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ДІЛОВА АНГЛІЙСЬКА МОВА

тестові завдання для студентів 3-го року навчання

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**Глюдзик Ю.В., Іванова А.О. Ділова англійська мова: тестові завдання для студентів 3-го року навчання спеціальності “Середня освіта. Українська мова та література” за освітньою програмою “Українська мова та література. Англійська мова та література”. - Ужгород, 2022. - 56 с.**

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Пропоноване видання задумане для студентів 3-го року навчання спеціальності “Середня освіта. Українська мова та література” за освітньою програмою “Українська мова та література. Англійська мова та література” з метою поглиблення знань із цього курсу. У виданні подано лексичні та, частково, граматичні тестові завдання, що відображають програму дисципліни, та сприяють покращенню якості її опанування.

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FOREWORD

***Business English*** is a learner’s guide that touches upon a wide range of topics concerning employment and entrepreneurship and is of significant importance and assistance to students in the course of Business English. The given guide is also of great help to lecturers in the process of delivering both online and offline classes.

The manual is written in a form of tests to check the knowledge of the eight topics presented: organization, brands, job-hunting, business strategy, logistics, entrepreneurs, working abroad, leadership. Each theme covers not only lexical and conversational vocabulary but also grammar bank. The presented study guide reveals the world of business by its compulsory constituents: the organization of a working process in a company; the importance of a brand and the creation of a unique one; search for a job; development of a business strategy for work; transportation of goods and their delivery to customers; private business area; finding a job and working abroad; being a leader or a minor in a company.

It sums up the basic grammar points and gives the opportunity for students as well as teachers to broaden their mind towards English in the sphere of business.

**Unit 1. Organization**

1. It is important that individuals and teams understand their \_\_\_\_\_\_\_ and responsibilities.
2. coordination
3. team
4. supervisor
5. roles
6. Staff are responsible for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and teams gathering news globally.
7. coordination of the work
8. report directly
9. work with
10. running the HR team
11. A News Editor gives a(n) \_\_\_\_\_\_\_\_\_\_ the task of covering a news story.
12. operator
13. team
14. reporter
15. HR team
16. A News Reporter works with a camera \_\_\_\_\_\_\_\_ to make sure they are getting the right pictures.
17. team
18. operator
19. finance supervisor
20. conductor
21. A Program Director’s role is to lead the production \_\_\_\_\_\_\_.
22. stuff
23. team
24. company
25. payments
26. A Program Director describes his job similar to the \_\_\_\_\_\_\_\_ of an orchestra.
27. singer
28. dancer
29. conductor
30. leading man
31. The HR director has several strategic and \_\_\_\_\_\_\_\_\_\_ priorities.
32. coordinative
33. involving
34. responsible
35. operational
36. A Finance Supervisor says it’s important to make sure the \_\_\_\_\_\_\_\_\_ come in on time.
37. payments
38. cash
39. money
40. changes
41. My job \_\_\_\_\_\_\_\_\_ newsgathering for a major news organization.
42. charges
43. involves
44. cares of
45. looks after
46. My role as Program Director is to \_\_\_\_\_\_\_ the production team.
47. lead
48. charge
49. coordinate
50. report to
51. I’m responsible for \_\_\_\_\_\_\_\_\_\_ the human resources team.
52. taking care
53. working closely
54. being in charge of
55. running
56. We need to \_\_\_\_\_\_\_ we’re getting cash in.
57. look after
58. report to
59. take care of
60. make sure
61. I \_\_\_\_\_\_\_\_\_\_ a small team of two marketing managers and a video producer.
62. take care of
63. work with
64. responsible for
65. report to
66. I’m in \_\_\_\_\_\_\_\_\_\_ of attracting new customers, retaining existing customers and positioning the business as innovative and creative.
67. responsibility
68. care
69. charge
70. coordination
71. I \_\_\_\_\_\_\_\_\_\_ directly to the Head of Strategy and Development.
72. take care
73. work
74. report
75. coordinate
76. I’m a camera operator and I take \_\_\_\_\_\_\_ of the camera equipment.
77. responsibility
78. care
79. a look
80. coordination
81. I’m \_\_\_\_\_\_\_\_\_\_\_\_\_\_ for interpreting what the director wants to happen and putting it on screen.
82. responsible
83. coordinate
84. in charge
85. looking
86. I \_\_\_\_\_\_\_\_\_\_ closely with other technical departments, such as lightning and sound.
87. work
88. coordinate
89. report
90. involve
91. I’m the Head \_\_\_\_\_\_\_\_ Sales.
92. for
93. of
94. with
95. after
96. I look \_\_\_\_\_\_\_\_\_\_ the company website.
97. with
98. of
99. for
100. after
101. Bureaucracy is:
102. new, different and better than before.
103. a complicated official system that has a lot of rules and processes.
104. a move to a more important job in a company or organization.
105. a system of organization in which people are divided into levels of importance.
106. Hierarchy is:
107. new, different and better than before.
108. a complicated official system that has a lot of rules and processes.
109. a move to a more important job in a company or organization.
110. a system of organization in which people are divided into levels of importance.
111. Promotion is:
112. new, different and better than before.
113. a complicated official system that has a lot of rules and processes.
114. a move to a more important job in a company or organization.
115. a system of organization in which people are divided into levels of importance.
116. Innovative is:
117. new, different and better than before.
118. a complicated official system that has a lot of rules and processes.
119. a move to a more important job in a company or organization.
120. a system of organization in which people are divided into levels of importance.
121. Centralized is …
122. organized the control of an organization so that everything is done or decided in one place.
123. a complicated official system that has a lot of rules and processes.
124. a move to a more important job in a company or organization.
125. a system of organization in which people are divided into levels of importance.
126. Decentralized is …
127. organized the control of an organization so that everything is done or decided in one place.
128. moved parts of an organization, etc. from a central place to several different smaller ones.
129. a complicated official system that has a lot of rules and processes.
130. a move to a more important job in a company or organization.
131. You decide that you \_\_\_\_\_\_\_\_\_\_ to the team.
132. are going to contribute
133. contributing
134. are contributing
135. contribute
136. Zappos \_\_\_\_\_\_\_ a training session next week.
137. is having
138. is going to have
139. has
140. having
141. I \_\_\_\_\_\_\_\_\_ to Las Vegas tomorrow.
142. fly
143. am going to fly
144. am flying
145. flying
146. I’m sure that \_\_\_\_\_\_\_\_\_\_\_ a very interesting experience.
147. is
148. is going to be
149. is being
150. be
151. What time \_\_\_\_\_\_\_\_\_\_ the first flight \_\_\_\_\_\_\_\_\_ on Sundays?
152. does… leave
153. is…leaving
154. is…going to leave
155. has…leaving
156. When I get more free time, I \_\_\_\_\_\_\_\_ a gym.
157. join
158. am joining
159. am going to join
160. joining
161. He can’t remember what time he \_\_\_\_\_\_\_\_\_ the client tomorrow.
162. visits
163. is visiting
164. is going to visit
165. visiting
166. I \_\_\_\_\_\_\_\_\_\_\_ to her email until later today.
167. don’t reply
168. am not replying
169. am not going to reply
170. replying
171. We \_\_\_\_\_\_\_\_\_ some friends after work this evening.
172. meet
173. are meeting
174. are going to meet
175. meeting
176. Susan hasn’t studied all year. She \_\_\_\_\_\_\_\_ her final exams next week.
177. fails
178. is failing
179. is going to fail
180. failing
181. The conference \_\_\_\_\_\_\_\_ until 10 o’clock but let’s get there early.
182. doesn’t start
183. isn’t starting
184. isn’t going to start
185. not start
186. There’s a lot of traffic. \_\_\_\_\_\_\_ in time to catch the train?
187. do we arrive
188. are we arriving
189. are we going to arrive
190. arriving
191. Can I \_\_\_\_\_\_\_ your bag?
192. offer
193. take
194. join
195. work
196. When did you \_\_\_\_\_\_\_\_\_ the company?
197. join
198. work
199. start
200. have
201. Are you \_\_\_\_\_\_\_ for lunch today?
202. work
203. go
204. free
205. have
206. Can I \_\_\_\_\_\_\_\_\_ you something to drink?
207. take
208. give
209. put
210. offer
211. I \_\_\_\_\_\_\_\_ a job interview tomorrow.
212. having
213. am having
214. have
215. is going to have
216. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_ the suppliers tomorrow.
217. am visiting
218. visit
219. am going to visit
220. visiting
221. Our train \_\_\_\_\_\_\_\_\_\_\_ until 8.30 this evening.
222. isn’t leaving
223. isn’t going to leave
224. not leaving
225. doesn’t leave
226. We \_\_\_\_\_\_\_\_\_\_\_ the software.
227. aren’t going to change
228. don’t change
229. changing
230. aren’t changing
231. Water \_\_\_\_\_\_\_\_\_\_ at 0 degrees.
232. freezes
233. is freezing
234. freeze
235. has freezing
236. She \_\_\_\_\_\_\_\_\_\_\_\_ our offices next week.
237. visits
238. visiting
239. visit
240. is visiting
241. Managing the stuff is the key \_\_\_\_\_\_\_\_\_\_ .
242. procedure
243. function
244. feature
245. characteristic
246. I coordinate \_\_\_\_\_\_\_\_\_\_\_\_ all departments to ensure customer satisfaction.
247. about
248. off
249. at
250. with

