



МИНИСТЕРСТВО ОБРАЗОВАНИЯ РЕСПУБЛИКИ БЕЛАРУСЬ

Белорусский национальный технический университет



Факультет маркетинга, менеджмента,
предпринимательства

Кафедра современных европейских языков

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**COLLECTION OF BUSINESS ENGLISH TESTS
FOR PRE-INTERMEDIATE STUDENTS**

**СБОРНИК ТЕСТОВ ПО ДЕЛОВОМУ АНГЛИЙСКОМУ ЯЗЫКУ
(УРОВЕНЬ PRE-INTERMEDIATE)**

Учебно-методическое пособие

Минск
БНТУ
2014

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Учебно-методическое пособие
по деловому английскому языку
для студентов экономических специальностей

*Рекомендовано учебно-методическим объединением
по образованию в области экономики и организации производства*

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Настоящее учебно-методическое пособие составлено в соответствии с программой курса делового английского языка для студентов экономических специальностей. Данное пособие содержит 10 комплексных тестов, предназначенных для контроля лексико-грамматических навыков в рамках данного курса.

Приводимые в пособии тесты предназначены для аудиторной работы студентов на последнем году обучения, но могут быть использованы и для самостоятельной работы.

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CONTENTS

PREFACE.....	4
TEST 1.....	5
TEST 2.....	8
TEST 3.....	11
TEST 4.....	14
TEST 5.....	17
TEST 6.....	20
TEST 7.....	23
TEST 8.....	26
TEST 9.....	29
TEST 10.....	32
LITERATURE.....	35

PREFACE

This collection of tests is intended for students who use the pre-intermediate business English course “Market Leader” by David Cotton, David Falvey and Simon Kent. The workbook is specially written for students of the school of marketing, management, entrepreneurship, Belarusian National Technical University, but it can be used by any person who wants to test or practise their vocabulary and grammar skills in the sphere of Business English.

It is written mainly as a book to give students an opportunity to revise the word stock and main grammar areas to take a final test on the pre-intermediate business English course “Market Leader”. It is to be used in class with a lecturer for supplementing or supporting their classroom teaching. The collection consists of 10 integrated tests. Every test is written on the example of final tests of 2010 – 2013.

TEST 1

I. Match the word to its definition.

1) adaptable	a) the group of people who work for an organization
2) consumer	b) a piece of work given to someone, typically as part of their studies or job
3) agenda	c) the place where a public event or meeting happens
4) staff	d) able or willing to change in order to suit different conditions
5) trend	e) to make something stronger
6) workload	f) a person who buys goods or services for their own use
7) venue	g) to find an answer to a problem
8) reinforce	h) a list of matters to be discussed at a meeting
9) solve	i) the amount of work to be done, especially by a particular person or machine in a period of time
10) assignment	j) a general development or change in a situation or in the way that people are behaving

II. Make the sentences passive.

1. The local authorities refused to give us any assistance.
2. They are repairing the fax machine now.
3. The Board will discuss the proposal at the meeting on the 25th of January.
4. They collect the information from retail outlets and they enter it on the database.
5. They have transferred him to their New York office.
6. You need not type this letter.
7. They were still discussing the results of the product launch.
8. Intel produces millions of chips every day.
9. Deutsche Post AG will offer investors share price discounts.
10. The government raised interest rates by 1%.

III. Fill in the gaps with the correct word.

headquarters
assertive

publicity
absenteeism

workload
enhance

bribery
agenda

1. The high rate of costs the company a lot of money.
2. The organization was rife with and corruption.
3. The company's are in Amsterdam.
4. These scandals will not the organization's reputation.
5. The question of security is high on the for this afternoon's meeting.
6. Students do find that their increases throughout the course.
7. The generated by the court case has given a welcome boost to our sales.
8. If you really want the promotion, you'll have to be more

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. We (enjoy) the job more if we earned more.
2. Recently we (open) a new branch in Hull.
3. Next Tuesday morning he (give) a demonstration of new products at our headquarters.
4. She (not/send) in the sales report yet.
5. If they (offer) me the job, I would probably take it.
6. Do you have any plans for this evening? - Yes, I (read) all those reports for tomorrow's meeting.
7. I'll phone you if (I hear) any news.
8. Export sales (show) a strong performance last month.
9. I (start) working for Abbey National in 2009.
10. I (drive) to work because the buses are on strike this week.
11. He (not / have) dinner at the "White Carnation" on Monday anymore because Jeannette has re-booked it for Tuesday.
12. If you (pay) more attention to meetings, you'd know what was going on.

V. Put questions to the sentences.

1. The clients can be disappointed if the ordered goods are faulty. (general)
2. We keep our goods in the warehouse before dispatching to the customer. (special)
3. I am going to point out that e-commerce may be successful if you have a good management team, a good idea and resources. (to the subject)

TEST 2

I. Match the word to its definition.

1) asset	a) strong and unlikely to break or fail
2) exceed	b) to intentionally become involved in a difficult situation in order to improve it or prevent it from getting worse
3) entrepreneur	c) to begin something such as a plan or introduce something new such as a product
4) mentor	d) the amount used or eaten
5) assertive	e) having a strong wish to be successful, powerful or rich
6) intervene	f) to be greater than a number or amount, or to go past an allowed limit
7) robust	g) describes someone who behaves confidently and is not frightened to say what they want or believe
8) ambitious	h) a useful or valuable quality, skill or person
9) launch	i) a person who gives another person help and advice over a period of time and often also teaches them how to do their job
10) consumption	j) someone who starts their own business, especially when this involves seeing a new opportunity

II. There is a mistake in each sentence. Find the mistake and correct it.

1. The introduction to the report was writing by the CEO.
2. Many customers are losing through poor after-sales service.
3. I've just heard that Carla is been promoted to Marketing Director.
4. Nothing will being decided before next week.
5. A new industrial site is be developed outside the town.

