

Part 1

In part 1 of the Reading test you:

- **read** five short notices or messages
- **choose** the correct answer from three multiple-choice options

Vocabulary Words with two meanings

1 Look at these sentences and answer the questions.

- A See reception to book a place on any of the training courses.
B The MD has written a book on being a successful business manager.

In which sentence is the word *book* a verb?

What part of speech is it in the other sentence?

What does the verb *book* mean?

2 Look at these sentences and find the best meaning for the underlined word.

- | | |
|--|--|
| 1 Staff must show their <u>cards</u> to security to enter the building. | A an identity document |
| 2 The staff all signed a funny <u>card</u> for their manager's birthday. | B a folded piece of paper with a message on it |
| 3 Why not give one of your colleagues a <u>lift</u> to work? | A pick up |
| 4 Extremely heavy! Do not try to <u>lift</u> this machine! | B when you give someone a ride |
| 5 It's really important not to <u>miss</u> your work deadlines. | A feel sad when someone leaves |
| 6 I really <u>miss</u> my old manager – she was so nice. | B not meet or achieve |
| 7 Please ring your manager <u>once</u> you arrive at your hotel. | A when |
| 8 The director has visited Japan <u>once</u> but will go again soon. | B one time |

Focus Missing words

Sometimes words are missing from the notices or short messages.

1 Which words are missing from these messages and notices? You can use the same words more than once.

Example: 0 a

1

⁰ Salesperson ¹ needed
Experience ² essential
Full training ³ ⁴ given to ⁵
successful candidate. Closing date for
applications __6th May.

2

Telephone message
Maria Carter called. ⁶ wants to know
if ⁷ meeting ⁸ still on tomorrow.
Please call ⁹ back.

3

Advertise here ¹⁰ half ¹¹
normal rate next month.
For details, contact
Shelley ¹² 0827 764922.

2 Use the three texts above to answer these questions.

1 Applicants for the job must

- A attend an interview before 6th May.
- B be able to provide training to other staff.
- C have experience of selling things.

2 What does the message say?

- A Phone Maria Carter to confirm whether an arrangement is going ahead or not.
- B Maria Carter called to cancel the meeting that was arranged for tomorrow.
- C Ask Maria Carter if she is able to come to a meeting arranged for tomorrow.

3 Businesses should call Shelley if

- A they wish to place a small advert in next month's magazine.
- B they want to take advantage of a special offer next month.
- C they'd like details of who will place adverts in next month's magazine.

Part 2

In part 2 of the Reading test you:

- **read** a text and five short descriptions, often of people's requirements
- **match** the five descriptions to parts of the text

Vocabulary Business words

1 Match these words with their meanings

Words		Meaning	
1	assets	A	to advertise a product
2	software	B	a way of doing something
3	process	C	providing food for people
4	schedule	D	the buildings a company uses
5	premises	E	putting text and pictures onto paper
6	promote	F	anything that a company owns that has value
7	stationery	G	to do with the law
8	catering	H	a list of things to do and when to do them
9	printing	I	pens, pencils, paper, etc.
10	legal	J	computer programs

2 Put a word from exercise 1 into each of the sentences below.

- 1 The company decided to buy new for their factory rather than renting them.
- 2 There's a new computer-based for claiming expenses.
- 3 Julia hired a company to provide the food for the sales fair.
- 4 The manager got advice about how the new laws affected the company.
- 5 The Director's PA created the for her upcoming trip to India
- 6 The new finance was installed at the end of last week.

Part 3

In part 3 of the Reading test you:

- **study** eight graphs or charts, or one or more graphics with eight parts, and five questions
- **match** each question to a graph or part of a graph

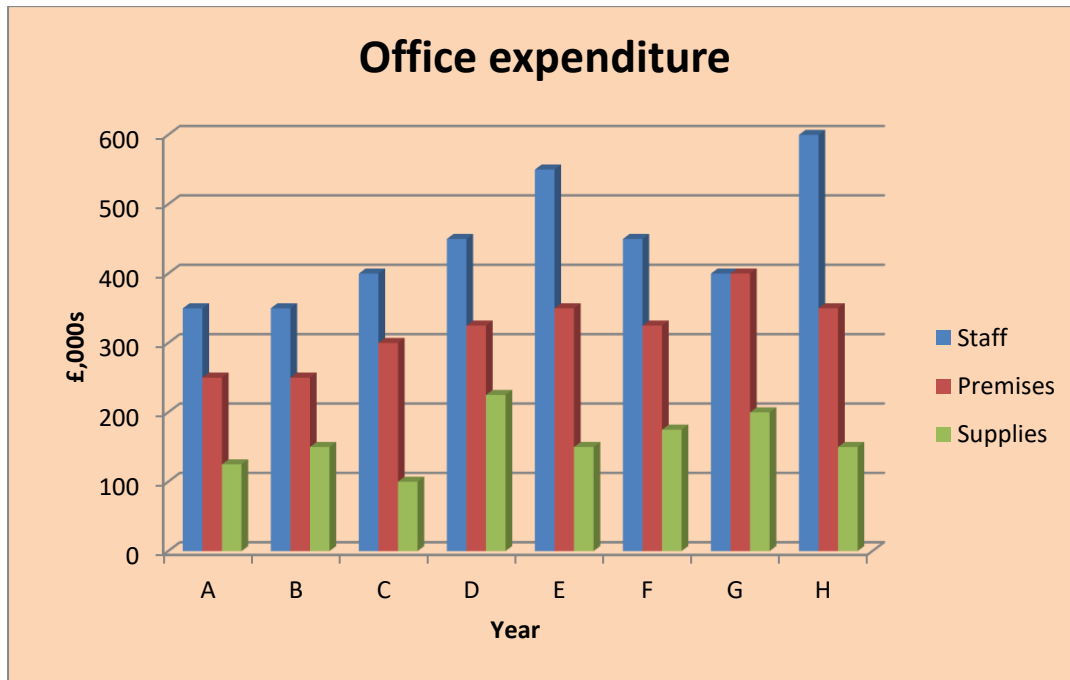
Vocabulary Words for describing graphs and charts