**Unit 2. Brands**

1. A brand is :
2. a name given to a product;
3. a name, term, design, symbol or any other feature that identifies one seller's good or service as distinct from those of other sellers;
4. a symbol or other small design adopted by an organization to identify its products, uniform, vehicles, etc;
5. a commercial business.
6. When a company uses one of its established brand names on a new product or new product category, it ……………the brand:
7. changes
8. establishes
9. exposes
10. extends
11. How to respect the Minimum Advertised Price so as not to …………….. a brand.
12. devalue
13. deter
14. determine
15. decline
16. An organization or country engaged in commercial or economic competition with others is called:
17. a competitor
18. a contestant
19. a member
20. a gambler
21. If a company or investor ventures ………….. an area of business or investment, they become involved in it for the first time.
22. for
23. into
24. at
25. from
26. …………… business of an organization is an idealized construct intended to express that organization's "main" or "essential" activity.
27. basic
28. fundamental
29. nucleus
30. core
31. A client base is:
32. the people who come to the shop
33. the customers who come to the business
34. the regular customers that a business has.
35. the customers whom the employees call.
36. Customer engagement is:
37. buying the same brand regularly
38. using internet history to target customers
39. advertising by placing an item in a television programme or film
40. consumer interest
41. Product placement is:

a) buying the same brand regularly

b) using internet history to target customers

c) advertising by placing an item in a television programme or film

d) consumer interest

1. Customer loyalty is:

a) buying the same brand regularly

b) using internet history to target customers

c) advertising by placing an item in a television programme or film

d) consumer interest

1. Interactive marketing is:

a) buying the same brand regularly

b) using internet history to target customers

c) advertising by placing an item in a television programme or film

d) consumer interest

1. Brand stretching is:
2. knowledge or understanding
3. extending a brand to include other types of products
4. advertising by placing an item in a television programme or film
5. consumer interest
6. An image is:
7. buying the same brand regularly
8. using internet history to target customers
9. general opinion people have of a product
10. a recognizable design or official sign on a product
11. A logo is:

a) buying the same brand regularly

b) using internet history to target customers

c) general opinion people have of a product

d) a recognizable design or official sign on a product

1. Name three well-known people who ………… “a life of luxury”:
2. make
3. lead
4. earn
5. waste
6. What other ways are there of …………… a brand awareness or encouraging customer loyalty?
7. increase
8. create
9. decline
10. expose
11. If you had to stretch a well-known brand, how would you ………….it?
12. raise
13. change
14. expand
15. expose
16. A brand ambassador is:
17. the face of the brand
18. the clerk
19. the courier of the brand
20. the postman of the brand
21. Asian brands are adapting their marketing ……………..for stores according to the region:
22. stores
23. courses
24. issues
25. plans
26. Making a presentation, state your name and job …………:
27. sphere
28. occupation
29. title
30. field
31. While making a presentation, try not to …………..things:
32. quicken
33. rush
34. slow down
35. accelerate
36. While making a presentation, ……………… important information in each section:
37. cross out
38. ignore
39. neglect
40. highlight
41. We look froward …… seeing you at this event:
42. to
43. at
44. in
45. for
46. Please ……………. your attendance by Thursday 10th September.
47. prove
48. confirm
49. inform
50. deny
51. Karla Lansing has agreed to talk to us about the …………….of street art in marketing today:
52. impact
53. innovation
54. implication
55. inclusion
56. Read the reply ………..the invitation in Exercise 1.
57. in
58. for
59. to
60. of
61. Quality should be your number one ………………:
62. case
63. privacy
64. perspective
65. priority
66. Maybe it would be better for you to just focus ……….Mexico?
67. on
68. in
69. to
70. at
71. Who would you expect to ……………… you strong advice?
72. provide
73. give
74. serve
75. present
76. You need to ……………in touch with Dan.
77. take
78. keep
79. start
80. give
81. How many hotels has Bulgari …………… so far?
82. started
83. formed
84. established
85. launched
86. …………….. Asian brands have started to appear in US shops.
87. while
88. as well as
89. recently
90. now
91. …………….. Chinese customers have started to combine holidays abroad with shopping expeditions.
92. but
93. as well as
94. in recent years
95. while
96. The writer thinks that the new Asian brands will soon become as successful as Western brands ………. Chanel.
97. as
98. like
99. that
100. than
101. ……………the global luxury industry previously moved only in one directions, Chinese customers now go on shopping trips in the West.
102. so
103. however
104. although
105. recently
106. ………………, other popular shopping destinations also include London and New York, as well as Japan and South Korea.
107. so
108. however
109. recently
110. although
111. Examples of luxury goods that are popular in asia include,……….., handbags and watches.
112. recently
113. as well as
114. also
115. for instance
116. So, where are wealthy Chinese millennials going? …………….., France is the top holiday destination.
117. as well as
118. to start with
119. then
120. although
121. …………….they are expensive, do you like to buy designer labels?
122. also
123. although
124. first of all
125. for instance
126. Which brand are popular with your generation ………… your parents’ generation?
127. also
128. although
129. as well as
130. besides
131. When it comes to luxury goods, …………..clothing, jewellery or shoes, what’s the most expensive item you have ever bought?
132. also
133. although
134. first of all
135. for instance
136. What advice did Matt give Stefanie in each video ………..working with Dan?
137. on
138. about
139. in
140. of
141. What can we learn from these experiences ………..offering advice and support to colleagues in international teams?
142. on
143. about
144. in
145. of
146. What advice and/or support would help the team to be ………..effective?
147. even more
148. far
149. even much
150. much
151. I haven’t taken any time …..work in the last six months.
152. in
153. at
154. off
155. on
156. I’m worried that I might …………my test.
157. scrape through
158. sit
159. pass
160. fail
161. Who ………….to use stronger advice structures?
162. suggested
163. found
164. preferred
165. had
166. Making a presentation …………a foreign language is for many people one of the most terrifying things they have to do at work.
167. at
168. in
169. on
170. with
171. If you have any questions, ……….free to ask.
172. be
173. feel
174. get
175. allow
176. Thank you very much for listening. And I will ………over to Pall to tell you something about products and services.
177. make
178. turn
179. hand
180. take