Make the sentences passive.

1. We divided up the tips and shared them equally amongst the staff.
2. We can arrange a loan within six days.
3. Thousands of people see this advert every day.
4. Somebody damaged the goods in transit.
5. We cannot ship your order until we receive payment.
6. Have they closed fifty retail outlets over the last year?

III. Fill in the gaps with the correct word.

retain
enhance

entrepreneur
staff

retirement
losses

adaptable
Foresee

1. The survivors in this life seem to be those who are to change.
2. He is a member of the editorial of the magazine.
3. She has lost her battle to control of the company.
4. What is the normal age in this country?
5. I don't any difficulties so long as we keep within budget.
6. He was the of the eighties who made their money in property.
7. The measures taken should considerably the residents' quality of life.
8. The company reported heavy for last year.

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. If we (advertise) more, sales would increase by the end of the year.
2. Tomorrow in the morning he (fly) back to Hong Kong.
3. I already (write) the report.
4. I (work) at London office for half a day every week.
5. What you (do)? - I have my own company in Florida.
6. I'd like to keep in touch. - OK, I (give) you my card.
7. Have you made an appointment to see the bank manager? Yes. I (see) him tomorrow morning.
8. It (be) a good year so far? - Yes, very good. I can afford a holiday on Anguilla again!
9. I originally (come) from Sydney.
10. At the moment I (stay) in a hotel near the station.
11. I (come) to Stuttgart very often.
12. When you (finish) the accounts, I'll take a look at them.

V. Put questions to the sentences.

1. They spent a lot on advertising. (general question)
2. The delegation is staying ... until Friday. (special question)
3. Zodiac's first Canadian store has opened in Toronto, Ontario. (tag question)
4. Most of the best ideas are discovered by accident. (indirect question)
5. ... must always have a leader. (to the subject)
6. A workaholic is someone who cannot stop working. (alternative question)

VI. There has been a meeting recently. The decrease in sales was discussed. Report the suggested solutions and questions.

1. Igor: "I don't think it's a serious problem."
2. Sasha: "Don't be so optimistic. Our sales have halved. What do you think, Alexey?"
3. Alexey: "I will see our sales manager to discuss the reasons for the problem."
4. Natasha: "I think it's a good idea to offer extra bonuses to the sales manager for more orders."
5. Kseniya: "The managers are working hard. The problem is in the low demand for our goods."
6. Dima: "We can't reduce the price. We did it last month."
7. Pasha: "Let's meet on Monday again. Prepare a list of your ideas how to cope with the decrease in sales in writing."

VII. Supply the correct preposition.

1. If companies are following the rules, they've got nothing to worry
2. For a while we were enthusiastic the idea.
3. Do you have any of these batteries stock at the moment?
4. I get well with most of my colleagues.
5. He has just started out on a career computer science.
6. Nobody in Russia is prepared to invest money production.
7. A sudden change in temperature will inevitably result rain.
8. Please hand your keys when you leave the hotel.
9. I don't believe miracles.
10. Cline always reported his manager first thing in the morning.

TEST 3

I. Match the word to its definition.

1) headquarters	a) to become twice as much or as many, or to make something twice as much or many
2) stock	b) the activity of making certain that someone or something attracts a lot of interest or attention from many people, or the attention received as a result of this activity
3) innovative	c) to give a particular job, duty, right, etc. to someone else so that they do it for you
4) double	d) the main offices of an organization such as the army, police or a business company
5) exchange rate	e) to develop gradually, or to cause something or someone to develop gradually
6) delegate	f) a result or effect of an action, situation, etc
7) outcome	g) simple for people to use
8) evolve	h) using new methods or ideas
9) user-friendly	i) the rate at which the money of one country can be changed for the money of another country
10) publicity	j) the total amount of goods or the amount of a particular type of goods available in a shop

II. Make the sentences passive.

1. Laws should encourage people to recycle their waste.
2. Seven executive officers were running the union at that time.
3. Scientists have predicted global warming for a long time now.
4. Local factories pollute the river.
5. We have our accounts audited by KPMG.
6. They offered us seats in business class.
7. They will send her a cheque for £10,000.
8. Our R&D department have discovered a promising new drug.
9. Is somebody paying them for their work?
10. The Accounts Department may not authorise this payment.

III. Fill in the gaps with the correct word. Make changes where it is necessary.

issues
interest

to multiply
asset

overworked
tricky

to display
counterparts

1. Within the last 10 years, both sales and profits
2. Staff complained that they were being
3. We can show you how you can earn a higher rate of on your savings.
4. That's a question because there are many things to consider.
5. Public education was one of the biggest in the election campaign.
6. She some of her paintings at the local arts festival.
7. The Prime Minister is to meet his European to discuss the war against drugs.
8. Knowledge of languages is a real in this sort of work.

