a small device or machine without a specific purpose.	with
6 It has a 512MB built-out memory.	built-in
7 Can you explaining that to me again?	explain
8 How length is it?	long

17.2

1 apologies
2 assure
3 due
4 pleased
5 assistance
6 hesitate
7 unfortunately
8 reason
9 important
10 must
11 news
12 accept

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18.1

Choose the best word from the brackets to fill the gap.

1 Sorry. I don't ..... . Can I still send emails? (understand / know)

2 ..... did you last see it? (where / how)

3 Shall I ..... the police? (show / call)

4 I need to ..... a photocopy of this. (use / make)

5 Can I ..... this machine? (show / use)

6 Could you ..... me how to turn it on? (show / learn)

7 This software is new to me. What ..... this mean exactly? (do / does)

18.2

Decide which of the alternatives (A–F) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence.

1 'People remember things by training their brain to use different methods.'	
2 'You need to focus on what you can do, not what you can't.'	
3 'The success of a student often depends on how well the subject is taught.'	
4 'As a teacher you need to consider how each student learns.'	
5 'Students of all ages can use technology to help them learn.'	
6 'Some students need a lot of time.'	

A Thinking positively

B Different kinds of learners

C Teaching memory techniques

D Using the internet to learn

E Good teachers

F Studying for long hours

18.3

Choose the best word from the box to fill each gap.

translate	remember	revise
pronounce	mistakes	vocabulary
	opposite	

1 When learning a new word, it is important to learn how to ..... it correctly.

2 After each lesson you should ..... the language before the next lesson.

3 I need to ..... this word. It will be very useful in the office.

4 Some words never ..... exactly.

5 I always try to learn from my ..... to make sure I don't repeat them.

6 One way to expand your vocabulary is to learn the ..... of any new words – then you learn two words at once.

7 ..... is easier to learn if you try to imagine it in a realistic situation where you might use it.

Test mark /20

18.1

1 understand
2 where
3 call
4 make
5 use
6 show
7 does

18.2

1 C
2 A
3 E
4 B
5 D
6 F

18.3

1 pronounce
2 revise
3 remember
4 translate
5 mistakes
6 opposite
7 vocabulary

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19.1

Say whether the sentences describe future events that you think are certain or are only possible.

1 I think the internet will be very important. .....

2 You can do all the administration at home. .....

3 Many people from Britain might emigrate to Spain. .....

4 The workplace will still be important. .....

5 Working life may become much more unstable. .....

6 They'll live for the moment. .....

7 People may adopt a 'live for today' lifestyle. .....

19.2

In each sentence there is one wrong word. Underline the wrong word and write the correct one on the right.

1 If we were emigrate to Spain, it will be cheaper.

.....

2 If people getting the opportunity, they will choose to work from home.

.....

3 If people feel that they have no impact on politics, they didn't think about the future.

.....

4 We see lots more global trade if the internet becomes more important.

.....

5 I phone you if I hear any news.

.....

6 I won't go to Paris if I can fly there.

.....

7 We will enjoy life more if we stopping working.

.....

19.3

Underline the words you think speaker B will say with extra stress to communicate a difference in opinion from speaker A.

1
A: If we move the factory, 350 people will lose their jobs.
B: Yes, but if we don't move and expand, we won't be able to increase production.

2
A: If I go by train tomorrow, it means that I'll have to get up at 5.30 am.
B: If you don't go by train though, you'll have to drive 200 miles.

3
A: If we buy cheaper raw materials, we can save thousands.
B: But if we buy better quality materials, we might increase our market.

4
A: If we just offer training to the sales team, we can reduce our costs.
B: But if we offer it to everyone, we will have total product awareness.

5
A: If we reduce the R&D budget, we can invest more in sales.
B: But if we do that, we won't have as much to sell in the future.

6
A: If we go on holiday in October, the prices will be lower.
B: But if we go on holiday then, the weather won't be as good.