**Unit 3. Job-hunting**

1. A character is:
2. personality
3. someone who is looking for a job
4. an idea that is used so much that it isn’t effective, or it doesn’t have much meaning any longer
5. a person or company that pays people to work for them
6. An employer is:
7. personality
8. someone who is looking for a job
9. an idea that is used so much that it isn’t effective, or it doesn’t have much meaning any longer
10. a person or company that pays people to work for them
11. A CV is:
12. someone who is looking for a job
13. personality
14. curriculum vitae
15. a person or company that pays people to work for them
16. A jobseeker is:
17. personality
18. someone who is looking for a job
19. an idea that is used so much that it isn’t effective, or it doesn’t have much meaning any longer
20. a person or company that pays people to work for them
21. An internship is:
22. when a student or graduate works for a short time to get experience
23. someone who is looking for a job
24. personality
25. successful deal with a problem or difficult situation
26. A cliché is:
27. be very easy to see or notice
28. an idea that is used so much that it isn’t effective, or it doesn’t have much meaning any longer
29. curriculum vitae
30. personality
31. *To gain (formal), e.g. experience* means:
32. be important or useful
33. make a formal, usually written, request especially for a job or university place
34. get or obtain
35. successfully deal with a problem or difficult situation
36. *To be of value to* means:
37. be very easy to see or notice
38. be important or useful
39. get or obtain
40. be easy to understand or know how to communicate effectively
41. *To apply for* means:
42. make a formal, usually written, request especially for a job or university place
43. an idea that is used so much that it isn’t effective, or it doesn’t have much meaning any longer
44. successfully deal with a problem or difficult situation
45. be very easy to see or notice
46. *To sort out* means:
47. make a formal, usually written, request especially for a job or university place
48. an idea that is used so much that it isn’t effective, or it doesn’t have much meaning any longer
49. successfully deal with a problem or difficult situation
50. be very easy to see or notice
51. *To come across well* means:
52. be very easy to see or notice
53. be important or useful
54. get or obtain
55. be easy to understand or know how to communicate effectively
56. *To stand out from* means:
57. be important or useful
58. be easy to understand or know how to communicate effectively
59. get or obtain
60. be very easy to see or notice
61. Graduate CVs make the same \_\_\_\_\_\_\_\_\_ over and over again.
62. mistakes
63. remarks
64. notices
65. experience
66. They used clichéd \_\_\_\_\_\_\_\_\_\_\_.
67. candidates
68. language
69. motivation
70. opportunities
71. I would very much appreciate the \_\_\_\_\_\_\_\_\_\_ of an interview.
72. motivate
73. value
74. experience
75. opportunity
76. I can be of \_\_\_\_\_\_\_\_\_ to your company.
77. motivation
78. opportunity
79. value
80. role
81. If you use the same language as everyone else, all that shows is that you are exactly the same as every other \_\_\_\_\_\_\_\_\_ .
82. role
83. candidate
84. value
85. language
86. Do you have a \_\_\_\_\_\_\_\_\_\_\_\_ in business studies or sports education?
87. degree
88. competition
89. motivation
90. passion
91. Are you \_\_\_\_\_\_\_\_\_\_\_\_\_\_ ?
92. competitive
93. competition
94. motivation
95. communication
96. Are you looking for an internship with a dynamic, international \_\_\_\_\_\_\_\_ ?
97. employee
98. employer
99. recruiter
100. recruitment
101. At Surf Technologies we need graduates who are highly \_\_\_\_\_\_\_\_\_\_ .
102. motivation
103. motivated
104. flexibility
105. interviewed
106. You must be prepared to learn quickly about the latest trends in surfing and you will be \_\_\_\_\_\_\_\_\_\_\_ for selling to key clients.
107. competitive
108. responsible
109. motivated
110. passionate
111. Surfing Technologies are based in Sydney and we have a proven track record in offering our successful \_\_\_\_\_\_\_\_\_\_\_ an exciting carrier.
112. interns
113. internship
114. recruiters
115. boss
116. No previous experience is required and working hours are \_\_\_\_\_\_\_\_\_\_ .
117. passionate
118. motivated
119. flexible
120. flexibility
121. If you think you have the necessary \_\_\_\_\_\_\_\_\_\_\_ for surfing, please send your CV.
122. skillful
123. skills
124. flexibility
125. employment
126. Send your CV with a covering letter to our Head of \_\_\_\_\_\_\_\_\_\_\_ at [hr@surftechnologies.au](mailto:hr@surftechnologies.au).
127. recruiter
128. recruitment
129. department
130. company
131. Successful candidates will be called for an \_\_\_\_\_\_\_\_\_ .
132. interviewer
133. interview
134. talk
135. chat

28.We are not looking for \_\_\_\_\_\_\_\_\_\_\_\_ expressions in the CVs, but for real creativity.