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. I (travel) on business about once a month.
2. The diary shows that next Thursday afternoon he (visit) a catering company.
3. If I (post) the letter this afternoon, you will get it in the morning.
4. At the moment business (expand) a lot.
5. The performance (start) at 7.30pm this evening.
6. If I were you, I (put) the presentation onto a CD as well.
7. What the company (do)? – It's an import business which is specialised in exotic fruits.
8. It is a quarter to six. Most of the shops just (close).
9. He (fly) to Australia on business four times this year.
10. I (go) to the finance meeting last week.
11. If you give me your credit card number, I (hold) the reservation for you.
12. We'll let you know about an interview after the manager (review) your resume.

V. Put questions to the sentences.

1. They are launching the advertising campaign next week. (general question)
2. Currently we are considering ... in our development. (special question)
3. Zodiac has established more than 200 new stores. (tag question)
4. The best way to kill an idea is to take it to a meeting. (indirect question)

5. ... can help to reduce stress levels. (to the subject)
6. Lifestyle is the way people choose to organize their lives. (alternative question)

VI. Write the actual words that each person says.

1. Anna said that she had already finished.
2. She said he would be back after lunch.
3. He said she was going to contact the personal assistant.
4. Paul said that he wanted to make a phone call.
5. She said she was meeting the bank manager at eleven.
6. Pierre said he had found out about the problem a long time before.
7. David said he had to be back in the office by three thirty.
8. Jan said she would let me know.

VII. Supply the correct preposition.

1. The sandy beaches are ideal families with young children.
2. They communicate each other via email.
3. We would welcome your comments our work.
4. The building work was carried by a local contractor.
5. It took them a week to reply my letter.
6. I'll sum briefly and then we'll take questions.
7. Demand organic food is increasing.
8. We have spent \$2m advertising this year.
9. Raw materials are cheaper when you buy them bulk.
10. Philip's in charge our marketing department.

TEST 4

I. Match the word to its definition.

1) colleague	a) to improve the quality, amount or strength of something
2) expand	b) money that you spend when you are doing your job, that your employer will pay back to you
3) morale	c) a type of product made by a particular company
4) expenses	d) one of a group of people who work together
5) enhance	e) to keep or continue to have something
6) brand	f) something needing great mental or physical effort in order to be done successfully and which therefore tests a person's ability
7) infrastructure	g) a person or thing which has the same purpose as another one in a different place or organization
8) challenge	h) the amount of confidence felt by a person or group of people, especially when in a dangerous or difficult situation
9) retain	i) to increase in size, number or importance, or to make something increase in this way
10) counterpart	j) the basic systems and services, such as transport and power supplies, that a country or organization uses in order to work effectively

II. Make the sentences passive.

1. They might ask you how you heard about the job.
2. They have promised compensation to the residents.
3. A representative from the London Business School opened the conference.
4. We can withdraw the order at any time before acceptance.
5. People send millions of e-mails every day.
6. We are reviewing all of our IT systems.
7. Someone from the sales team will show me round the factory.
8. ABB gave a large order to us last year.
9. Our production department needs these items urgently.
10. They were moving the head office from one country to another.

III. Fill in the gaps with the correct word.

range
budget

bureaucracy
infrastructure

brand
morale

colleagues
debt

1. I had to deal with the university's before I could change from one course to another.
2. They are in to the bank.
3. The war has badly damaged the country's
4. This isn't my usual of deodorant.
5. The firm has drawn up a for the coming financial year.
6. We're entertaining some of Ben's tonight.
7. We stock a full of model accessories.
8. There have been a lot of recent redundancies so the is fairly low.

