

Key

Speaking Part 1

1

1. E
2. H
3. B
4. F
5. C
6. G
7. A
8. D

2

1. Is it important to speak English in your job?
2. What other kinds of training are useful for staff?
3. Do you think maths is an important skill in business?
4. Is face-to-face/online training better than online/face-to-face training?

3 Example responses

1. Yes it is, because I often have to communicate with people from other countries so we speak in English.
2. Training in customer service or IT could be useful for staff.
3. Yes, it's a very important skill, because we work with money and other numbers all the time.
4. There are advantages and disadvantages to both kinds – I prefer face-to-face because I learn better by speaking to people.

Speaking Part 2

1

1. most
2. If
3. then
4. also
5. but
6. In addition
7. as well as
8. so
9. In conclusion
10. or

2. Example:

The first thing to think about is the market that the product is aimed at. For example, if you're designing a car mainly for young drivers, it will have a very different design and features to a car that's for families.

You need to do market research before you make the product. This helps you to find out what designs buyers like. This will help a lot in making a product that will sell well.

Finally, the quality of the materials is important. This will affect how much a product costs. If you use very good quality materials, your costs will be higher and the selling price can be higher.

In conclusion, it's extremely important to think about all of these things, particularly who the target market is, when designing any new product.

D points listed:

Choose a target market.

Do market research so you know what the best design is for your target market.

Consider the quality of the materials, and the selling price.

Speaking Part 3

1

- 1** book some hotel rooms
- 2** a delegation of guests from another country
- 3** the facilities that the hotel should have
- 4** which facilities are the most important

5

- a. I think so
- b. That's true / Absolutely
- c. my opinion
- d. agree
- e. depends
- f. suppose
- g. right
- h. sure
- i. what
- j. absolutely