a) clichéd

b) expressive

c) emotional

d) confusing

29. Formal word for “job”:

a) position

b) task

c) occupation

d) recruitment

30. Someone in the company who is involved in employing new staff:

a) boss

b) an accountant

c) manager

d) recruiter

31. Please find \_\_\_\_\_\_\_\_\_\_\_ my CV in response to the above vacancy as advertised on your website.

a) asset

b) grateful

c) attached

d) organized

32. I’m writing to apply for the \_\_\_\_\_\_\_\_\_\_\_ of manager.

a) interview

b) vacancy

c) post

d) job

33. I have six years \_\_\_\_\_\_\_\_\_\_\_ in sales.

a) promotion

b) motivation

c) experience

d) asset

34. I would be \_\_\_\_\_\_\_\_ to have an opportunity of an interview.

a) grateful

b) pleased

c) sincere

d) thankful

35. I’d like to \_\_\_\_\_\_\_\_\_\_\_\_\_\_ for the post of a manger.

a) taken

b) confident

c) considered

d) experienced

36. I feel that my experience will be a valuable \_\_\_\_\_\_\_\_\_ to your company.

a) asset

b) experience

c) motivation

d) degree

37. I have proved to be a capable manager often \_\_\_\_\_\_\_\_\_ performance targets set.

a) promoting

b) selling

c) exceeding

d) proceeding

38. As you will see from my \_\_\_\_\_\_\_\_\_\_\_, I have a first class degree in Sales.

a) cover letter

b) CV

c) notes

d) information

39. How would you \_\_\_\_\_\_\_\_\_ our customer service?

a) decrease

b) develop

c) improve

d) understand

40. So, aren’t you interested in selling your \_\_\_\_\_\_\_ of the business?

a) part

b) component

c) share

d) division

41. There are a lot of candidates for the manager’s job. People know we are good \_\_\_\_\_\_\_\_\_.

a) employees

b) sales managers

c) HR managers

d) employers

42. We will be looking for people who \_\_\_\_\_\_\_\_\_\_ the crowd.

a) stand out from

b) come across well

c) be value of

d) differentiate

43. A self-starter has to have the \_\_\_\_\_\_\_\_\_ to succeed.

a) responsibility

b) motivation

c) motivate

d) responsible

44. The combination of qualities that makes someone a particular type of person:

a) jobseeker

b) intern

c) character

d) employee

45. Don’t lie. \_\_\_\_\_\_\_\_\_\_ will check.

a) people

b) employers

c) sales managers

d) editors

46. Are you \_\_\_\_\_\_\_\_\_ to travel?

a) willing

b) want

c) do

d) need

47. In a company you must be a \_\_\_\_\_\_\_\_\_\_.

a) motivation

b) player

c) team player

d) loser

48. Used to describe a person or plan that can change or be changed easily to suit any new situation:

a) flexible

b) responsible

c) eager

d) motivated

49. An ability to do something well, especially because you have learned and practiced it:

a) communication

b) motivation

c) understanding

d) skill

50. What do you think your main \_\_\_\_\_\_\_\_\_\_ is?

a) weak

b) weakness

c) lack

d) chance

**Unit 4. Business Strategy**

1. The real problem is a lack of language ……………..here in the company.
2. work
3. competence
4. communication
5. use
6. The Kraft Heinz company based in the USA is a major ……………in the food industry:
7. player
8. hero
9. character
10. personality
11. The profit ……………is the amount of money the company makes from every unit of sales:
12. bid
13. margin
14. player
15. gap
16. In the first decade of the 21st century Kraft’s …………..was poor:
17. work
18. performance
19. acting
20. employer
21. It was seeing demand ………..processed food and drinks decline.
22. in
23. at
24. for
25. with
26. The company was missing opportunities in fast-growing ……………markets around the world:
27. production
28. emerging
29. forming
30. work
31. Is ………………………in the food manufacturing industry inevitable?
32. unity
33. congregation
34. consolidation
35. concession
36. Heinz was considered more innovative in its development of new product …………
37. issues
38. aspects
39. lines
40. variants
41. It started with a takeover………………..for the chocolate maker Cadbury.
42. bid
43. consolidation
44. work
45. unity
46. The company’s third problem was its high ……………
47. salaries
48. profits
49. expenses
50. costs
51. There is a critical need to …………….the problem of piracy with a multifaceted approach.
52. cope
53. deal
54. tackle
55. succeed
56. This shows that many French companies miss their …………………….
57. opportunities
58. work
59. perspectives
60. reputation
61. The contractor will want to make a profit and this will add to the cost of the project.
62. work
63. profit
64. change
65. deal
66. These systems have enabled users to improve yield and dramatically ………. costs.
67. make
68. waste
69. spend
70. cut
71. DHL in-plant services help you cut costs, ……………… productivity, and get the best out of your most valuable resource: your people.
72. lower
73. rise
74. increase
75. save
76. I trust that after these deliberations we can come …….. with a plan for the way forward.
77. in
78. up
79. to
80. onto
81. The United Nations should not spare efforts or …………. risks by undertaking short-term programmes.
82. make
83. work
84. take
85. do
86. The company is planning an …………………. for next year.
87. extension
88. expansion
89. acquisition
90. acceleration
91. …………..technologies are used in many industries.
92. innovate
93. innovation
94. innovative
95. innovatively
96. The investments turned out to be really ……………
97. profit
98. profitable
99. profiting
100. profitably
101. If I do everything right, I will …………..
102. success
103. succeed
104. successful
105. successfully
106. Industrial products prices keep ………….. markets from their growth.
107. growing
108. challenging
109. emerging
110. constructing
111. This …………… is an important milestone in the history of the company.
112. merge
113. merger
114. merging
115. merged
116. The purpose behind the ………….. of grid facilities is to increase their value through more efficient management.
117. takeover
118. takeon
119. takeback
120. takeaway
121. The aim was to protect children from any ………… situation.
122. risked
123. rescue
124. rescued
125. risky
126. Poor countries are faced with many …………… development priorities.
127. compete
128. competed
129. competitive
130. competing
131. The five-year period 1985-1989 was characterized by a phase of ……….. growth and massive inflow of foreign capital.
132. expansed
133. expansive
134. expended
135. expand
136. It’s a legal requirement to pay 32 percent corporate …………in this country.
137. duty
138. tax
139. penalty
140. fine
141. In a PEST analysis it’s not necessary to look at all …………, just the most relevant ones.
142. factors
143. points
144. elements
145. issues
146. Experts recommend all businesses have a social media …………
147. work
148. perspective
149. strategy
150. plan
151. It’s not a good idea to leave strategic ………… to senior managers only.
152. element
153. aspect
154. planning
155. vision
156. Jim, as it is your first day, I’ll tell you about company…………….
157. policy
158. politics
159. politic
160. police
161. I strongly recommend we ……………… emerging technologies more closely.
162. predict
163. anticipate
164. expect
165. evaluate
166. How much …………… tax do companies have to pay in your country?
167. company
168. work
169. corporate
170. organization.
171. Decide which of the factors already listed are most ………………..
172. correct
173. relevant
174. real
175. true
176. In indirect cultures, the focus is more on……………..
177. facts
178. details
179. feelings
180. things
181. In direct cultures, the focus is more on……………..
182. facts
183. details
184. feelings
185. things
186. What is Matt unsure ………….. following the advice?
187. in
188. on
189. at
190. about
191. Do you agree that project leaders need to ……………people hard to make projects work?
192. push
193. pull
194. pick
195. pinch
196. Matt takes Jack’s advice to communicate directly with his colleague and ……………….him about the problems with his side of the project.
197. contrast
198. comprise
199. confront
200. contract
201. Matt follows his …………….to be supportive and communicate indirectly with John.
202. thoughts
203. instincts
204. ideas
205. temperament
206. How many weeks has the project been ………………?
207. worked
208. done
209. delayed
210. rescheduled?
211. How ……………do you agree with these points?
212. close
213. well
214. good
215. far
216. Is there any …………..support from our side which can help?
217. close
218. further
219. distant
220. distance
221. Let me give you a ……………with that.
222. hand
223. word
224. sentence
225. work
226. This focuses people on the need to find…………urgently.
227. key
228. reply
229. solutions
230. view
231. Give positive ………….on all ideas.
232. feedback
233. slash
234. focus
235. emphasis
236. Take time to …………… who will do what and by when.
237. give
238. answer
239. reply
240. confirm
241. He has called a meeting with his sales team to discuss a(n)………….

problem.

