

Part 1

In part 1 of the test you:

- **read** either five short texts on a related topic or one text divided into five sections
- **match** eight statements to the text or section where you can find the information

Finding evidence Avoiding incorrect answers

1 Study the eight statements 1 – 8 and extract A from a Part 1 text below. Each extract is a review of a conference venue.

A Match the underlined text with the correct statement.

B Do the underlined sections confirm the statements or rule them out?

1. I felt that some staff could have worked a little harder to improve delegates' experience.
2. We couldn't have asked for more in terms of the quality of the catering.
3. Many of the bedrooms allotted to delegates were below the standards we'd expect.
4. It's easy to see why the sports facilities were so popular amongst attendees.
5. The décor appears to be in need of a little modernisation.
6. The areas used by conference delegates were tastefully presented.
7. It's a shame there wasn't parking capacity above and beyond what we requested.
8. The shuttle service provided from and to the airport and railway station were a nice touch.

My organisation booked Sandy Lane on the strength of the photos and accompanying information online. While many venues oversell themselves on their websites, typically by showing only the most presentable aspects of the lobby area, conference hall and seminar rooms, with Sandy Lane, what you saw online was very much what you got. We were also impressed that the same level of care and attention to detail had gone into the food. One slight shortcoming was the space set aside for delegates' cars. Admittedly, more came by car than originally anticipated. Even so, I would expect there to be contingency plans in place to deal with this.

A

B

C

2. Look at the statements again and extract B below.

Even though far more delegates turned up than we'd expected, Grantley Hall managed to find somewhere for every last one to leave their vehicles, which is exactly what you'd hope a venue would do. The food service staff in particular might have been a little more attentive to delegates' needs within the venue, as they didn't seem that familiar with the standards required for dealing with businesspeople from around the world. Although there were few complaints about the way the venue was decorated, which was very much in keeping with an eighteenth century manor house, the en-suite facilities and beds elicited came in for criticism from many of our guests and would benefit from an update.

- A Which statements match with parts of extract B?**
- B Which sections of text match with the statements you chose?**
- C Do the underlined sections confirm the statements or contradict them?**
- D Which statements correctly match information in this extract?**

Part 2

In part of the test you:

- **read** a long text with six gaps in it, followed by eight sentences
- **decide** which of the eight sentences goes in each gap in the text

Predicting text content Finding clues

1. Read the title and the text just below it. What do you think the text will be about?

How extroverts are taking the top jobs

Highly extroverted workers are 25% more likely to land a top job

2. Study the first paragraph of the article and the three sentences below it.

“There are so many young introverts who feel that there is something profoundly wrong with them. And that’s incredibly disabling,” says Susan Cain, author of *Quiet: The Power of Introverts in a World That Can’t Stop Talking*. **(1)** Indeed, her TED talk on the subject has clocked up almost 30 million views. Her book brought together a raft of research on introversion, the simplest takeaway being that introverts take their energy from time spent alone while extroverts are energised from being around others. Introversion is separate from shyness or reserve.

- A In situations that might be uncomfortable for introverts, such as networking events, it’s essential to make a plan.
- B This bestseller has helped to popularise a clearer understanding of what it means to be introverted.
- C The success of some introverted entrepreneurs does not, of course, prove that extroverts can’t be great leaders.

1. Which sentence, A, B or C fits into gap 1?
2. Which parts of this sentence helped you to identify the correct answer?
3. Which parts of the text before and after helped you to identify the correct answer?
4. Why are the other sentences quite tempting?
5. Why are they wrong?

3. Now look at the next section of the same text and the sentences that follow.

Quiet has put a dent in the cultural bias towards extroverts – a bias that is sometimes thought to be most pronounced in, although not limited to, western societies. Cain challenges attitudes such as those highlighted in the Harvard Business Review in 2006. **(2)** Such perceptions can lead to non-extroverts being undervalued. For example, a Sutton Trust analysis found that highly extroverted people had a 25% chance of being in a higher-earning job. While introverts may need to adapt to a leadership position, Cain explains, they are no less capable of succeeding.

- A It revealed that 65% of senior corporate executives surveyed viewed introversion as a barrier to leadership.
- B Extroverted leaders were less receptive to proactive followers, while introverted leaders listened to followers and made them feel valued.
- C Therefore introverts are considered to be less ambitious and so need to find ways to get people to see them as leaders.

1. Which sentence, A, B or C fits into gap 2?
 2. Which parts of this sentence helped you to identify the correct answer?
 3. Which parts of the text before and after helped you to identify the correct answer?
 4. Why are the other sentence quite tempting?
 5. Why are they wrong?
4. Now look at the next paragraph and choose the correct sentence for gap (3).

