

Test 1

READING AND WRITING 1 hour and 30 minutes

READING

PART ONE

Questions 1–5

- Look at questions 1–5.
- In each question, which sentence is correct?
- For each question, mark one letter (**A**, **B** or **C**) on your Answer Sheet.

Example:



When does Claudia Lang expect to arrive?

- A** 9.30
B 11.30
C 12.30

The correct answer is **B**, so mark your Answer Sheet like this:

0	A <input type="checkbox"/>	B <input checked="" type="checkbox"/>	C <input type="checkbox"/>
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1

www.insure.net

EASY-TO-USE WEBSITE
 SPECIALISTS IN COMPANY VEHICLES
 COMPETITIVE QUOTES FROM A RANGE OF INSURERS

Use this website to

- A** renew a vehicle insurance policy.
B claim on your vehicle insurance.
C find cheaper vehicle insurance.

2

From...	Distribution Manager
To...	Distribution Assistant
Subject:	Deliveries
<p>This is Fastway's first month delivering our goods to corporate customers. Please compare expenditure with last month's.</p>	

What should the Distribution Assistant do?

- A work out if delivery costs have changed
- B change to a new delivery company
- C contact corporate customers about changes to deliveries

3

PHOTOCOPIER

Please load paper in the correct direction – first check side of packaging for instructions.

- A Remove packaging to check directions on how to load paper.
- B Refer to information on the packaging to see how to load paper.
- C Load paper according to the instructions on the side of the photocopier.

4

Calling current managers and management trainees!

Join the Corliss Institute for unlimited access to our management database
www.corlissinst.com

- A Members of the Corliss Institute can use its information resources.
- B The Corliss Institute organises training for its members.
- C Anyone can apply to become a member of the Corliss Institute.

5

Andrew

Mr Jin has postponed today's meeting. Please phone his assistant on Thursday to make new arrangements.

Sue

- A Mr Jin's assistant will contact Andrew to change the day.
- B The meeting with Mr Jin will now take place on Thursday.
- C Mr Jin would like to meet at a later date.

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PART TWO

Questions 6–10

- Look at the list below. It shows a range of business books available from an internet bookseller.
- For questions **6–10** on the opposite page, decide which book (**A–H**) each person needs.
- For each question, mark one letter (**A–H**) on your Answer Sheet.
- Do not use any letter more than once.

THIS WEEK'S MOST POPULAR BUSINESS BOOKS

- A** New Technologies – companies to invest in
- B** Great Answers to Difficult Interview Questions
- C** Negotiating International Contracts
- D** Which MBA? A Guide to the Best Courses
- E** A Dictionary of Business Terms
- F** How to Sell your Products
- G** The Perfect Project Manager
- H** Getting what you want in the office

Reading

- 6** Sandy Powell is finding the vocabulary on his international marketing course very demanding, and needs a suitable reference book.
- 7** Ingrid Grieg-Gran would like a pay rise and is worried about how to approach her boss.
- 8** Ram Banerjee is applying for a job in a new company and needs some advice about preparing for the selection process.
- 9** Belinda Thomas is considering buying some shares in internet businesses for a project on her MBA course.
- 10** Doreen Yip designs software for major companies and plans to expand her firm's customer base.

