

Choose the formal version that can best replace the neutral expression written in capital letters: The chairman STOPPED the meeting until 3 o'clock.

- A. adjourned
- B. appealed
- C. adjusted
- D. assessed

Choose the correct idiomatic expression for the following sentence: A new product (especially a new car) that has some major defects is known as \_\_\_\_\_.

- A. a lemon
- B. an orange
- C. a watermelon
- D. a raspberry

The company you work for sells its products on the Internet, and also in its own shops around the country. What is the name we give to this kind of operation? Is it:

- A. a click and mortar business
- B. a hit and run business
- C. a mouse and house business
- D. a surf and turf business

What is the job of the person speaking? "Good morning. I'm Jimmy Crash. I control the company finances. Can't stop to talk: I need to get these tax forms completed."

- A. accountant
- B. arbitrator
- C. sales representative
- D. CEO

A certificate from a doctor to show that an employee has been ill is called a \_\_\_\_\_ certificate.

- A. medical
- B. sick
- C. illness
- D. health

Choose the informal sentence that best matches the meaning of the following formal statement: My account is overdrawn.

- A. I owe money to the bank
- B. I took out some money
- C. I went to a cashpoint
- D. It goes out of my account every month

Choose the best words to complete the sentence: With my savings account, I have to \_\_\_\_\_ 30 day-notice if I want to \_\_\_\_\_ a withdrawal.

- A. give / make
- B. ask for / take
- C. say / do
- D. write / ask for

Choose the type of payment that best matches the following definition: A legally-binding agreement that the importer will, on acceptance of the bill, pay the exporter for the goods. The risks are that the importer does not accept the bill even though the goods have arrived, or dishonours an accepted bill when it matures.

- A. bill of exchange
- B. open account
- C. documentary credit
- D. advanced payment

Choose the best word to complete the sentence: The discussions at corporate meetings are recorded in \_\_\_\_\_.

- A. minutes
- B. agenda
- C. notice
- D. deed

Choose the words that can be used in the empty spaces in the following text: In a takeover bid, another person or business makes an offer to the \_\_\_\_\_ to buy their shares at a fixed price. The aim of this is to take control of the \_\_\_\_\_. If it is a welcome takeover bid, the directors of the company advise the shareholders to accept the offer. If the shareholders accept the offer, the result is usually called a \_\_\_\_\_.

- A. shareholders/target company/merger
- B. controlling interest/"poison pill"/hostile takeover
- C. target company/merger/unconditional bid
- D. managers/merger/conditional bid

Read the text and consider the question at the end. Select the correct answer from the list provided. "Economic sanctions are restrictions imposed by one country or a group of countries on another nation to influence its behavior. These sanctions can include trade barriers, tariffs, and restrictions on financial transactions. The aim of economic sanctions is often to pressure the targeted country to comply with international laws or human rights standards. However, sanctions can also have significant economic impacts on the civilian population of the targeted country." What is one potential negative impact of economic sanctions?

- A. Significant economic impacts on the civilian population of the targeted country.
- B. Improved international relations.
- C. Increased trade barriers.
- D. Decreased government revenue.

Which of the following is an example of a monopoly?

- A. A single utility company providing water to a city
- B. Numerous restaurants competing in a city
- C. Farmers selling identical products in a market
- D. Multiple smartphone manufacturers

Which sentence is most appropriate for starting a formal business email?

- A. I hope this email finds you well.
- B. Hey, what's up?

- C. Can we talk about the project?
- D. I need your help with something.

In a business email, which phrase is most appropriate for making a request?

- A. Could you please provide the report by Friday?
- B. I want the report on my desk.
- C. Give me the report.
- D. You need to send me the report.

In marketing, the term 'target market' refers to:

- A. A specific group of consumers
- B. All potential consumers
- C. Competitors' customers
- D. The general public

Read the text and consider the question at the end. Select the correct answer from the list provided. "Leadership in business management encompasses various styles, each suited to different environments and objectives. Autocratic leaders make decisions unilaterally, expecting compliance from their team. This style can be effective in crisis situations but may stifle creativity and employee engagement. Conversely, democratic leaders involve team members in the decision-making process, fostering a sense of ownership and collaboration. This approach can lead to higher job satisfaction and innovative solutions but may slow down decision-making. Another style, transformational leadership, focuses on inspiring and motivating employees to exceed their own expectations. Transformational leaders often lead by example, instilling a sense of purpose and passion in their team." How does democratic leadership affect team members?

- A. Involves them in decision-making
- B. Ignores their input
- C. Centralizes decision power
- D. Decreases job satisfaction

Read the text and consider the question at the end. Select the correct answer from the list provided. "Organizational culture encompasses the values, beliefs, and behaviours that shape how work gets done within a company. A strong organizational culture can drive employee engagement, productivity, and overall business performance. Culture is often established by the company's founders and evolves over time. Elements such as leadership style, communication practices, and reward systems play a critical role in shaping culture. For instance, a culture that values innovation will encourage risk-taking and creative problem-solving. Conversely, a culture focused on stability may prioritize consistency and adherence to established procedures. Understanding and actively managing organizational culture is essential for leaders aiming to achieve strategic objectives." How can a strong organizational culture impact business performance?