Jonny Pryn is an introvert who has successfully made this adjustment. He is the co-founder of language-learning start-up One Third Stories, which makes and sells children's story books that begin in English and end in other languages. The business has grown from just Pryn and his business partner Alex Somervell to a team of five. **(3)** This in turn allows him to perform when he has to be in front of other people. "If I'm not spending a certain amount of time by myself," Pryn says, "I feel absolutely drained."

- A Consequently, he knows when to listen, when to give direction, and when to actually respond to suggestions that come from below.
- B Extroverts get loads of energy from this on-the-spot, back-and-forth thinking, whereas he needs to think in advance.
- C He manages his schedule carefully, making sure that a period of being alone, in which he can regain energy, is built into each day.

Part 3

In part 3 of the test you:

- **read** a long text
- **choose** the correct answer to six multiple-choice questions

Reading skills Dealing with distraction

1. Quickly read the exam instructions and first paragraph.

1. What kind of text is it?
2. How would you summarise the meaning of socio-economic impact?

Read the article below about how companies can monitor their socio-economic impact and the questions. For each question 1 – 6, mark one letter (A, B, C or D) on your Answer Sheet for the answer you choose.

Being a good corporate citizen is taken for granted by many of us in our workplace, particularly when it comes to our socio-economic impact (i). Just how our organisation impacts the environment and society around us is, rightly, being watched more closely than ever by our stakeholders who find it ever easier to comment publicly when we go wrong (ii). The upside of course, is that done right, there are many business and societal benefits to focusing on this area of your organisation (iii) – such as reducing risks, enhancing brand and creating new business opportunities (iv).

2. Look at exam question 1 below.

1. In the first paragraph, the writer expresses the view that companies

- A have a far more beneficial socio-economic impact than previously.
- B are more open to criticism about socio-economic impact than previously.
- C focus overly on how socio-economic impact can be used for self-promotion.
- D demonstrate an unprofessional attitude towards their socio-economic impact.

A The sections of text that relate to options A – D have been underlined and labelled (i) – (iv) in the first paragraph above. Which option does each underlined section relate to?

B Try to explain why each option is correct or incorrect.

C What is the correct answer to question 1?

3. Now look at exam question 2 below and the section of text that follows.**2. The new guide to socio-economic impact aims to**

- A** show how the environment is integral to this impact.
- B** convince companies of the need to focus on this impact.
- C** encourage the development of tools for managing this impact.
- D** provide case studies of companies that successfully monitor this impact.

In an effort to provide a simple starting point for business, the World Business Council for Sustainable Development (WBCSD) has produced *Measuring socio-economic impact: a guide for business*. The guide explains essential concepts and theory related to

socio-economic impact. It also promotes the business case for managing this impact, thereby encouraging more businesses actively to do so. In additions, it profiles a set of tools that have been selected based on two criteria. Firstly, these tools focus exclusively on socio-economic impact, moving beyond the more established environmental performance measurement. Secondly, they have been developed specifically for business, and as such are being actively used by companies.

A Try to identify the sections of text which each option relates to?

B Try to explain why each option is correct or incorrect.

C What is the correct answer to question 2?

Part 4

In part 4 of the test you:

- **read** a short text
- **choose** the correct word to put into ten gaps in the text

Useful language Collocations

1. Match each word or expression in the box with the verbs below.

forces with	funds for	ground on	the truth	a conclusion
an agreement	blame	a consensus	knowledge of	together
access to	a compromise	a company	the alarm	to feeling scared
defeat	experience	doubts	in with	expectations
your voice	a union	to a mistake	a decision	a reputation

admit	join	gain	raise	reach

2. Note down as many words or expressions as you can that often go with these verbs.

pay:
 receive:
 place:
 waste:
 meet:
 manage:
 lower:
 lend:
 consider:

Vocabulary Collocation and complementation**3. Match a word or expression from Column A with a word or expression from Column B.**

	Column A
1	draw
2	to be
3	achieving
4	attend
5	have
6	sit
7	area
8	stand

	Column B
A	a seminar
B	an exam
C	allowed to
D	a chance
E	of expertise
F	your attention to
G	an impact on
H	an aim

4. Write each of the nouns, adjectives and verbs in the box on the correct line or lines.

a rise	knowledge	safe	good impression
make use	the reason	attack	prepare
advertisement	an expert	the consequences	ashamed
escape	stay	take pleasure	congratulate him
participate	incapable	allow	stare

1. of
2. at
3. for
4. from
5. in
6. on

5. For each of the sentences 1 – 10, choose the correct word, A, B, C or D.

1. The company are hoping to save a amount of money by cutting business travel.
A big B high C huge D giant
2. The staff meeting will take place on the day this week.
A usual B regular C typical D standard
3. All sales staff are to attend the training.
A demanded B wanted C needed D required
4. Customers found the new location of the store far more than the previous one.
A adequate B helpful C convenient D appropriate
5. The company is facing a number of financial problems.
A crucial B considerable C vital D serious
6. The causes of the fall in productivity are still in
A uncertainty B doubt C reservation D disbelief
7. It's every company's aim to operate at efficiency.
A maximum B extreme C full D highest
8. The firm has recently new, larger premises which it will move into shortly.
A achieved B acquired C accomplished D attained
9. The of this document is to outline the company's health and safety policy.
A reason B principle C target D purpose
10. Our organisational structure is on a very successful model.
A established B created C based D built