Test mark /20

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19.1

1 certain
2 certain
3 possible
4 certain
5 possible
6 certain
7 possible

19.2

1 If we emigrate to Spain, it will be cheaper.
2 If people get the opportunity, they will choose to work from home.
3 If people feel they have no impact on politics, they won't think about the future.
4 We will / may / might see lots more global trade if the internet becomes more important.
5 I will / may / might phone you if I hear any news.
6 I won't go to Paris if I can't fly there.
7 We will enjoy life more if we stop working.

19.3

1 Yes, but if we don't move and expand, we won't be able to increase production.
2 If you don't go by train though, you'll have to drive 200 miles.
3 But if we buy better quality materials, we might increase our market.
4 But if we offer it to everyone, we will have total product awareness.
5 But if we do that, we won't have as much to sell in the future.
6 But if we go on holiday then, the weather won't be as good.

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20.1

Decide which of the alternatives (A–G) each sentence describes. Write the letter of your answer in the box at the end of the sentence.

1 Goods or services that are of a very high quality, are exclusive and often expensive.	
2 An attempt to try to predict future sales.	
3 Communication with potential clients by phone, to tell them about your services or products.	
4 Sending sales information to potential clients by post.	
5 Asking people what they would like to buy.	
6 The business that tries to persuade people to buy certain services or products.	
7 The activity that publicises and tries to sell a product or service.	

A sales forecast B cold calls C advertising D mailing
E promotion F up-market G market research

20.2

In each sentence there is one wrong word. Underline the wrong word and write the correct one on the right.

1 I want to see through the figures before the board meeting. .....

2 I think that house prices will get down next year. .....

3 We need to open into the Australian market if we are to survive. .....

4 Hopefully with the new advertising company sales will start to put off. .....

5 We could always take away free gifts to encourage sales. .....

6 We should try to stay prices down for six months to maintain the current level of sales. .....

7 I suggest that we set prices up before Christmas. .....

20.3

Match each heading on the left (1–6) to a phrase on the right (A–F).

1 State objective	A I think we can finish there.
2 Clarify	B So we've decided to …
3 Deal with interruptions	C Could you … ?
4 Clarify decision	D We need to discuss …
5 Give instructions	E If I understand you correctly, you want to …
6 Close meeting	F Can we/you let … finish?

Test mark /20

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20.1

1 F
2 A
3 B
4 D
5 G
6 C
7 E

20.2

1 I want to <u>see</u> through the figures before the board meeting.	look
2 I think that house prices will <u>get</u> down next year.	come
3 We need to <u>open</u> into the Australian market if we are to survive.	break
4 Hopefully with the new advertising company sales will start to <u>put</u> off.	take
5 We could always <u>take</u> away free gifts to encourage sales.	give
6 We should try to <u>stay</u> prices down for six months to maintain the current level of sales.	keep
7 I suggest that we <u>set</u> prices up before Christmas.	put

20.3

1 D
2 E
3 F
4 B
5 C
6 A

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21.1

Draw a line from each sentence on the left to a sentence on the right to complete the dialogues.

1 I promised to take my wife out for her birthday. Can you recommend a good Thai restaurant?	A Probably the best place to look is the jewellers in the shopping centre.
2 Do you know anywhere which sells watch batteries?	B I would take them to the new play that's on at the theatre. It's great, I saw it last night.
3 I'm going to London for the weekend. Do you think I need to book a hotel before I go?	C Looking at all this rain, I think it would be a good idea to check the weather forecast first.
4 I have to take some clients out tomorrow night. Have you got any ideas?	D Why don't you talk to the travel department? I'm sure they'll do it for you.
5 I need to book my flights for next week. How do I do that?	E Yes, I can. I think the best one is the Green Emerald in town.
6 Shall we still go camping at the weekend?	F You might find one in the local businesses directory.
7 I need the phone number for a good electrician.	G Yes, I think you should. Why not book it on the internet?