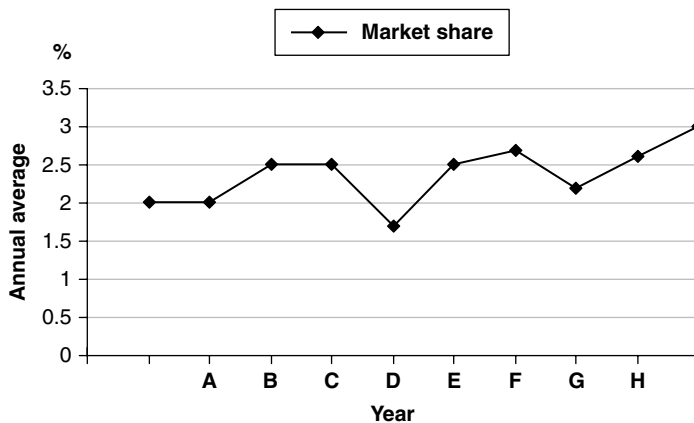
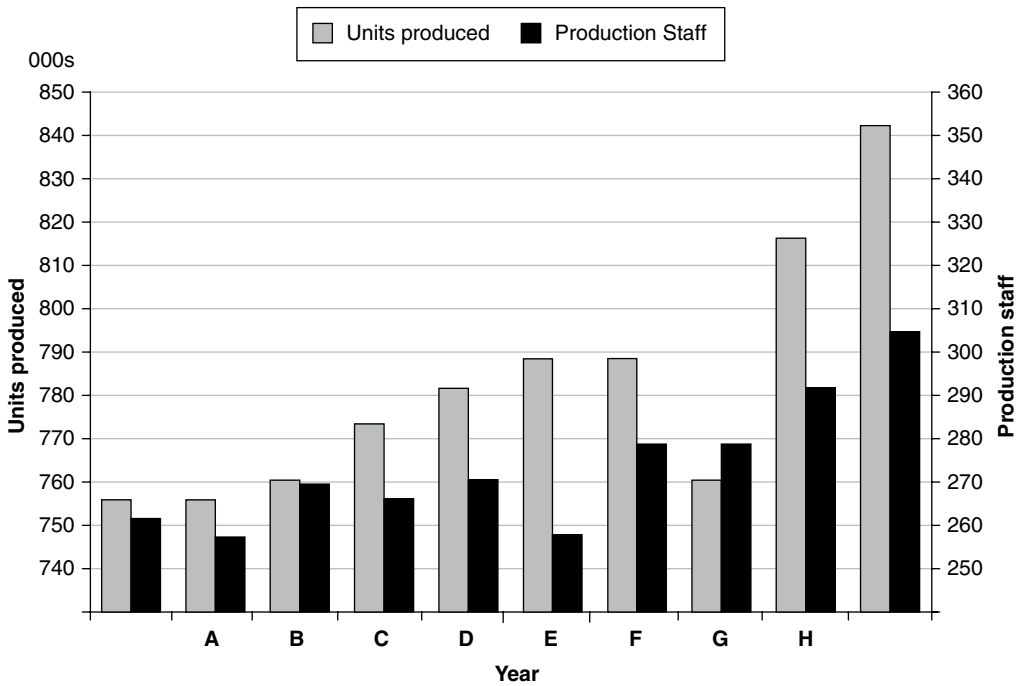
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PART THREE

Questions 11–15

- Look at the charts below. They show a manufacturing company’s production levels, the number of staff in its production department, and its average annual market share over a ten-year period.
- Which year does each sentence (11–15) on the opposite page describe?
- For each sentence, mark one letter (A–H) on your Answer Sheet.
- Do not use any letter more than once.

Production levels and number of production staff



Reading

- 11** While employee numbers rose and more units were produced than in any previous year, market share declined.
- 12** In this year output increased despite staff cuts, but market share remained the same as the previous year.
- 13** The workforce was smaller than the previous year, and neither output nor market share increased.
- 14** Market share fell from the previous year's level, and output was almost at its lowest for the period.
- 15** Although fewer staff were employed than the previous year, output was higher and market share recovered to the level of two years earlier.

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PART FOUR

Questions 16–22

- Read the article below about a takeover battle between a hotel chain and an investment company.
- Are sentences **16–22** on the opposite page 'Right' or 'Wrong'? If there is not enough information to answer 'Right' or 'Wrong', choose 'Doesn't Say'.
- For each sentence (**16–22**), mark one letter (**A, B or C**) on your Answer Sheet.

Unigroup

Unigroup, the hotel chain, has recently announced that it will close its headquarters in London as part of its attempt to reduce costs ahead of its break-up.

The group, currently fighting off a takeover bid from Rockford Investments, is keen to show shareholders it can save £100m as part of its defence. It is also selling hotels in London and several more in the US. Unigroup has started a programme there for making staff redundant and is considering further job cuts across Europe.

Unigroup spent Friday putting forward its arguments to shareholders. It is understood that the shareholders have asked the

company to postpone the meeting at which they will vote on Rockford's offer. This will also give Rockford the chance to reconsider the package it is offering, parts of which were criticised by its own shareholders.

Rockford has maintained that Unigroup shareholders have given it a friendly reception, but refused to comment on its bid, currently worth 648p per share.