IV. Complete the sentences with the correct forms of the verbs in brackets.

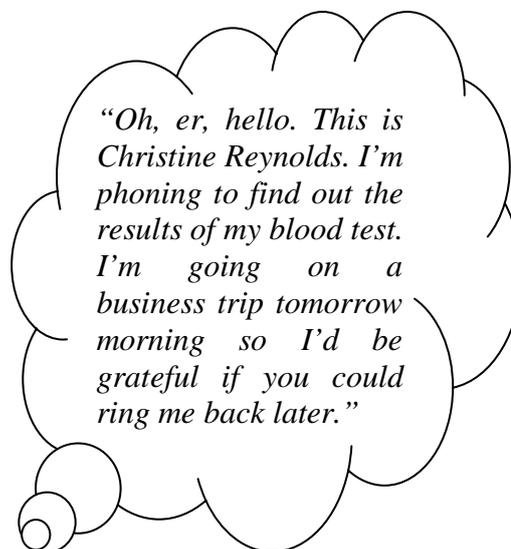
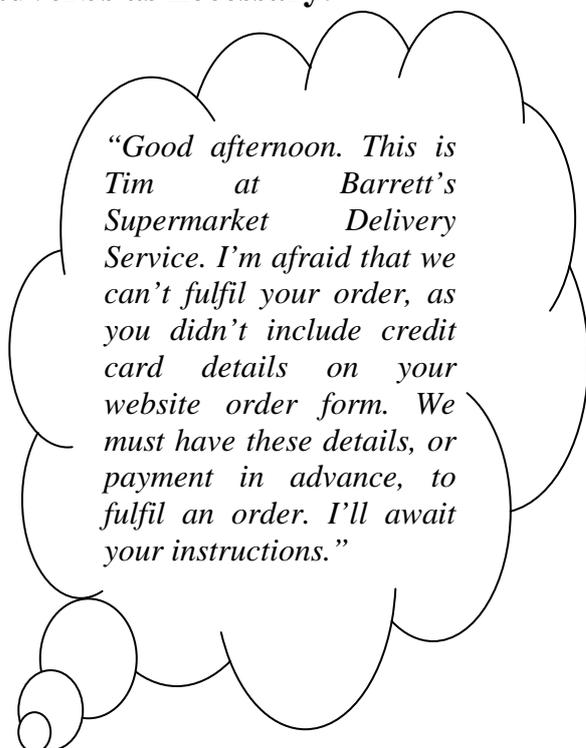
1. If Holly (get) a new job, she'll buy a new car.
2. The seminar (start) at 9 or 9.30?
3. Lynn and Pete will be very happy when they (meet) their new colleagues.
4. While Claire (prepare) her presentation, Tom was showing the customer around.
5. On Wednesday morning he (have) representatives from Park Hotels.
6. You ever (be) to Martinique? - Never, only Anguilla. We have so many friends here.
7. I usually (go) to work by train.
8. Our sales (be) a lot higher last month.
9. He's the most difficult customer I ever (deal) with.
10. They usually deliver on Fridays, but this month they (deliver) on Wednesdays.
11. If I (speak) Japanese, I'd try to find a job with one of the Japanese banks.
12. Do you know how this lock works? - Wait just one moment. I (open) it for you.

V. Put questions to the sentences.

1. She was an imaginative and innovative manager. (to the subject)
2. The company profits have doubled since the introduction of new technology. (alternative question)
3. I need to get my expenses approved. (special question)

4. There's been a downward trend in sales in the last few years. (tag question)
5. We have consistently increased turnover and increased profitability. (general question)
6. Surveys show a trend away from home-ownership and towards rented accommodation. (indirect question)

VI. Report these voicemail messages. Change the tenses, pronouns and adverbs as necessary.



VII. Supply the correct preposition.

1. Do you have any of these batteries stock at the moment?
2. I have applied a scholarship.
3. We’ll hold another minute, then we’ll have to go.
4. She was full enthusiasm when I explained our idea.
5. Nobody wants to see inflation get of control.
6. Hotels are closing all over the country.
7. She failed to turn for work on Monday.
8. I’m running out ideas - can you suggest anything?
9. The rebels have agreed to participate the peace talks.
10. He promised to contribute £5,000 the cost of the lawsuit.

TEST 5

I. Match the word to its definition.

1) thoroughly	a) to stop doing or providing something
2) benchmark	b) a system for controlling or managing a country or company that is operated by a large number of officials who are employed to follow rules carefully
3) trade union	c) to put a plan or system into operation
4) discontinue	d) to take or move out or back, or to remove
5) debt	e) to measure the quality of something by comparing it with something else of an accepted standard
6) bureaucracy	f) when people are friendly and welcoming to guests and visitors
7) implement	g) an organization that represents the people who work in a particular industry, protects their rights, and discusses their pay and working conditions with employers
8) hospitality	h) a system of working in which people work a set number of hours within a fixed period of time, but can change the time they start or finish work
9) withdraw	i) something, especially money, which is owed to someone else, or the state of owing something
10) flexitime	j) in a detailed and careful way

II. Choose the correct words *in italics*. In some cases both options are possible, but only one is appropriate in the situation.

1. The post *has been* / *has* arrived at last.
2. Before having a cup of coffee, *the mail is read by Steve* / *Steve reads the mail*.
3. *This programme was recorded* / *The camera operators recorded this programme* in front of a live audience.
4. "*Olvital*" *is thought to be* / *Some people think "Olvital"* is the market leader.
5. Twenty percent of the world's oil *gets* / *is* owned by Saudi Arabia.

Make the sentences passive.

6. Customers should access the website quickly and easily.
7. I'm sorry, our team can't do that.
8. Our semantic memory includes the meanings of words and the names of people and places.
9. The organizers will exhibit the new model till the end of the month.

10. They are pulling down the old building in front of our office.

III. Fill in the gaps with the correct word. Make changes if it is necessary.

to intervene *deadline* *location* *purpose*
determined *to recap* *to reinforce* *reply*

1. We're working to a tight
2. The final technical report into the accident the findings of initial investigations.
3. The Central Bank in the currency markets today to try to stabilize the exchange rate.
4. I was to make it as a jazz musician.
5. It took them a week to to my letter.
6. We have not found a suitable for the new offices.
7. We briefly on what we did.
8. The President's trip will have the of negotiating a peace deal.