21.2

Decide which of the alternatives (A–G) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence. There is one alternative that you don't have to use.

1 'I like nothing better than a good murder mystery.'	
2 'I always want to sing and dance after seeing one if these types of movies.'	
3 'If I'm feeling down, a good laugh always makes me feel better.'	
4 'Futuristic space travel has always interested me.'	
5 'My children think that *Finding Nemo* is great.'	
6 'I never enjoyed swimming in the sea after watching Jaws.'	

A Cartoon B Science fiction C Romance
D Thriller E Crime F Comedy
G Musical

21.3

Find a word related to each clue. The first letter has been given to help you.

1 The actors and actresses are known as the .....
2 Films in other languages are often .....
3 The story of a film is called the .....
4 The place and time of a film are where it is .....
5 Actors and actresses ..... a character.
6 Not everyone likes a happy .....
7 A film that keeps your attention is .....

1 C _ _ _
2 D _ _ _ _ _
3 P _ _ _
4 S _ _
5 P _ _ _
6 E _ _ _ _ _
7 E _ _ _ _ _ _ _ _ _ _ _

Test mark /20

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21.1

1 E
2 A
3 G
4 B
5 D
6 C
7 F

21.2

1 E
2 G
3 F
4 B
5 A
6 D

21.3

1 CAST
2 DUBBED
3 PLOT
4 SET
5 PLAY
6 ENDING
7 ENTERTAINING

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22.1

Write one word in each gap to complete the sentences. The first letter has been given to help you.

An image consultant can help people in three ways: firstly, with their (1) a..... , secondly, with their (2) v..... and finally, with their (3) b..... . The consultant helps people to (4) b..... themselves. One of the most important rules is to learn how to (5) s..... hands properly.

22.2

Complete these sentences with *must* or *have to* in the appropriate form and tense.

1 We ..... present a financial forecast every month. It's part of the job.

2 You ..... go to every briefing – it's not necessary.

3 In my old job I ..... update the company website.

4 She ..... go to London today – she's working from home.

5 I ..... to go to the dinner last night but I thought it would be nice to meet everyone.

6 Next week I ..... fly to Paris for a design meeting about the company brochure. I'm doing a presentation.

7 I really ..... phone the dentist – my tooth is so painful.

8 Oh, how kind! You really ..... buy me a present though.

9 Mary ..... drive all the way to Scotland for that marketing meeting last Friday. Her flight was cancelled.

10 I ..... take you to the new restaurant in town – the food is amazing.

22.3

Look at the meaning given in brackets, and say whether the modal verb in each sentence should have strong stress or weak stress.

1 You must talk to the client every day.
(It is vital that you talk to the client every day.)

.....

2 You can go home whenever you like.
(Feel free to choose the time you go home.)

.....

3 I should see the doctor really.
(I know it's important to see the doctor.)

.....

4 You must insure your car – otherwise it is illegal.
(You have no choice but to insure your car.)

.....

5 You should always say 'Hello' in the morning
(Saying 'Hello' is the right thing to do.)

.....

Test mark /20

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22.1

1 appearance
2 voice
3 behaviour
4 brand
5 shake

22.2

1 have to
2 don't have to
3 had to
4 doesn't have to
5 didn't have to
6 have to
7 must
8 didn't have to
9 had to
10 must

22.3

1 strong stress
2 weak stress
3 strong stress
4 strong stress
5 weak stress

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23.1

Choose the best alternative to fill the gap.

1 Another name for Human Resources is *Personal* / *Personnel*.

2 If a company need reduce their number of staff they have to *lay employees off* / *lie employees off*.

3 Reducing the number of employees in a company is called *downsizing* / *upsizing*.

4 Recruitment is all about *taking on new employees* / *taking over new employees.*

5 The money that people earn per year is their *celery* / *salary*.

6 The monitoring of employee performance is called *appraisee* / *appraisal.*

7 *Expectation* / *expatriation* is when international companies place employees and their families abroad.

