

Choose the best option to complete the following sentence: Goods that are carried by ship, train or aircraft are called _____.

- A. freight
- B. load
- C. burden
- D. charge

Choose the best option to complete the following sentence: A product used in the home is a '_____ product'.

- A. household
- B. homely
- C. homebound
- D. housebound

Fill in the blanks with the best option: When a privately-owned company reaches a certain size, it may decide to 'go public' and _____ shares on the stock market. This process is called an Initial Public Offering or a 'flotation' or a 'listing' on the exchange.

- A. issue
- B. appoint
- C. run
- D. reinvest

Choose the best option for the following definition: to carry out; to start using a plan or system.

- A. implement
- B. coordinate
- C. monitor
- D. ensure

Choose the best synonym for the phrase "to adjourn a meeting"

- A. to end a meeting
- B. to start a meeting
- C. to postpone a meeting
- D. to cancel a meeting

Choose the option that best describes the following situation: The young man bounced a check when he tried to pay the rent.

- A. the young man wrote a check for which he did not have enough money in his account
- B. the young man wrote a check and paid his rent
- C. the young man could not write a check
- D. the young man dropped a check onto the floor when he tried to pay his rent

Choose the word that can be used with all of the following words: _____ allowance; _____ bracket; _____ exemption; _____ threshold

- A. tax
- B. price
- C. cost
- D. salary

At the airport, you are told that you have been “bumped from your flight”. What does this mean?

- A. The airline has decided to give your seat away without your consent.
- B. Your flight was canceled.
- C. The airline downgraded your seat.
- D. Your hand luggage was rejected.

Choose the best word to complete the sentence: New current account customers can borrow up to 500 EUR in the form of a low-interest _____.

- A. overdraft
- B. overtake
- C. overspend
- D. overpay

Choose the best word to complete the sentence: When you acknowledge _____ of your new debit card please let us know.

- A. receipt
- B. receiving
- C. reception
- D. receipt

Choose the right word to complete the sentence: I’m paying for my new car in 48 monthly _____.

- A. installments
- B. parts
- C. pieces
- D. rates

Look at the following sentence pair and then complete the second sentence with the right word or expression: The government will spend less on import subsidies next year. / There are going to be _____ in import subsidy spending next year.

- A. cuts
- B. downsizing
- C. downgrades
- D. relaxation

What is the informal expression given to paperwork that takes a long time to complete?

- A. red tape
- B. blue ribbon
- C. yellow card
- D. white noise

One of the words/expressions in inverted commas in the following fragment is wrong. Identify it: This contract recognizes the “anointment” of Mr Alan Wiley as non-executive Director to the board of AKL Publishing following the company’s “amalgamation” with Berryhill Books. While Mr Wiley may continue to buy stocks in the company, he may not acquire a “controlling interest”, and he may have no professional dealings with any “third parties” during this period.

- A. anointment

- B. amalgamation
- C. controlling interest
- D. third parties

Complete the second part of the word with the correct ending: An arbi_____ is employed. He / she is usually an expert in a particular field, and so this form of dispute resolution may be preferable in disputes where specialist knowledge is required.

- A. trator
- B. trary
- C. tration
- D. trate

Complete the second part of the word with the correct ending: A pay_____ is the list a company keeps that shows all the people employed and paid by that company.

- A. roll
- B. slip
- C. ment
- D. ing

We sometimes say that people who compete for success in business or in a career are working for the:

- A. rat race
- B. horse race
- C. dog race
- D. camel race

Look at the following extract and then match it with one of the following types of letters: We will be sorry to see her leave, but I know that she is looking for a more challenging position.

- A. Letter of reference
- B. Letter of apology
- C. Letter of rejection
- D. Letter of resignation

Read the following paragraph, then choose the correct answer to the question "What does the fragment warn the reader not to do?": Having an increased awareness of the possible differences in expectations and behaviour can help us avoid cases of miscommunication, but it is vital that we also remember that cultural stereotypes can be detrimental to building good business relationships. Although national cultures could play a part in shaping the way we behave and think, we are also largely influenced by the region we come from, the communities we associate with, our age and gender, our corporate culture and our individual experiences of the world. The knowledge of the potential differences should therefore be something we keep at the back of our minds, rather than something that we use to pigeonhole the individuals of an entire nation.

- A. overgeneralise using our knowledge of cultural stereotypes
- B. engage in international business
- C. let national cultures shape the way in which we behave and think
- D. let miscommunication damage our business relationships

Choose the most suitable word to complete the following text: Someone once described the age we live in as that of a vanishing world, one in which the familiar is constantly disappearing forever and technological change is often difficult to _____ with. So it should come as no surprise to most of us to hear that yet another part of everyday life is _____ to go for ever. Still, when I read recently that within the next decade money as we _____ it will probably cease to exist in technologically advanced countries, I had to read the article twice to make sure it wasn't April 1st.