Part 5

In part 5 of the test you:

- **read** a text in which there are ten gaps
- **write** the correct word in each of the ten gaps

Useful language Prepositions

1. Complete these sentences by putting the correct preposition into each gap.

1. The hotel always takes extra staff during the busy summer months.
2. Staff have had numerous problems related the internet connection today.
3. Fortunately, sales of the new product took as soon as it came on the market.
4. Technical support will be unavailable from 9-10 a.m. as staff are taking part training.
5. Negotiations broke off due to a disagreement working conditions.
6. The staff member's excellent disciplinary record was taken consideration.
7. The MD was signing the contract as she felt there were major problems with it.
8. The client apologised for taking so much of our time with his queries.
9. There is an urgent need more staff in our production facility.
10. The customer immediately asked to be put to the complaints department.

Useful language Connectors

2. Choose a word from the box to complete each sentence in a logical way.

although	whenever	case	not	provided
despite	until	long	order	unless
even	soon	accordance	whatever	but

1. This guarantee is invalid if the product is not used in with the instructions.
2. It will be a permanent contract you successfully complete the probationary period.
3. Staff are allowed to take their lunch breaks they want.
4. She's sold a lot of products the fact that she'd never worked in sales before.
5. The factory is operating 24-hours a day in to fulfil all of our contracts.
6. The company recorded a profit, not as high as it had hoped.
7. Simon took some paper to the meeting in he needed to write anything down.
8. It was not he arrived at the airport that he realised he'd left his passport in the office.
9. Karolina went into work, though she was feeling quite ill.
10. Simon promised he would do it took to complete the report in time for the meeting.
11. It's important to learn business customs of a country so as to offend any clients.
12. So the product was of high quality, it still failed to sell particularly well.
13. My company allows me to work from home as as I don't have any meetings.
14. Please contact the Customer Services Director as as you get this message.
15. He'll never meet his annual sales target he sells an awful lot of products this month!

Useful language Pronouns

3. Fill in each gap with the correct pronoun.

1. Graham was pleased with the way in his presentation was received.
2. The MD wasn't sure car was parked in his parking space.
3. The supervisor told the new employee everything would help them in their new job.
4. Profits were up for the third year in a row, all employees were very happy about.
5. The office staff were shocked by the company had appointed as Office Manager.
6. was suggested that staff be allowed to have flexible working hours.

Part 6

In part 6 of the test you:

- **read** a text in which some lines are correct and others contain an extra word
- **write** 'CORRECT' or the extra word on your answer sheet

Useful skills Identifying extra words

1. Identify the extra words in each of the sentences below.

1. The indications are that markets will continue to rise for the foreseeable in future, but of course there are no guarantees.
2. A number of interns will be joining with the company next month and will be working with us on an unpaid basis to begin with at least.
3. There are several items on the agenda today that are largely bound to involve considerable discussion, so we'd better make a start.
4. The factory manager has reported that the new machinery is working well and if that production run times have been significantly reduced.
5. Our policy has long been that staff should seek for to minimise the use of their own cars as a means of getting to and from work.
6. With a moderate amount and of further investment, we truly believe that the new design will prove to be our greatest success yet.

2. Look at this text. Decide if each line is **CORRECT** or if there's an extra word. Type **CORRECT** or the extra word on the right of the text. There are two examples at the beginning to help you.

Sports Sponsorship		
0	In an era where people try to block and avoid ads, look for experiences, and	CORRECT to
00	trust to their peers more than advertising messages, sponsorship plays an	
1	increasingly important role in that allowing brands to get among those	
2	conversations. That's why the Olympics, which focuses together the spotlight to	
3	sports and event sponsorship, is the ideal time to reflect on what sponsorship	
4	in the digital age. Sport commands 70% of global sponsorship revenues,	
5	according to one study, with the entertainment a very distant second at 10%.	
6	The biggest events like the football World Cup and the Olympics have been the	
7	power not only to draw large audiences – more again than 50 million people in	
8	the UK watched London 2012 for more than 15 minutes – but also to capture	
9	the public opinion mood. The next Olympics will offer far more ways to view	
10	events through available rising access to TV and digital connectivity. While	
11	there is an increased demand for sponsorship of the incredibly top events, the	
12	number of big ticket events remains flat. The answer to meet this demand has	
13	been to increase supply through by allowing more sponsors per event.	
14	However, ever with the growing demand, sponsors risk disappearing into the noise.	