23.3

Write one word in each gap to complete the sentences. The first letter has been given to help you.

1 I've m..... to book the early morning flight so I can arrive in time for the meeting.

2 I'd like to book a n..... room for Thursday night, please.

3 Could you arrange for a d..... to pick us up from the airport?

4 We will be d..... from Heathrow at midday.

5 The flight r..... from Schiphol on Friday afternoon.

6 Please would you send me d..... of the Hilton Hotel at Gatwick?

23.2

Decide which of the alternatives (A–G) each sentence describes. Write the letter of your answer in the box at the end of the sentence.

1 This is when older staff agree to finish working before the expected date.	
2 When companies downsize, this increases in the local area.	
3 This improves the skills of the workforce.	
4 This is when staff of working age agree to leave their jobs without being forced to.	
5 These are groups of workers and managers who discuss company policies.	
6 These are industry-related organisations.	
7 This is the environment that people work in.	

A voluntary redundancy B early retirement C unemployment D training E working conditions
F trade unions G works councils

Test mark /20

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23.1

1 Personnel
2 lay employees off
3 downsizing
4 taking on new employees
5 salary
6 appraisal
7 expatriation

23.2

1 B
2 C
3 D
4 A
5 G
6 F
7 E

23.3

1 managed
2 non-smoking
3 driver
4 departing
5 returns
6 details

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24.1

In each sentence there is one wrong word. Underline the wrong word and write the correct one on the right.

1 Welcome to our Head Office. We hope you employ your stay with us. .....

2 Did you have a good tip? .....

3 For security reasons, can you fill up your details here, please? .....

4 You will have to wear this badger at all times. .....

5 You can use this computer. It's contacted to the internet. .....

6 Do I need a crossword to log in? .....

7 Here's my mobile number, just out case you need anything. .....

24.3

Write one word in each gap to complete the sentences. The first letter has been given to help you.

1 We need to try to r..... this – to find an answer to the problem.

2 When people don't agree, there is c..... .

3 Investing more money in training should i..... the situation.

4 The rise in house prices is only making the situation w..... – many people can't afford to buy a home.

5 More attention needs to be focused on security to m..... people feel safer on the streets.

6 I think that the government should help to find a s..... .

24.2

Decide which of the alternatives (A–G) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence.

1 'Not all races and religions are viewed equally.'	
2 'I travel by public transport into town because cars aren't even safe in car parks.'	
3 'When the factories closed down, so many people were laid off.'	
4 'The rich are getting richer and the poor are getting poorer – we need to close the gap.'	
5 'Even the children's park has been damaged – we can't use it anymore.'	
6 'In London especially, so many people sleep rough on the streets.'	
7 'There is much more aggression these days – personal attacks are common.'	

A Poverty B Racism C Homelessness D Violence E Car theft F Unemployment G Vandalism

Test mark /20

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24.1

1 Welcome to our Head Office. We hope you employ your stay with us. enjoy
2 Did you have a good tip? trip
3 For security reasons, can you fill up your details here, please? in / out
4 You will have to wear this badger at all times. badge
5 You can use this computer. It's contacted to the internet. connected
6 Do I need a crossword to log in? password
7 Here's my mobile number, just out case you need anything. in

24.2

1 B
2 E
3 F
4 A
5 G
6 C
7 D

24.3

1 resolve
2 conflict
3 improve
4 worse
5 make
6 solution

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25.1

Choose the best alternative to fill the gap.

1 Financial controllers are responsible for ..... .
A to set budgets B setting budgets

2 Only after receiving the correct data can they set a ..... .
A real budget B realistic budget

3 Accurate estimation of future sales levels is not a precise ..... .
A science B art

4 For a product to maintain a stable price, production really needs to be ..... the level of consumption.
A on top of B over

5 If demand were greater than supply and the price increased, the margin would ..... .
A decrease B be decreasing

6 Companies who do business with developing countries have an ethical ..... to help their producers.
A responsibility B responsible

7 Many large international companies now have ethical ..... in place.
A policy B policies

25.2

In each sentence there is one wrong word. Underline the wrong word and write the correct one on the right.