1. active
2. this
3. urgent
4. past
5. Then I think we need to look at …………..as a quick solution.
6. perspective
7. concentration
8. recruitment
9. rejection

**Unit 5. Logistics**

1. Why do you think \_\_\_\_\_\_\_\_\_\_ like Amazon are successful?
2. retailers
3. shops
4. sites
5. companies
6. How would you feel about having your goods \_\_\_\_\_\_\_\_\_by a robot or drone?
7. sent
8. delivered
9. bought
10. offered
11. Do consumers prefer to buy \_\_\_\_\_\_\_\_\_\_ instead of shopping in physical stores in your country?
12. offline
13. in a shop
14. virtually
15. online
16. Consumers enjoy the \_\_\_\_\_\_\_\_\_\_ of having goods delivered to their homes.
17. convenience
18. speed
19. transport
20. couriers
21. Of course customers are not always \_\_\_\_\_\_\_\_ to receive their package.
22. in the street
23. in the office
24. at home
25. at the beach
26. Customers can pick up the packages at any time by entering a pin \_\_\_\_\_\_\_\_.
27. digital
28. pin
29. password
30. puck
31. This robot has been \_\_\_\_\_\_\_ to deliver packages.
32. made
33. created
34. designed
35. set
36. Customers can arrange to collect their goods from the robot via a mobile \_\_\_\_\_\_\_\_\_\_.
37. app
38. phone
39. vehicle
40. security
41. Some companies are also considering using \_\_\_\_\_\_\_\_\_ to transport goods to customers.
42. people
43. children
44. drones
45. carriages
46. Lorries lead cars in the technology \_\_\_\_\_\_\_ .
47. race
48. running
49. jogging
50. competition
51. Why are software companies taking a(n) \_\_\_\_\_\_\_\_ in buses and lorries?
52. look
53. interest
54. passion
55. part
56. With \_\_\_\_\_\_\_\_\_\_\_\_ technology, drivers can be given new tasks to plan routes or process shipping documents.
57. self-made
58. self-mastered
59. self-driving
60. self-developed
61. It is \_\_\_\_\_\_\_\_\_\_ with drones to be used for the last mile of deliveries.
62. made
63. equipped
64. observed
65. shown
66. In the last few years, self-driving systems for lorries and buses \_\_\_\_\_\_\_\_\_\_\_\_.
67. have been developed
68. were developed
69. are developed
70. are being developed
71. Logistics and new technologies \_\_\_\_\_\_\_\_\_\_\_\_ at the commercia; vehicles trade show earlier this year.
72. have been talked about
73. have been talking about
74. have talked about
75. talked about
76. A self-driving lorry \_\_\_\_\_\_\_\_\_\_\_ by ZF, the German car parts maker.
77. designed
78. has already been designed
79. is designing
80. was designing
81. We \_\_\_\_\_\_\_\_\_ 30 dishwashers for our hotel group last week.
82. arranged
83. ordered
84. damaged
85. injured
86. The equipment would be \_\_\_\_\_\_\_\_\_ yesterday.
87. delivered
88. carried
89. brought
90. damaged
91. Although you indicated that this might be difficult, you \_\_\_\_\_\_\_ us that you could manage it.
92. assumed
93. assured
94. arranged
95. forced
96. However, only 10 machines arrived and, of those, two were \_\_\_\_\_\_\_\_ and one did not work at all.
97. damaged
98. injured
99. hurt
100. bitten
101. We tried to contact you several times but your customer service department did not answer our \_\_\_\_\_\_\_\_.
102. calls
103. rings
104. chats
105. communication
106. We look forward to receiving your \_\_\_\_\_\_\_\_\_\_ response.
107. punctual
108. prompt
109. definite
110. short
111. Despite sending you several emails asking you to contact us, so far we have had no \_\_\_\_\_\_\_\_ from you.
112. answer
113. response
114. call
115. message
116. We look forward to \_\_\_\_\_\_\_\_\_\_ the correct goods as soon as possible.
117. getting
118. calling
119. receiving
120. delivering
121. Goods may be delivered by the national post \_\_\_\_\_\_ or by courier companies.
122. company
123. office
124. headquarters
125. army
126. In terms of \_\_\_\_\_\_\_\_\_\_, I am concerned that we may not finish this before Phase 2.
127. work
128. job
129. deadline
130. project
131. I have put two new people into the team to help with this, but this will \_\_\_\_\_\_\_\_\_ project costs.
132. decrease
133. increase
134. improve
135. disagree
136. Can we discuss the project timing and find a way to\_\_\_\_\_\_\_\_\_ by one week?
137. postpone
138. delay
139. wait
140. catch up
141. It will give us the time we need to get things back on \_\_\_\_\_\_\_\_ ?
142. way
143. route
144. road
145. track
146. The problems are highly complex and taking much more time than \_\_\_\_\_\_\_\_\_\_ to handle.
147. expected
148. awaited
149. thought
150. discussed
151. \_\_\_\_\_\_\_\_\_ on Britain’s roads is a real problem.
152. Congestion
153. Concern
154. Compliance
155. Contest
156. Companies are dipping their toes into more innovative ways of delivering goods, like \_\_\_\_\_\_\_\_\_\_ which can transport goods more quickly than by road.
157. couriers
158. suppliers
159. chains
160. drones
161. Drones reduce the number of \_\_\_\_\_\_\_\_ goods in transit.
162. packaged
163. damaged
164. delivered
165. self-made
166. This is good news for \_\_\_\_\_\_\_\_\_\_\_ who often have to foot the bill to replace items.
167. packers
168. workers
169. retailers
170. managers
171. However, drones can only carry small items; large \_\_\_\_\_\_\_\_\_\_ still have to be transported by road.
172. packages
173. distribution
174. retails
175. sales
176. To come to a particular place in order to take something away:
177. collect
178. operate
179. transport
180. distribute
181. To use and control a machine or equipment:
182. collect
183. operate
184. transport
185. distribute
186. A way of thinking about something that seems correct and reasonable:
187. logic
188. distribution
189. operation
190. collection
191. The act of bringing goods, letters, etc. to a particular person:
192. collect
193. operate
194. transport
195. delivery
196. A system or method for carrying passengers or goods from one place to another:
197. delivery
198. drone
199. courier
200. transport
201. To start using computers and machines to do a job, rather than people:
202. automate
203. manufacture
204. distribute
205. deliver
206. To supply goods to shops and companies so that they can sell them:
207. automate
208. manufacture
209. distribute
210. deliver
211. To use machines to make goods or materials, usually in large numbers or amounts:
212. automate
213. manufacture
214. distribute
215. deliver
216. To study of how robots are made or used:
217. automate
218. robotics
219. manufacture
220. deliver
221. The packages \_\_\_\_\_\_\_\_\_\_ onto the van.
222. have loaded
223. loaded
224. have already been loaded
225. have already loaded
226. The email \_\_\_\_\_\_\_\_\_\_\_ to the client.
227. have been sent
228. was sent
229. has been sent
230. sent
231. The report \_\_\_\_\_\_\_\_\_\_\_ by me the next morning.
232. will be presented
233. will presented
234. presented
235. has been presented
236. Will the project \_\_\_\_\_\_\_\_\_\_ on Sunday?
237. finished
238. be finished
239. has been finished
240. has finished
241. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_ event took place in Cambridge today.
242. exciting
243. picturesque
244. beautiful
245. handsome
246. \_\_\_\_\_\_\_\_\_\_\_\_\_ discuss today is the distribution center update.
247. My proposal would be
248. I’d like to hear
249. What I’d like to
250. Just to clarify