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. If sales don't improve soon we (have to) lay off some workers.
2. In the early 1980's Ellis (see) the potential for home computers.
3. Since the company expanded last year, we (diversify) into several different fields of business.
4. If I were in your position, I (resign) rather than wait to be sacked.
5. In my presentation I (talk) about three main areas.
6. That's the best presentation I ever (hear).
7. When you (join) the company? – In 2007.
8. I'll only call you if I (think) there is a problem.
9. If I lost my job, I (have) a lot of problems getting another one.
10. I'm sorry to hear that. I (find out) what the problem is right now.
11. Sales (fluctuate) at the moment but we expect them to level off by next month.
12. While Sarah (look) for the documents, I was keeping the customer on the line.

V. Put questions to the sentences.

1. The local people showed me great hospitality. (indirect question)
2. You need to fill in an application form first. (special question)

3. Delegates will meet with representatives from the industry and the government. (disjunctive question)
4. As a boss you have to delegate responsibilities to your staff. (to the subject)
5. The change of management has boosted morale throughout the company. (general question)
6. The hotel is an ideal venue for conferences and business meetings. (alternative question)

VI. Report the sentences using the reported verbs: *said, told, asked, wondered.*

1. Meet our guests at the airport at 12, please.
2. We are planning a protest march.
3. Are the headphones included in the price?
4. LEA has not kept its promise yet.
5. Spending for last year was less than £6,000.
6. We cannot accept LEA's excuse.
7. Where do the batteries go?
8. Do not make your clients complain about your rudeness!

VII. Supply the correct preposition.

1. They've transformed the old train station a science museum.
2. Can you take care the office while I'm out?
3. Sometimes you just have to rely your own judgment.
4. They're appealing local businesses for sponsorship money.
5. This government believes in investing education.
6. They spoke condition that their names would not be used in the article.
7. We decided Spain for our holiday this year.
8. The same meal costs £4 head more during the holiday season.
9. I haven't got enough time to prepare the meeting.
10. She's taking her suppliers for dinner.

TEST 6

I. Match the word to its definition.

1) hard-wearing	a) a measurement of something in a particular direction, especially its height, length or width
2) trade deficit	b) to sell goods to the public in shops or by post
3) tactic	c) a time or day by which something must be done
4) retail	d) the goods made by one company or goods of one particular type that are sold in a shop
5) budget	e) a situation in which the value of goods a country imports is greater than the value of goods it exports, or the size of this difference
6) praise	f) to know about something before it happens
7) deadline	g) the amount of money you have available to spend
8) dimension	h) lasting for a long time and looking good even if it is used a lot
9) range	i) a planned way of doing something
10) foresee	j) to express admiration or approval about the achievements or characteristics of a person or thing

II. Make the sentences passive.

1. The Town Council rejected the plan to build a new stadium.
2. They were looking at the new model with great surprise.
3. The authorities have closed the casino.
4. Could someone put a false memory into our heads?
5. Office managers cultivate good relationships between members of their staff.
6. We will not decide anything before next week.
7. Researchers are running an experiment to find out consumers' preferences.
8. The technician couldn't install the new software on my PC.
9. Has anyone sent the documents to the lawyer?
10. We will prosecute him for breaking the law.

III. Fill in the gaps with the correct word. Make changes if it is necessary.

consumers
frequent

to discontinue
to solve

to double
refund

to evolve
thoroughly

1. I'm afraid that product.....
2. The number of people without work in the last five years.
3. Their arguments were becoming more and more
4. We went through the report but the information we wanted wasn't given anywhere.
5. This strategy could cause more problems than it
6. I took the radio back to the shop and asked for a
7. The new exchange rates will affect all and businesses.
8. The company over the years into a multi-million dollar organization.

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. If we (control) our expenses a bit better, we'd save a lot of money.
2. On Thursday morning he (present) the new equipment to restaurant representatives.
3. When the report (be) finished, I'll send it round by our courier.
4. We (cancel) the meeting because nobody could attend.
5. If we accepted their terms, we (lose) millions.
6. We (deal) with this supplier for the last three years.
7. When he (come), tell him that I've already left.
8. Prices (increase) steadily since January and I think this trend will continue for the next couple of months.
9. We (not / produce) anything at the moment because all the workers are on strike.
10. Our sales (be) a lot higher last month.
11. The company (be) based in Barcelona since the 1980s.
12. More people (work) from home in the future.

V. Put questions to the sentences.

1. Working with such fastidious clients requires a great deal of patience. (to the subject)
2. He invented the technique that allows scientists to examine DNA. (general question)
3. The final cost should not exceed \$5000. (tag question)

4. The head of the department has always encouraged us to discuss our problems. (special question)
5. The authority to make financial decisions has been delegated to a special committee. (indirect question)
6. The stadium has been specifically designed as a venue for European Cup matches. (alternative question)

VI. Complete these reports, using the information in the speech bubbles.

(1) Come in. (2) Did you have a good journey? (3) Would you like to freshen up before dinner? (4) Now, do you like spicy food or not?

When we arrived at the restaurant, our supplier asked (1) _____, and he wanted to know (2) _____ a good journey. He asked (3) _____ before dinner. Then he enquired (4) _____.

Good morning. Thanks for coming at such short notice. (5) Would you like a cup of tea? OK. (6) Please take a seat. (7) Have you considered our offer? (8) Are you ready to join the elite team?

The leader of the team thanked me for coming at such short notice. She (5) _____ a cup of tea and (6) _____. Then she got to the point and asked (7) _____ their offer, and (8) _____ to join the elite team.