1 If we went to Paris, I can practice my French. .....

2 If I had my car, I will take you to the station. .....

3 If I do more exercise, I would get fitter. .....

4 I would learn more if I have better training. .....

5 If I started my own company, I can work from home. .....

6 If I earn more money, we could buy a bigger house. .....

7 If you moved to Australia, we won't see you very often. .....

8 I would be very grateful if you can meet me at the airport. .....

25.3

Cross out the silent letters in these words.

1 Christmas

2 guarantee

3 whole

4 climb

5 honest

Test mark /20

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25.1

1 B
2 B
3 A
4 B
5 A
6 A
7 B

25.2

1 If we went to Paris, I can practice my French. could
2 If I had my car, I will take you to the station. would
3 If I do more exercise, I would get fitter. did
4 I would learn more if I have better training. had
5 If I started my own company, I can work from home. could
6 If I earn more money, we could buy a bigger house. earned
7 If you moved to Australia, we won't see you very often. wouldn't
8 I would be very grateful if you can meet me at the airport. could

25.3

1 t
2 u
3 w
4 b
5 h

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26.1

Find a word related to each clue. The first letter has been given to help you.

1 When a product is easy to operate it is ..... .

2 When a product helps or allows you to do something, it ..... you to do it.

3 When a product ensures something, it ..... it.

4 When a product comes with certain functions or attachments, it ..... them.

5 When a product is perfect for a certain audience, it is ..... for them.

6 When a product makes something possible for you, it means that you ..... do it.

1 U _ _ _ _ _ _ _ _ _ _

2 E _ _ _ _ _ _

3 G _ _ _ _ _ _ _ _ _

4 I _ _ _ _ _ _ _

5 D _ _ _ _ _ _ _

6 C _ _

26.2

Complete the sentences with a word or phrase from the box.

well-constructed	state of the art	massive
tough	sophisticated	tailor-made

1 To match the client's requirements exactly, the product will have to be ..... .

2 This is the most modern technology available on the market at the moment – it's ..... .

3 The size of this project is huge – in fact, it's .....!

4 The quality of this product is superb. It's extremely ..... .

5 The technological solution for this was very complex and ..... .

6 During tests this product proved to be ..... and resilient.

26.3

Decide which of the alternatives (A–G) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence.

1 'I'll check for you and get back to you within the hour.'	
2 'I'm very sorry about that.'	
3 'There was a fault with the product – the A272?'	
4 'We can replace it by tomorrow afternoon. Is that OK?'	
5 'There was a manufacturing problem but we have resolved that now.'	
6 'I'm really sorry again.'	
7 'Is that solution OK with you?'	

A Apologising strongly

B Offering a solution

C Giving reason for the problem

D Confirming details of the problem

E happy

F Apologising again

G Promising to investigate and call back

Test mark /20

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26.1

1 USER-FRIENDLY
2 ENABLES
3 GUARANTEES
4 INCLUDES
5 DESIGNED
6 CAN

26.2

1 tailor-made
2 state of the art
3 massive
4 well-constructed
5 sophisticated
6 tough

26.3

1 G
2 A
3 D
4 B
5 C
6 F
7 E

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27.1

Write one word in each gap to complete the dialogues. The first letter has been given to help you.

1
A: Excuse me. Could you tell me, what

(1) e..... is *toad in the hole*?

B: Yes, madam. *Toad in the hole* is sausages cooked in a light batter, served in a dish.

A: Right. I think I'll try it, please – it sounds very interesting.

2
A: That was excellent, thank you. Were the sausages locally made?

B: Yes. We use a local butcher.