- A. cope / about / know
- B. keep / almost / earn
- C. manage / ready / use
- D. survive / tending / need

Read the following text and choose the best answer to the question "What is to blame for Starbucks's woes in Europe?": Starbucks Corp reported better-than-expected quarterly profit but global sales at established coffee shops fell short of analysts' estimates due to weakness in Europe, sending its shares down ten percent in after-hours trade on Thursday. Sales from cafes open at least 18 months fell 2 percent in the Europe, the Middle East and Africa (EMEA) region during the latest quarter. Analysts polled by Consensus Metrix had expected a 3.2 percent rise in EMEA same-store sales. Executives attributed the drop to weakness in Europe, which suffered its first decline in same-store sales since 2009. Sales fell in Ireland and Germany during the fiscal second quarter and were up just slightly in France and the United Kingdom, Starbucks Chief Financial Officer Troy Alstead said. Europe has been a weak spot for the world's biggest coffee chain. The region is grappling with debt woes and austerity measures and, earlier this week, Britain said its economy had fallen into its second recession since the financial crisis. "The situation is very, very tough," Chief Executive Howard Schultz said of Europe's economy. "We will turn the Europe business around in the same way we turned the U.S. business around," Schultz told analysts on a conference call.

- A. Europe's financial troubles
- B. Europe's disdain for American coffee
- C. The availability of many other good cafes
- D. The inexact predictions of the analysts

Read the following email excerpt and identify the word used incorrectly: I have been a satisfied customer since three years. However, I'm writing to express my dissatisfaction with the order we made on March 6.

- A. since
- B. with
- C. satisfied
- D. however

Read the following email excerpt and identify the word/expression used incorrectly: I am writing in regards of the position of Senior Java Developer. I have a lot of experience with this technology and feel I would be a good fit for the position.

- A. in regards of
- B. experience
- C. feel
- D. good fit

Read the following text and choose the correct answer to the question “Which of these statements is NOT true for the B2B model?”: B2B stands for Business to Business and refers to a Business selling goods or services to another Business. In the B2C (Business to Customer) model, the end user is an individual. The result is the same for the company; they sell their product or service. However, the Business Model and the Marketing strategies are quite different. A simple example is a farmer who grows strawberries. He can sell his entire crop to a retailer or distributor for a discounted price, in one easy transaction (B2B). Or he can set-up a small farm shop and sell punnets of strawberries to individual consumers at a higher price (B2C). The B2C model generates more money for his strawberries but requires a lot of his time. With the B2B model, the Business needs to set-up long-term, trusted relationships with other Businesses. The B2C model requires marketing, brand recognition and advertising to attract customers.

- A. The business sells directly to the public for higher prices.
- B. The business sells their services to another business.
- C. Business ABC sells their products to business XYZ.
- D. The business should establish long-term relationships with other businesses.

Look at the following sentence, then choose the best option to make the sentence about the past, with the speaker expressing regret: If we recruit some Spanish-speaking managers, we will be able to operate in Latin America.

- A. If we had recruited some Spanish-speaking managers, we would have been able to operate in Latin America.
- B. If we recruited some Spanish-speaking managers, we would be able to operate in Latin America.
- C. If we would recruit some Spanish-speaking managers, we would be able to operate in Latin America.
- D. If we have recruited some Spanish-speaking managers, we would have been able to operate in Latin America.

Complete the following sentences with the best pair of words/ expressions: _____, sales and marketing are not coordinated very well. _____, we should reorganize the department.

- A. Broadly speaking / Therefore
- B. As a matter of fact / For instance
- C. On the whole / However
- D. In fact / To a great extent

Choose the item that cannot be used with the verb “to reach”:

- A. a demand
- B. an agreement
- C. a conclusion
- D. a dead-end

Choose the version that best rephrases the sentence “We need to reduce costs sharply”.

- A. We need to see a sharp reduction in costs.
- B. We need to see a sharply reduction of costs.
- C. We need to see costs reducing sharp.

D. We need to see a sharp costs reduce.

Identify the sentence that does not make sense:

- A. The price of oil soared gradually last year.
- B. Profits have risen steadily over recent years.
- C. Sales plummeted in July.
- D. Unemployment numbers levelled off.

Complete the following sentence with the right verb: If sales recover after a downward movement, they _____.

- A. bounce back
- B. bottom out
- C. slip back
- D. pick up