- A. Drives engagement and productivity
- B. Decreases employee morale
- C. Increases absenteeism
- D. Promotes conflicts

What is meant by 'privatization'?

- A. The transfer of ownership of businesses from the public sector to the private sector
- B. The increase in government control over the economy
- C. The reduction of tariffs and trade barriers
- D. The nationalization of industries

Choose the best words to complete the text: "The term \_\_\_\_ refers to the practice of obtaining goods or services from an outside or foreign supplier, often to \_\_\_\_ costs. Companies may outsource production to countries where labour is cheaper. While outsourcing can reduce costs and \_\_\_\_ efficiency, it can also lead to job losses in the company's \_\_\_\_ country and raise concerns about working conditions in the outsourced locations."

- A. outsourcing/cut/ increase/home
- B. contractual/raise/downsize/main
- C. buying/expand/supply/big
- D. spending/increase/criticize/foreign

Choose the best words to complete the text: "Economic sanctions are \_\_\_\_ imposed by one country or a group of countries on another nation to influence its behaviour. These sanctions can include trade \_\_\_\_, tariffs, and restrictions on financial \_\_\_\_\_. The aim of economic sanctions is often to pressure the targeted country to \_\_\_\_ with international laws or human rights standards. However, sanctions can also have significant economic impacts on the civilian population of the targeted country."

- A. restrictions/ barriers/ transactions/ comply
- B. laws/unions/contracts/respect
- C. contracts/delegates/competitions/contradict
- D. reductions/contracts/allegations/criticize

Which term refers to the total amount of foreign currency and gold held by a country's central bank?

- A. Foreign reserves
- B. Exchange rate
- C. National debt
- D. Trade balance

Which of the following paragraphs describes a *franchise agreement*?

- A. We're opening our own branch in the town centre next week. The deal is fairly simple: we get the right to use the company's name, their trademark, their trade names and products, wear their uniforms and use their stationery. They also provide our staff with all the necessary training, give us invaluable managerial assistance and provide advertising materials. In return, we have to meet specific requirements, such as quality of service, maintaining good customer relations, and following the company's standard procedures.
- B. The property is unfurnished, and the rent is £650 pcm, which has to be paid monthly in arrears. Electricity, gas and phone bills are extra. There's a communal garden and a communal parking area, for which I also have to pay a nominal maintenance fee. The landlord is responsible for any repairs to the property. I'm not allowed to sublet at any time.
- C. My cousin Bob said he was going to get rid of his computer and buy a new one. I said that I needed a computer and suggested I bought his old one. Anyway, we agreed on a price, I gave him a £50 deposit, and agreed to pay the balance in instalments over the next three months. I'm going round to collect the computer this evening.

D. The total cost is £2,870, which is payable in full before the goods can be despatched. Alternatively, we can arrange credit terms, which are interest-free for the first six months. All goods are covered by the manufacturer's warranty, which is valid for one year. If you are not happy with your merchandise, it can be returned for an exchange or full refund (but please note that this is valid for 28 days only, and we will need to see your receipt or other proof of purchase).

A contract between a man and a woman to become husband and wife is called a / an:

- A. marriage
- B. wedding
- C. affair
- D. relationship

Which is the name of the offence described in the following dialogue? Police officer: Take your time and tell me what happened, dear. Pensioner: The man who came to my door said he had come to read the electric meter, so I let him in. I went to the kitchen to make him a cup of tea. When I returned he had gone, and so had my television.

- A. deception
- B. arson
- C. abduction
- D. money laundering

The legal responsibility of an employer when employees are subject to accidents due to negligence on the part of an employer is called \_\_\_\_\_.

- A. employer liability
- B. employer guilt
- C. unliquidated damages
- D. employment tribunal

What does 'GDP' stand for?

- A. Gross Domestic Product
- B. General Distribution Policy
- C. Government Development Plan
- D. Global Demand Percentage

Which of the following terms best describes *microeconomics*?

- A. The study of individual economic units like households and firms
- B. The study of the economy as a whole
- C. The analysis of international trade policies
- D. The study of economic history

Read the text and consider the question at the end. Select the correct answer from the list provided. "Conflict resolution is a critical skill in business management, as conflicts can arise from differences in goals, values, or perceptions among team members. Effective conflict resolution involves identifying the underlying causes of conflict, facilitating open communication, and finding mutually acceptable solutions. Techniques such as active listening, empathy, and mediation can help resolve disputes amicably. It's important for managers to address conflicts promptly to prevent escalation and maintain a positive work

environment. In some cases, conflicts can lead to creative solutions and improved team dynamics when managed well.” Why is it important to address conflicts promptly?

- A. To prevent escalation
- B. To increase tension
- C. To reduce productivity
- D. To encourage disengagement

To confirm receipt of an email in a professional manner, you might write:

- A. I confirm receipt of your email.
- B. Got it!
- C. Received.
- D. Sure thing.

What does the term 'force majeure' refer to in international contracts?

- A. Unforeseeable events that prevent fulfilment of a contract
- B. Standard delivery times
- C. Intellectual property rights
- D. Payment terms