A: Could you tell me (2) w..... I can get some? I'd also love to have the

(3) r..... .

3
A: The beef was (4) d..... . How was

it (5) c..... ?

B: I cook it very slowly in the oven for about three hours with onions, garlic and beef stock. The

most (6) i..... thing is to cook it slowly at a medium temperature.

27.2

Match the different types of cooking methods (A–F) with the descriptions (1-6). Write the letter of your answer in the box at the end of the sentence.

1 Food that is not cooked at all – for example fish or vegetables.	
2 Meat – like beef or chicken – is cooked in the oven.	
3 Sausages and bacon can be cooked under the heat on a hot metal pan.	
4 Cakes and bread are cooked in an oven.	
5 Fish is cooked like this, gently in a pan of very hot water.	
6 Eggs are cooked in their shells in a pan of boiling water.	

A grilled B roasted C boiled
D poached E baked F raw

27.3

Choose the best alternative to complete the sentence.

1 I love lemon in cake – it makes it just a little bit *sweet* / *sour*.

2 I like vegetables to be quite crunchy – not *undercooked* / *overcooked*.

3 I'm not keen on anchovies. I find them too *sour* / *salty*.

4 I'm not a pudding person. I much prefer *savoury* / *sweet* food.

5 This bread is *on* / *off*. It's turned green!

6 I much prefer a *medium* / *middle* wine to a dry one.

7 I bought these bananas when they were green but I think they're *ripe* / *tender* now.

8 My husband eats his steak quite *rare* / *raw* – so it's just pink inside.

Test mark /20

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27.1

1 exactly
2 where
3 recipe
4 delicious
5 cooked
6 important

27.2

1 F
2 B
3 A
4 E
5 D
6 C

27.3

1 sour
2 overcooked
3 salty
4 savoury
5 off
6 medium
7 ripe
8 rare

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28.1

Write one word in each gap to complete the sentences. The first letter has been given to help you.

1 We are m..... involved in consulting.

2 We started o..... with just myself and my husband.

3 We work mainly by word of mouth, so f..... we need to get to know the new client's business.

4 T..... , if we are stll interested in them and them in us, we discuss requirements in more detail.

5 Our clients don't work in 9 to 5 industries, so we often work from first thing in the morning u..... late at night.

6 At the m..... , all the consultants are working on large projects.

28.2

The following sentences should be in the passive. In each sentence there is a mistake. Find the mistake and write the correct sentence underneath.

1 I closed the door.

.....

2 She washes her car every week.

.....

3 The wrong goods are delivered.

.....

4 Is the garage lock every night?

.....

5 Our flight is cancel.

.....

6 He turned the electricity off here.

.....

7 She copied the document wrongly.

.....

8 She emails the data every Friday.

.....

28.3

Underline the words speaker B stresses to correct speaker A.

1
A: So, you come from Norway?
B: No, I come from Sweden.

2
A: And you've worked for the same company for 20 years?
B: Actually, it's only 18 years, but it feels like 20!

3
A: You live in a village now, don't you?
B: Well, it's really a small town but it has a village feel about it.

4
A: Isn't your husband a fireman? He was doing his training when I last saw you.
B: No, he's a policeman, actually. He's finished his training though.

5
A: Didn't your job take your to Asia on quite a regular basis?
B: It did, but not anymore. I'm mainly based in Europe now.

6
A: How's the new car? You had a Porsche, didn't you?
B: Oh yes, but I've got an Aston Martin now.

Test mark /20

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28.1

1 mainly
2 off
3 firstly
4 then
5 until
6 moment / minute

28.2

1 The door was closed.
2 Her car is washed every week.
3 The wrong goods were delivered.
4 Is the garage locked every night?
5 Our flight is cancelled.
6 The electricity is turned off here.
7 The document was copied wrongly.
8 The data is emailed every Friday.