VII. Supply the correct preposition.

1. Bob is pretty good fixing things.
2. Are you here business or for pleasure?
3. Details of the meeting had been circulated well advance.
4. Quite by accident, she came with a brilliantly simple solution.
5. The future belongs you.
6. Many companies don't take full advantage the Internet.
7. I think I'll take some time next week.
8. Luke wants to concentrate his film career.
9. I spent over two hours filling the application form.
10. The Head of the department then outlined the arguments favour of the proposed changes.

TEST 7

I. Match the word to its definition.

1) a bargain	a) a company which is more than 50% owned by a parent company
2) a wholesaler	b) a sum of money that you borrow
3) a loan	c) dishonesty giving money to someone to persuade them to do smth to help you
4) career opportunities	d) something you buy cheaply or for less than the usual price
5) interest-free-credit	e) a diagram, map etc. that people can look at, for example in a presentation
6) subsidiary	f) length of time people continue to buy a product
7) product life cycle	g) a company or a person that sells goods in large quantities to business
8) visual aid	h) when you can pay some time after you buy, but at no extra cost
9) bribery	i) an occasion when a person or a company obtains control of another company by buying more than half of its shares
10) takeover	j) chances to start or to improve your career

II. Make the sentences passive.

1. They are demolishing the entire block.
2. We do not add any preservatives to our products.
3. He had paid his taxes by April 14.
4. The director will look through the translation.
5. They have tried the management consultant's scheme.

Rewrite these sentences in the passive, using the words in brackets.

6. You should complete the form in black ink. (be)
7. We have not tested this product on animals. (has)
8. Make sure someone cleans up this mess in the office by the time I get back. (cleaned)
9. After they had completed the audit, the company published its report. (published)
10. The university will give an honorary degree to the eminent scientist. (given)

III. Fill in the gaps with the correct word. Make changes if it is necessary.

*impartial
facilities*

*to implement
to ensure*

*bonus
download*

*to confirm
trade unions*

1. Does the company offer any for employees with young children?
2. You can this software for free.
3. The changes to the national health system next year.
4. The government's proposals have been strongly criticized by the
5. Our new research strategy that we get the best possible results.
6. Management consultants need to be
7. Customers will receive a free tape as a with any order over £30.
8. The study the findings of the earlier research.

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. If he doesn't come in the next 10 minutes, we (start) without him.
2. In the past decade our lives (change) dramatically.
3. I thought about your proposal, and I think we (accept) it.
4. While Claire (have) lunch in the canteen, Mary and Will were talking to a customer.
5. I (prepare) the invoice, when my computer suddenly crashed.
6. They probably (deliver) the goods tomorrow.
7. I'm afraid she (have) lunch at the moment. Can I take a message?
8. The director won't promote Amy if her evaluations (not/be) good.
9. We rarely (raise) our prices by more than 5%.
10. Nice to see you again. What you (do) since we last met?
11. How long he (be) director of the company?
12. If we spent more on Research and Development, we (not/be) so behind technologically.

V. Put questions to the sentences.

1. She tried to explain, but he interrupted her in mid-sentence. (general question)
2. The success of our campaign has exceeded our wildest expectations. (special question)
3. She had never used the tactic of threatening to resign. (tag question)
4. The interview took place around the kitchen table and was very casual. (indirect question)
5. They are appearing in court on charges of bribery and tax evasion. (to the subject)

6. The company launched its discount airline concept in 1989. (alternative question)

VI. Report the sentences using the reported verbs: *said, told, asked, wondered.*

1. I don't know what the secretary is doing.
2. Where is my diary?
3. I am dreaming to work for a pharmaceutical company.
4. Don't expect the website to be really interesting.
5. They'll meet you in the chat room tomorrow.
6. I sent the information yesterday.
7. We really must start recycling our rubbish.
8. Look out!

VII. Supply the correct preposition.

1. The council is still pressure to reduce spending.
2. I finally got to Warren on his mobile phone.
3. Please refer our catalogue for details of all our products.
4. She's been studying her doctorate for three years already.
5. How could you turn such a fantastic job?
6. If everything goes according the plan, they should finish by Thursday.
7. I apologize taking so long to reply.
8. The population has increased 15 per cent.
9. The switchboard operator refused to put the call
10. He's always reluctant to ask anyone's help.

TEST 8

I. Match the word to its definition.

1) career ladder	a) a promise to give your money back if you are not happy
2) market share	b) ideas you have for your future career
3) rat race	c) times when people do not usually work, for example the weekend or at night
4) cooling off period	d) how, why, where, and when consumers buy things, and the study of this
5) turnover	e) all the increasingly important jobs that someone has, or would like to have, as they get older
6) consumer behaviour	f) to accept
7) career plan	g) the amount of money a company receives from sales in a particular period
8) to take up	h) very busy and competitive way of life
9) anti-social hours	i) the sales of a particular company in a market, expressed as a percentage of the total sales
10) money back guarantee	j) the time when you can change your mind and cancel an order

II. Make the sentences passive.

1. Trisha answered the phone in the end.
2. They are going to open a new supermarket next week.
3. We have set up the website to educate people about counterfeiting.
4. You mustn't throw that away!
5. They couldn't use the company car because the garage was servicing it.
6. We use the term "amnesia" to refer to a partial or complete loss of memory.
7. I am employing a new employee to deal with customers' complaints.
8. They showed foreign guests the sights of the city.
9. We will send you an invoice after we have delivered the final consignment of goods.
10. She was explaining something to a client when I called her.