**Unit 6. Entrepreneurs**

1. ……………. what circumstances would you start a business?
2. in
3. at
4. under
5. on
6. What are the three biggest attractions and disadvantages of ………your own business?
7. having
8. doing
9. running
10. ruling
11. How will he ……………….. the success of his company?
12. check
13. change
14. diagnose
15. measure
16. We made a turnover of 14 million dollars. The first actually was through ……………
17. crowddonating
18. crowdgiving
19. crowdfunding
20. crowdsharing
21. Half of all start-ups in the UK ……………business withing five years.
22. take in
23. go out of
24. go back
25. take back from
26. A company’s target ……….. is the customers that the product or service is aimed at.
27. place
28. service
29. point
30. market
31. A …………………… is someone who gives new businesses money, often in exchange for a share of the company.
32. business donator
33. business angel
34. business worker
35. business money bank
36. Money that is provided by an organization for a particular purpose is ………….
37. income
38. profit
39. benefit
40. funding
41. What are some of the difficulties of the fast ………….of a start-up like Fairphone?
42. grow
43. growing
44. growth
45. grew
46. Do you think …………………talent is unique to some people?
47. entrepreneurial
48. entrepreneur
49. entrepreneuree
50. entrepreneurance
51. Decide what types of …………. might be interested in buying your products.
52. customers
53. servants
54. workers
55. employees
56. How will you get financial ……..for your project?
57. money
58. backing
59. profiting
60. income
61. Someone who has a lot of ability and a strong wish to be successful and is therefore expected to achieve a lot is called:
62. highjacker
63. highgoer
64. highflyer
65. highswimmer
66. Why do you think someone might decide to leave a …………university to start a business?
67. well-known
68. reliable
69. fashionable
70. prestigious
71. Which market does your company operate ………..?
72. at
73. in
74. on
75. within
76. The fact of reaching, stretching, or continuing is:
77. extension
78. evaluation
79. exaggeration
80. assessment
81. Do you think Paula’s natural influencing ………….. will be successful with Paul?
82. tone
83. genre
84. style
85. mode
86. I think the best thing is to …………the product this month.
87. initiate
88. launch
89. begin
90. establish
91. There are two influencing styles known as:
92. to and from
93. pro and con
94. go and fetch
95. push and pull
96. Jane tries to …………. the deal by highlighting the strengths of the offer.
97. close
98. shut
99. cease
100. slam
101. Why don’t you think the finances will work …………?
102. in
103. on
104. at
105. out
106. Is the order interest-………?
107. bound
108. free
109. full
110. proof
111. You can pay in …………….to spread the cost.
112. payments
113. cheque
114. card
115. instalments
116. We appreciate that this product is top of the …………
117. variety
118. range
119. price
120. demand
121. If we agree on this question, do we have a ……….?
122. work
123. vision
124. view
125. deal
126. Does that ………..your concerns?
127. address
128. bother
129. disturb
130. doubt
131. A board standing on legs with large pieces of paper attached to the top that can be turned over is called:
132. flip up
133. flip board
134. flip chart
135. flip on
136. The amount of money that a company brings in over a year is called:
137. annual revenue
138. annual benefit
139. annual income
140. annual bonus
141. The amount of spending money people have available after they have paid taxes.
142. disposable benefit
143. disposable credit
144. disposable bonus
145. disposable income
146. An amount of money that is borrowed is called:
147. a loan
148. a bonus
149. a benefit
150. an income
151. An increase in demand for a product or service is called:
152. a forecast
153. a market growth
154. a target market
155. a stock level
156. A financial calculation about a future trend is called:
157. a forecast
158. a market growth
159. a target market
160. a stock level
161. The expected future sales of a product are called:
162. projected sales
163. revenues
164. projected market
165. forecasts
166. The quantity of products kept in a shop or warehouse is called:
167. a target market
168. a stock level
169. a market growth
170. a forecast
171. Is the mobile sector growing or slowing …………?
172. up
173. down
174. in
175. out
176. A particular section of the population is called:
177. an average person
178. an individual
179. a civilian
180. a demographic
181. A picture that shows how two sets of information or variables are related, usually by lines or curves, is called a(n):
182. pie
183. graph
184. chart
185. slide
186. A drawing that shows information in a simple way, often using lines and curves to show amounts is called a(n):
187. pie
188. graph
189. chart
190. slide
191. A mathematical picture in which different amounts are represented by thin vertical or horizontal rectangles that have the same width but different heights or lengths is called a(n):
192. graph
193. pie chart
194. bar chart
195. slide
196. Your company is growing and you want to buy more stock to ………the demand:
197. move
198. meet
199. approach
200. close
201. A way of showing information about how a total amount is divided up, consisting of a circle that is divided from its centre into several parts is called a(n):
202. graph
203. pie chart
204. bar chart
205. slide
206. One of the screens in a presentation (= a talk that uses images and texts to give information) created on a computer is a(n):
207. graph
208. pie chart
209. bar chart
210. slide
211. Setting up your own business is different for everyone but there are some ………points you need to focus on.
212. famous
213. fashionable
214. common
215. trendy
216. Once you know that you love the product, …………as extensive market research as you can.
217. work
218. search
219. produce
220. conduct
221. Another vital thing is to………….your finances carefully.
222. work
223. steer
224. manage
225. ignore
226. If you end up working with large retailers, don’t let them beat you down ……..
227. in
228. on
229. at
230. through
231. When you know what price ……….for you, stick to it.
232. serves
233. works
234. gets
235. brings
236. Furthermore, the frightening thing is that suddenly you become a leader and managing a company and its ……..is not easy.
237. employees
238. personnel
239. stuff
240. servants
241. When you have been the only one responsible for everything for so long, I think this is the hardest thing to do - ………..it over to others.
242. giving
243. sending
244. serving
245. handing
246. You can see the stock levels we have and our forecast for the next ……….year.
247. quarter
248. quarterly
249. quartering
250. quartery