28.3

1 Sweden
2 18
3 small town
4 policeman
5 did, Europe
6 Aston Martin

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29.1

Choose the best alternative from the box to fill the gaps.

motivation	direction	depressed	
positive	stress	realise	achieve

1 People often turn to life coaches when they feel ..... and that they need to change something in their lives.

2 A life coach can help to reduce ..... in both our personal and professional life.

3 Perhaps your ..... has fallen and you no longer enjoy your work.

4 Maybe you need to look at changing ..... . And finding a new career.

5 You need to change the negative feelings about your life into more ..... ones.

6 By discovering what you really want to do you might ..... your true potential.

7 You could surprise yourself with what you can ..... when you are a happier person.

29.2

Put the verb in brackets into the correct form for each sentence.

1 My shares in Coca-Cola have ..... (grow) significantly over the past few months.

2 Revenue ..... (fall) sharply last quarter.

3 Poor advertising has ..... (reduce) sales.

4 House prices will probably ..... (fall) by the end of the year.

5 The ..... (grow) in the IT industry has been massive.

6 Security at small airports needs to be ..... (increase).

7 The demand for these products has ..... (decrease).

8 Can you remember how much our investment ..... by last year (grow)?

29.3

Write one word in each gap to complete the sentences. The first letter has been given to help you.

1 Right. Well, that's all I want to say about production.
D..... a..... h..... a..... q..... ?

2 If there are no more questions, I'd like to go on to the n..... p..... .

3 D..... t..... a..... your question?

4 It's an i..... q..... . Thank you.

5 If there are no more questions, I'll f..... t..... . Thank you.

Test mark /20

29.1

1 depressed
2 stress
3 motivation
4 direction
5 positive
6 realise
7 achieve

29.2

1 grown
2 fell
3 reduced
4 fall
5 growth
6 increased
7 decreased
8 grew

29.3

1 Does anyone have any questions?
2 next point
3 Does that answer
4 important question
5 finish there

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30.1

Decide which of the alternatives (A–G) each sentence describes. Write the letter of your answer in the box at the end of the sentence.

1 These are non-meat varieties of food.	
2 These help to maintain your health.	
3 There is often too much salt, sugar and fat in this.	
4 An organisation that reaches all corners of the world.	
5 A job can help you develop as a person, every minute of every day.	
6 Not eating or using any animal products.	
7 You can eat eggs and drink milk – you don't totally avoid animal products.	

A vegan B soya alternatives C vegetarian D multi-vitamin tablets E continuous learning

F processed food G global

30.2 NB Crossword grid needed!

Find a word related to each clue. The first letter has been given to help you.

1 To avoid typical mistakes, learn ..... words.

2 For pronunciation practice, always read ..... .

3 Always learn a word's ..... .

4 ..... to the English language whenever possible.

5 Learn .... ; verb. adjective, noun and adverb.

6 Write your own ..... of words when you use a dictionary.

1 K _ _

2 A _ _ _ _

3 O _ _ _ _ _ _ _

4 L _ _ _ _ _

5 W _ _ _ F _ _ _ _ _ _ _

6 D _ _ _ _ _ _ _ _ _ _

30.3

Choose the best word from the brackets to fill the gap.

1 Are you going ..... (alright / already)? It's only 4.30 pm.

2 I promised to catch the early train, so I really must be ..... (going / go).

3 Can I just ..... (asking / ask) you a quick question before you go?

4 ..... (Will / Can) we leave it until Monday?

5 Anyway, I'm off. It ..... (is / was) really good to see you again.

6 ..... (Take / Taking) care. Have a good weekend.

7 ..... (Talking / Talk) to you Monday then. Bye.

Test mark /20

30.1

1 B
2 D
3 F
4 G
5 E
6 A
7 C

30.2

1 KEY
2 ALOUD
3 OPPOSITE
4 LISTEN
5 WORD FAMILIES
6 DEFINITIONS

30.3

1 already
2 going
3 ask
4 Can
5 was
6 Take
7 Talk

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