III. Fill in the gaps with the correct word. Make changes if it is necessary.

to distribute
to praise

subsidies
confident

urgent
to determine

stressful
sale

1. The government pays to farmers to produce particular crops.
2. Our prices by the market.
3. He highly for his research on heart disease.
4. Eleven million bottles of water had to be withdrawn from due to a health scare.
5. He is in his ability to do the job well.
6. Most of Japan's manufacturers their products through separate wholesale companies.
7. My new job is much less
8. The problem is becoming increasingly

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. If we get the contract, we (be) in a very good position.
2. He (work) for this company since 2007.
3. I (not / call) you yesterday because I was preparing an important report.
4. She (have) a meeting with the CEO at the moment.
5. If we (not/order) today, we will not receive the goods in time.
6. I think Julie (become) President of the company some day.
7. We (spend) nearly 2,000€ a month on advertising at the moment.
8. If you spoke less and listened more, you (be) more aware of what people really felt.
9. He (leave) for Bogota at 4 o'clock this afternoon.
10. We (increase) our prices some time next year, we just haven't decided when.
11. I (send) a very important fax to our partner when it got stuck in the machine.
12. The company (produce) 30 000 cars so far this year.

V. Put questions to the sentences.

1. Demand will remain low unless there is a change in economic conditions. (indirect question)
2. We submit our invoices on a monthly basis. (to the subject)
3. The magazine has been losing advertising revenue for months. (alternative question)
4. There are plans to increase the capacity of the stadium. (tag question)

5. Politeness is usually more productive than confrontation. (general question)
6. The Caribbean is so dependent upon tourism. (special question)

VI. Report the sentences using the reported verbs: *said, told, asked, wondered.*

1. Why is the model so expensive?
2. I want to talk to Max about a new project.
3. Don't miss the plane!
4. Mrs Williams was away on a business trip.
5. Turn left at the traffic lights.
6. Has Danny been paid his commission yet?
7. If anyone asks for me, I'll be working from home this Friday.
8. They have taken over this small retailing company.

VII. Supply the correct preposition.

1. He found himself struggling to focus his mind the discussion.
2. Have you decided a date for the product launch?
3. The new surgeon will take her post in May.
4. The main emphasis should be quality rather than quantity.
5. I'm afraid that size is of stock.
6. We may never find the truth about what happened.
7. response to complaints, the company reviewed its safety procedures.
8. Giving his job was the last thing we expected him to do.
9. The goal is to involve workers the decision-making process.
10. Can I pay dollars?

TEST 9

I. Match the word to its definition.

1) deadline	a) a company which is more than 50% owned by a parent company
2) workload	b) a time or date by which you have to do smth
3) consistency	c) informing customers about products and persuading them to buy them
4) look forward to	d) the amount of work a person is expected to do
5) subsidiary	e) the help you get from a company when you start to use their product
6) consumer profile	f) buildings and equipment that are used for a particular purpose
7) promotion	g) the people on the other negotiating team
8) facilities	h) description of a typical customer
9) counterparts	i) to wait with pleasure
10) after sales service	j) not changing your opinion or attitude

II. Make the sentences passive.

1. If someone distracts you, you can lose the information and you have to start the task again.
2. We are looking for a new office now.
3. I advised him to return the application form within three days.
4. Candidates may not use dictionaries.
5. The manufacturers are giving away small plastic toys with each packet of cereal.
6. They will hand in the translation tomorrow.
7. The Government introduced tax reforms last year.
8. He has lost his credit card.
9. We discuss all important issues at the meeting.
10. We were discussing the delivery date when the client decided to return to the question of discounts.

III. Fill in the gaps with the correct word.

insurance
promotion

premises
entertainment

applicants
price

challenges
events

1. Successful will be notified by telephone.
2. Steve Burrows got the to senior group manager.
3. They are very good at staging international sporting
4. They provide free against loss or damage up to £ 5,000.
5. A jazz band provided the, while people were eating and drinking under the stars.
6. The cameras range in from \$150 to over \$600.
7. While on the, all visitors must carry some form of identification.
8. Finding a solution to this problem is one of the greatest faced by scientists today.

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. Sales will increase more if the company (spend) more money on advertising.
2. I (read) a newspaper when my boss walked in.
3. How many jobs you (have) in the past 5 years?
4. If she (get) a promotion she won't leave the company.
5. He (have) a lot of work to do recently.
6. I hope we (have) a market share of about 20%.
7. Many economists believe that interest rates (drop) again.
8. At the moment we (not / know) the profit figures.
9. We (exhibit) at the Inventors' Fair when a Japanese entrepreneur expressed interest in the new product.
10. Unfortunately people (not / believe) that this machine would save so much time.
11. Donald Eisner (come) from a rich family.
12. We (be) based in London for 4 years, then we moved to Lisbon.