**Unit 7. Working Abroad**

1. I thought I was very **fluent in** English when I, you know, when I lived at home.
2. speak with a native accent
3. speak a language very well
4. speak fast
5. speak calm
6. But initially they are a bit more reserved, so don’t **be put off** by that.
7. make it difficult for someone to pay attention
8. arrange to do something later
9. get demotivated
10. move in a particular direction
11. But then when you actually come to live here, you realize the **nuances** and phrases that you don’t know.
12. slight differences in manner
13. slight differences in color
14. slight differences in meaning
15. slight differences in style
16. The use of “thank you” and “please” – it’s probably less **widely used.**
17. common or usual
18. popular or well-known
19. to be found everywhere
20. famous
21. You always lunch with someone – you never have your lunch alone.
22. feeling unhappy or lonely
23. without people you know
24. without help from anyone else
25. feeling disappointed
26. You might be a little bit shocked that the Poles **tend to** be more abrupt.
27. have a tendency to *(come across)*
28. be always annoying
29. move in a particular direction
30. easy for people to understand
31. People in our culture \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as quite friendly and communicative when you first meet them.
32. easy for people to understand
33. meet or find by chance
34. seem to have particular qualities
35. go straight
36. You should always be \_\_\_\_\_\_\_\_\_\_\_\_ and generous with visitors. And we expect to be treated the same way when we go abroad.
37. reserved
38. direct
39. sociable
40. informal
41. It is common to say what you think with the people in my country. If you are too \_\_\_\_\_\_\_\_\_\_, people won’t understand.
42. kind
43. informal
44. impolite
45. honest
46. People here tend to be very understanding and \_\_\_\_\_\_\_\_\_\_ if you have a language problem.
47. helpful
48. honest
49. direct
50. reserved
51. When I was working abroad, some people were rude to me because I didn’t speak English fluently at first – that was mean and \_\_\_\_\_\_\_\_\_\_\_\_\_.
52. direct
53. reserved
54. unkind
55. helpful
56. It is very important to be \_\_\_\_\_\_\_\_\_\_\_\_\_ to managers and those in authority.
57. honest
58. respectful
59. informal
60. direct
61. Not respecting people is considered very \_\_\_\_\_\_\_\_\_\_\_ in my country.
62. impolite
63. honest
64. reserved
65. unkind
66. How important is it in your culture to create \_\_\_\_\_\_\_\_\_\_\_ before a business meeting?
67. a tasty cup of coffee
68. a good atmosphere
69. tension
70. misunderstanding
71. “Loss of face” means:
72. greeting someone
73. praying someone
74. embarrassing someone or offending
75. loving someone
76. When I \_\_\_\_\_\_\_\_\_\_ into the office, I \_\_\_\_\_\_\_\_\_ surprised to see a shrine.
77. went; was
78. gone; am
79. went; am
80. gone; was
81. While I \_\_\_\_\_\_\_\_\_\_\_\_\_ in Kenya, I \_\_\_\_\_\_\_\_\_\_\_\_ that optimism is highly valued in Kenyan society.
82. lived; was discovering
83. lived; discovered
84. was living; discovered
85. was living; was discovering
86. Later, they \_\_\_\_\_\_\_\_\_ that they couldn’t meet the deadline, even if they \_\_\_\_ previously \_\_\_\_\_\_\_\_\_\_ to it.
87. were admitting; have agreed
88. admitted; were agreeing
89. had admitted; agreed
90. admitted; had agreed
91. You \_\_\_\_\_\_\_ in the meeting yesterday, \_\_\_\_\_\_\_\_\_ you?
92. were; were
93. were not; were
94. was; was
95. had been; were
96. While I \_\_\_\_\_\_\_\_\_\_\_\_\_ around India, complete strangers often \_\_\_\_\_\_\_\_ me personal questions.
97. was travelling; asked
98. travelled; were asking
99. had travelled; asked
100. have traveled; have asked
101. When I first \_\_\_\_\_\_\_\_\_ this international company, I \_\_\_\_\_\_\_\_\_\_\_\_\_ adapt to the time differences.
102. joining; could
103. joined; can
104. join; couldn’t
105. joined; couldn’t
106. People who respect deadlines show both commitment and \_\_\_\_\_\_\_\_\_\_\_\_\_ .
107. competence
108. congestion
109. conquering
110. conversion
111. Deadlines are useful to keep people \_\_\_\_\_\_\_\_\_\_.
112. stressed
113. focused
114. disorganized
115. lazy
116. Its important to have \_\_\_\_\_\_\_\_\_\_\_\_\_ . This means its important to act as a group and have a discussion before decisions are made.
117. discussion
118. consensus
119. quarrel
120. meeting
121. It’s important to be \_\_\_\_\_\_\_\_\_\_\_. If the group can’t reach a decision, then the person responsible should make one, based on the information available.
122. troublesome
123. decisive
124. bossy
125. reserved
126. I’m not \_\_\_\_\_\_\_\_\_ booking the same hotel again. The catering was terrible.
127. preferred
128. want
129. keen on
130. happy to
131. I’d prefer if we \_\_\_\_\_\_\_\_\_ somewhere closer to the city center.
132. choose
133. chosen
134. had chosen
135. chose
136. If it \_\_\_\_\_\_\_\_\_ up to me, I \_\_\_\_\_\_\_\_\_\_\_ the whole event. It’s such a headache to organize.
137. is; will cancel
138. were; would cancel
139. had been; would have cancelled
140. was; cancel
141. People \_\_\_\_\_\_\_\_\_ going to a hotel further away if it has good public transport links.
142. refer
143. are keen on
144. are up to
145. don’t mind
146. Don’t worry! I’m \_\_\_\_\_\_\_\_\_\_\_\_ some research.
147. happy to do
148. happy to make
149. eager
150. willing
151. Recently, it has become \_\_\_\_\_\_\_\_\_ that staff need to be trained in cross-cultural working.
152. advisable
153. suggested
154. obvious
155. ought to
156. For these projects to be most effective, it is \_\_\_\_\_\_\_\_\_\_\_\_ that everyone is aware of the cultural background of each team member.
157. obvious
158. suggested
159. advisable
160. recommended
161. If people are not familiar with the differences, then cultural problems will become more \_\_\_\_\_\_\_\_\_\_\_.
162. complex
163. complicated
164. worried
165. troublesome
166. One advice is to have drone \_\_\_\_\_\_\_\_\_\_\_\_.
167. suppliers
168. couriers
169. deliveries
170. packing
171. It takes time for language learners to understand the \_\_\_\_\_\_\_\_\_\_\_ of a new language.
172. dialect
173. nuances
174. fluency
175. melody
176. Although I know a little Spanish, I am not \_\_\_\_\_\_\_\_\_\_ yet.
177. comprehensive
178. knowledgeable
179. fluent
180. quick
181. Some people \_\_\_\_\_\_\_\_\_\_\_\_\_ as disagreeable, but actually, they are nice when you get to know them.
182. tend to be
183. come across
184. are seen
185. are thought
186. People often have to travel \_\_\_\_\_\_\_\_\_\_ when they are away on business.
187. by themselves
188. lonely
189. alone
190. without anyone
191. Phrase books are \_\_\_\_\_\_\_\_\_\_\_ by tourists travelling abroad.
192. familiar
193. popular
194. famous
195. widely used
196. Last week we \_\_\_\_\_\_\_\_\_ the meeting in the main auditorium.
197. held
198. were holding
199. have been holding
200. have held