The battle increased last Friday when Unigroup management complained to the Takeover Board about negative comments a Rockford representative had made about the company at a press conference earlier that day. Rockford later apologised for what its representative had said.

Reading

- 16** The headquarters of Unigroup will close after the rest of the business has broken up.
A Right **B** Wrong **C** Doesn't say
- 17** Unigroup is cutting costs to help persuade shareholders to reject a rival takeover bid.
A Right **B** Wrong **C** Doesn't say
- 18** Unigroup's US staff who have already lost their jobs were senior managers.
A Right **B** Wrong **C** Doesn't say
- 19** Unigroup's shareholders wish to delay their decision on Rockford's proposal.
A Right **B** Wrong **C** Doesn't say
- 20** Rockford's shareholders support the offer their company is making.
A Right **B** Wrong **C** Doesn't say
- 21** It is believed Rockford will increase its bid if the current one looks likely to fail.
A Right **B** Wrong **C** Doesn't say
- 22** Rockford was reported for publicly criticising Unigroup.
A Right **B** Wrong **C** Doesn't say

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PART FIVE

Questions 23–28

- Read the article below about Contrast, a chain of sandwich shops.
- For each question (23–28) on the opposite page, choose the correct answer.
- Mark one letter (A, B or C) on your Answer Sheet.

Sandwich Queen

In a surprise move, 33% of the shares in privately-owned British sandwich chain Contrast, were recently sold to King Coffee, the international coffee shop chain. 'We could already afford to expand overseas,' says Caroline Bell, Contrast's Chairman, 'but didn't know the best way to do it. This way, we'll benefit from King Coffee's experience, while keeping the two companies' brands and branches quite separate.'

Caroline Bell and Johnny Nash's first venture was to set up a clothes shop ten years ago. Later they began selling sandwiches there, and then, finding sandwiches more profitable, gave up selling clothes. During this time Bell has been involved in every aspect of the business, including sandwich making and now heading the company, while Johnny Nash is the Chief Executive.

With Nash responsible for day-to-day management, Bell can find time to concentrate on what she describes as the secret of their success: experimenting with different ingredients, to add to the menu. 'We believe in doing what we do best,' she says, 'so we won't move into other fields. And our customers like our friendly service, so we'll make sure that doesn't change.'

One reason for the friendly service is that five times a year, the shop managers spend a day at another branch serving customers, so that they don't forget what it's like for the sales staff. Senior managers, too, participate in this scheme. 'It's great because you're in contact with both customers and staff,' Bell says. 'We considered introducing it for the whole workforce, but it was too difficult.'

The company see their staff as key, and Bell is proud that most managerial appointments come from within the chain. 'Some people think that companies need to bring managers in from outside, but we haven't found that. In fact we've done so well that there's a risk we'll stop trying, which would ruin Contrast. We would like to think that as long as sandwiches stay popular, we'll always be successful, but of course that isn't true.'

And will she always be the sandwich queen? 'If I were just doing it for the money, I could sell out tomorrow and be rich. But what matters to me is that the people I work with think I'm doing a good job. I'll stay for as long as they think that, but I can't imagine finding anything else more interesting.'

- 23** Why has Contrast sold shares to King Coffee?
- A** It needs the money to fund expansion abroad.
 - B** It hopes to learn how to move into foreign markets.
 - C** It wants to use the King Coffee name in other countries.
- 24** How did Caroline Bell begin working for Contrast?
- A** She was one of the people who started the company.
 - B** She joined the company as a sandwich maker.
 - C** She was appointed at senior manager level.
- 25** Bell's plan for the company is to
- A** expand the range of sandwiches on offer.
 - B** move into new types of products.
 - C** improve the quality of the ingredients they use.
- 26** What happens on five days a year?
- A** Customers have the chance to talk to managers.
 - B** Managers go to a different shop to work.
 - C** All employees work in another shop.
- 27** What does Bell consider to be the biggest danger to the company?
- A** Most of the managers were promoted internally.
 - B** Sandwich shops are going out of fashion.
 - C** The management might relax their efforts.
- 28** Bell says she would leave the company if she
- A** lost the respect of colleagues.
 - B** made enough money.
 - C** became bored with the work.