V. Put questions to the sentences.

1. ... deserve a day off as a reward for working so hard. (to the subject)
2. We need to raise money for urgent medical research. (general question)
3. We have done a lot to change the profile of the company. (alternative question)
4. Matt never appears affected by all the media attention. (tag question)

5. Your order was shipped on July 10th by first class mail. (indirect question)
6. According to Carla, they should reach their destination by about mid-afternoon. (special question)

VI. Report the sentences using the reported verbs: *said, told, asked, wondered.*

1. Are you self-employed, Ben?
2. I'm going to be in New York next week.
3. When can I expect a pay rise?
4. I will never do that again!
5. Have you ever thought of starting your own business?
6. Don't drink if you're driving!
7. I didn't understand your email.
8. She worked for this radio station for two years.

VII. Supply the correct preposition.

1. Most of our customers hear about us by word mouth.
2. The government must now deal the problem of high unemployment.
3. His first novel was turned a television film.
4. regard to the discussion about immigration, I'd like to hear Ms. Masolo's opinion.
5. Most students have little difficulty adapting college life.
6. The body often responds stress by becoming ill.
7. Employees can buy books a discount.
8. We always try to keep with our competitors.
9. As a serious candidate, you want to make a good impression everyone you meet.
10. You'll have to excuse him: he's been a lot of pressure lately.

TEST 10

I. Match the word to its definition.

1) refund	a) difficult to do
2) cooling-off period	b) when you leave your job and stop working, usually because you are old
3) impartial	c) to describe what has already been done or decided, without repeating the details
4) spring up	d) money that you receive from an institution such as a bank when you keep money in an account there
5) recap	e) a short film on television or short article on radio that is intended to persuade people to buy
6) tricky	f) an amount of money that the government or another organization pays to help to reduce the cost of a product or service
7) interest	g) a period of time in which you are allowed to change your mind about a contract or agreement that you have signed
8) retirement	h) to appear or be produced suddenly and quickly
9) subsidy	i) an amount of money that is given back to you, especially because you are not happy with a product or service that you have bought
10) advertisement	j) not connected to or influenced by one particular person or group

II. Make the sentences passive.

1. They urged the government to create more jobs.
2. A Japanese firm makes these television sets.
3. If you do not buy in bulk, we will not offer a discount.
4. They are updating the database at the moment.
5. Do you provide your employees with free training courses?
6. We cannot exchange articles bought during the sale.
7. We have already installed a new security system in our headquarters.
8. They will adopt a different attitude.
9. They have built excellent shelters for tourists in these mountains.
10. They were selling new children's books in their online shop when I was looking for some of them.

III. Fill in the gaps with the correct word. Make changes if it is necessary.

to expand
to rearrange

stock
outcome

to retail
consumption

dimensions
to launch

1. The company makes and moderately priced sportswear.
2. The airline its new transatlantic service next month.
3. The meeting for Tuesday.
4. It's too early to predict the of the meeting.
5. Please specify the of the room.
6. This shop sells its old at very low prices.
7. As a nation, our of junk food is horrifying.
8. They their retail operations during the 1980s.

IV. Complete the sentences with the correct forms of the verbs in brackets.

1. The share price will rise as soon as we (announce) the merger.
2. If we opened an office in Tokyo, I (be) interested in working there.
3. I (apply) for several posts this year but I still (not/manage) to find what I'm looking for.
4. I'm thinking of doing a postgraduate degree – what you (think)? Is it a good idea?
5. If we didn't agree to their terms, what (happen)?
6. What would you do if you (lose) your job?
7. I only (work) there for a couple of months because I'm going abroad in the summer.
8. I'm sorry but you (speak) too quickly for me. Could you slow down a little?
9. Don't go into his office – he (introduce) an important report at the moment.
10. I (write) you after I've spoken to my boss.
11. I must hurry. Her plane (land) in 20 minutes.
12. The phone's ringing. – Do not bother, I (answer) it.

V. Put questions to the sentences.

1. ... have started to use other forms of transport. (to the subject)
2. Most clubs charge for the use of tennis courts. (indirect question)
3. They're appealing to ... for sponsorship money. (special)
4. The latest model has a lot of new safety features. (tag question)
5. Your pension is protected against inflation. (alternative question)

6. The database updates automatically when new information is entered.
(general question)

VI. There is a mistake in each of these reported sentences. Find the mistake and correct it.

1. Andy was really excited about the new job and asked if could he start straightaway.
2. The customer asked if or not we had heard anything about the competitor's new model.
3. The salesperson wanted to know what is the problem with the new fax machine.
4. A lot of employees believed that Andrew may get the lead in the new project.
5. Can you believe it? Fred actually asked me finish his report!

Report the sentences using the reported verbs: *said, told, asked, wondered.*

1. Let's meet tomorrow.
2. She will be able to work on Saturday mornings.
3. I am starting my job at the TV studio next week.
4. I suppose the media have always had a great influence on public opinion.
5. Do not make a speech without showing it to the PR department, please.

VII. Supply the correct preposition.

1. Parents are increasingly frustrated the local school system.
2. The manager is responsible the general running of the theatre.
3. He pointed that we had two hours of free time before dinner.
4. The group plans to set an import business.
5. Profits were good compared last year.
6. We have to write a short report the conference.
7. Our office can provide you with information the local area.
8. There is no doubt that stress can lead physical illness.
9. I'd like to thank the staff for having shown such commitment the company.
10. We haven't got all day, so please get the point.

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