41. When Amir \_\_\_\_\_\_\_\_\_\_ in Japan he suffered from culture shock at first.

a) had taught

b) was teaching

c) had been teaching

d) taught

42. The best thing about working abroad is that I \_\_\_\_\_\_\_\_\_ about different cultures.

a) learned

b) had been learning

c) had learned

d) learn

43. Heidi \_\_\_\_\_\_\_\_\_\_\_ in London when I first met her.

a) studied

b) is studying

c) was studying

d) had studied

44. Consuela was excited, because she \_\_\_\_\_\_\_\_\_\_\_ to that part of the world before.

a) didn’t travel

b) hadn’t travelled

c) hadn’t been travelling

d) hasn’t travelled

45. Mary \_\_\_\_\_\_\_\_\_\_\_\_ when she moved to the Dubai office.

a) was lived

b) has lived

c) has been living

d) was already living

46. Gabriella \_\_\_\_\_\_\_\_\_\_\_\_ in many countries after joining the firm.

a) worked

b) was working

c) had worked

d) has worked

47. The new manager is very \_\_\_\_\_\_\_\_\_ on the idea. He really likes it!

a) prefer

b) keen

c) happy

d) sure

48. The CEO doesn’t \_\_\_\_\_\_\_\_\_\_ helping after she’s finished her work.

a) mind

b) sure

c) happy

d) keen

49. Their preference \_\_\_\_\_\_\_\_\_\_ to expand to Shangai.

a) to be

b) is happy

c) is sure

d) is

50. They just want \_\_\_\_\_\_\_\_\_\_ sure that are no problems later on.

a) making

b) to make

c) made

d) have made

**Unit 8. Leadership**

1. Jess admits she feels intimidated by this challenge. She feels:
2. tired
3. frightened
4. angry
5. determined
6. You need to …………..your tasks, otherwise you are going to fail.
7. learn
8. change
9. delegate
10. emerge
11. As a team leader, Jess has to ………… decisions.
12. make
13. solve
14. resolve
15. resume
16. You have ………………on too much responsibility.
17. returned
18. turned
19. taken
20. placed
21. To prioritize the tasks means:
22. to establish the tasks
23. to feel sure about them
24. to put them in order of importance
25. to deal successfully
26. If you need to deal successfully with failure, you need to ………….it.
27. cope in
28. cope with
29. cope at
30. cope into
31. To be in charge of the department has the same meaning with ………….it:
32. to have
33. to take up
34. to go through
35. to run
36. She wants to ……………………short-term and long-term goals for her career.
37. start
38. cease
39. resume
40. establish
41. We ……………………..an effort, decisions, mistakes, people feel safe.
42. set
43. make
44. run
45. give
46. We ……………….an example, priorities, the tone.
47. set
48. make
49. run
50. give
51. To …………………collocates with “a crisis, stress, strong criticism”:
52. set
53. make
54. to cope with
55. to run
56. We ……………a business, the country, a meeting, a team.
57. set
58. make
59. run
60. give
61. To …………….collocates with “your instincts, your team, each other”.
62. set
63. make
64. trust
65. run
66. We …………………..clear instructions, constructive feedback, praise.
67. set
68. make
69. run
70. give
71. How can managers best give support ………their staff?
72. in
73. to
74. for
75. towards
76. It is important to ………..good behavior:
77. reward
78. compensate
79. reprimand
80. reject
81. The company seems to have a very old-fashioned…………
82. mind
83. mindget
84. mindset
85. mindgo
86. A moment’s …………………will show the stupidity of this argument.
87. rejection
88. reflection
89. reverse
90. return
91. She had great …………..with people.
92. pity
93. emphasis
94. empathy
95. interest
96. Children sometimes have strong……….
97. decision
98. wish
99. wonder
100. will
101. It is relatively quick and easy to adapt a leader’s mindset ……….brain training.
102. to
103. at
104. in
105. with
106. Neuroleadership, …………. is based on research into the brain activity of leaders and potential leaders, is a fast-growing area.
107. who
108. where
109. which
110. whose
111. We can work …….how to change executives from one type to another.
112. out
113. in
114. at
115. over
116. Neuroscience …….. is reliable can teach us more about leadership.
117. that
118. who
119. where
120. whose
121. Despite this, leaders should ……..positive, thorough scientific methods.
122. chase
123. run after
124. follow
125. pursue
126. Why should companies be cautious ……..brain training?
127. at
128. of
129. about
130. in
131. Barack Obama, ……..father was a Kenyan economist, was born in Hawaii.
132. which
133. that
134. whose
135. where
136. Do you remember the day ……..you first started at the company?
137. when
138. where
139. that
140. which
141. Oxford University, ……………27 British prime ministers were educated, has 38 colleges.
142. when
143. where
144. which
145. that
146. My sister,………works in Sales, used to be a professional basketball player.
147. who
148. that
149. which
150. whom
151. Information or statements of opinion about something, such as a new product, that can tell you if it is successful or liked is called:
152. empathy
153. sympathy
154. feedback
155. deadline
156. ……………, how successful do you think the feedback meeting was?
157. however
158. as well as
159. moreover
160. overall
161. Which approach do you prefer when ………or receiving feedback?
162. taking
163. giving
164. returning
165. reversing
166. Do you actively ask for feedback …..others?
167. –
168. at
169. about
170. from
171. I will certainly ……that in mind.
172. bear
173. have
174. store
175. get
176. I’ll take those comments into ………….
177. mind
178. account
179. bill
180. mindset
181. A new member of staff seems very shy and never ………………..ideas in meetings.
182. takes
183. gives
184. contributes
185. feedbacks
186. Decisions should be ………later by individuals.
187. given
188. made
189. prepared
190. worked out
191. ……………action points to different people.
192. give
193. appoint
194. assign
195. sign
196. I ………….. this meeting because I need your help to prepare the presentation.
197. called
198. ordered
199. booked
200. reserved
201. Let’s start by ………….on our goal.
202. thinking
203. focusing
204. solving
205. assigning
206. A list of matters to be discussed at a meeting is called a:
207. deadline
208. plan
209. minutes
210. agenda
211. The written record of what was said at a meeting is called:
212. deadline
213. plan
214. minutes
215. agenda
216. The market research results are not ……….today’s agenda.
217. in
218. on
219. at
220. about
221. You are going to take turns to …….a mini-meeting on one of the topics.
222. have
223. hold
224. lead
225. plan
226. This is to inform you of the decisions…………at the meeting yesterday.
227. got
228. reached
229. solved
230. gained
231. As I am retiring next year, I am pleased to announce that my ……..has been appointed.
232. ancestor
233. predecessor
234. follower
235. successor
236. A company that is owned by a larger company is called:
237. subsidiary
238. merger
239. congregation
240. corporation
241. The debate about the disconnect was lively, but finally we reached a………:
242. point
243. consensus
244. plan
245. destination
246. The final decision of the meeting was to ……the decision taken last year to reduce the number of current managers.
247. overgive
248. overturn
249. overdrive
250. overthrow

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