1 Put the words and expressions from the box into the correct column in the table.

a downward trend	a peak	rise	stay steady	fall
increase	maximum	decrease	a low point	an upward trend
minimum	go down	a high	go up	improve
decline	stay the same			

↑	↓	→	at the top	at the bottom

- 2 Look at the graph and complete the sentences below using the correct forms of words and expressions from Exercise 1.**



- 1 In Year D, the expenditure on staff from the previous year to about £450,000.
 - 2 Spending on premises reached a in Year G.
 - 3 Expenditure on staff between Years A and B.
 - 4 Expenditure on supplies between Years D and E.
 - 5 In Year E, the spending on staff, while spending on supplies did the opposite.
 - 6 There was in spending between Years E to G.
- 3 Match the sentences to a year.**
- 1 This year saw expenditure on premises rise, while the opposite was true for spending on staff, which fell for the second year in a row.
 - 2 Spending on both premises and supplies fell in this year, while expenditure on staff reached a peak.
 - 3 Spending on supplies reached its lowest point during this year, but spending on premises and staff both rose.
 - 4 After staying steady for a year, spending on both premises and staff rose for three years to this year.
 - 5 This was the only year when spending increased in all three categories.

Part 4

In part 4 of the Reading test you:

- **read** a text and seven statements
- **decide** if each statement is 'Right', 'Wrong', or if it 'Doesn't say' in the text

1 Look at this example to help you practise how to answer part 4 tasks.

Read this section of a text about a business that sells vegetarian products and meals.

Soul Food Whole Food

Soul Food Whole Food was set up by three friends around ten years ago. The friends and owners say that the national increase in interest in becoming vegetarian around that time was certainly a factor in establishing the business. However, the three friends hadn't eaten meat for many years before this.

A Look at this statement and text that relates to it.

Soul Food Whole Food's owners became vegetarian before setting up the company.

B Look at the underlined sections. Does it say anything about when the owners became vegetarian?

The owners of Soul Food Whole Food are three friends who set up the business around ten years ago. They say that the national increase in interest in becoming vegetarian around that time was certainly a factor in establishing the business. However, none of the friends had eaten meat for many years before this.

Yes – in the last line. It says they became vegetarian ("none of the friends had eaten meat") many years before this (this = setting up the company).

'This' refers to "establishing the business" in the previous sentence.

Which part of the statement in A, matches the meaning of "establishing the business"?

Yes, you're right, it's "setting up the business".

C Is the answer 'Right', 'Wrong', or 'Doesn't say'? The answer is 'Right'.

2 Read the next section of the text and the statement that follows it.

The friends hoped that their business would be an immediate success, as every new business owner does. It took a number of years, however, to develop their profile and reputation and it wasn't until some three years after it was established that the company started to make money.

Soul Food Whole Food had been running for several years before it made a profit.

A Identify the sections of the text that relate to the statement.

B Is the answer 'Right', 'Wrong', or 'Doesn't say'?

3 Read the next section of the text and the statement that follows it.

"We immediately expanded our production facilities," says one of Soul Food Whole Food's owners, Claire Manningham. "This meant that all the profit went straight back into the company, but we knew it would mean bigger profits a couple of years into the future."

Soul Food Whole Food had problems with their premises when they increased in size.

A Identify the sections of the text that relate to the statement.

B Is the answer 'Right', 'Wrong', or 'Doesn't say'?

4 Read the next section of the text and the statements that follow it. Decide if each statement is 'Right', 'Wrong', or if it 'Doesn't say'.

The friends were right, and before long, the company became financially healthier and healthier. Rather than taking the profits for themselves, they decided to make Soul Food Whole Food into a form of co-operative – an organisation in which the company is owned by everyone who works for it and the profits are shared amongst all employees.

"The way the profits are divided up isn't equal," explains John Tomlin, another of Soul Food Whole Food's owners, "but every employee gets a fair living wage plus their share of whatever money the company makes. It's led to staff feeling highly involved in the success of the company and sickness rates are extremely low."

1 The friends share the profits between the three of them.	Right	Wrong	Doesn't say
2 Everyone involved in the co-operative makes food.	Right	Wrong	Doesn't say
3 Workers all receive the same amount of money.	Right	Wrong	Doesn't say
4 The company's re-organisation has had positive effects on its workers.	Right	Wrong	Doesn't say

Part 5

In part 5 of the Reading test you:

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

Grammar Linking words

Sometimes it's difficult to remember the correct way to use linking words. This activity will help you practise:

1 Choose the correct word in each sentence.

- 1 Some managers have studied management at university, *whilst / rather* others haven't.
- 2 The company made a profit *although / despite* the difficult economic conditions.
- 3 The health and safety training was cancelled *so that / because* there weren't enough participants.
- 4 The company spent more on marketing *in order to / so* increase sales.
- 5 Advertising was focussed on the internet *despite / rather than* on television or other media.
- 6 The company is employing new staff *as / so* it's had a very successful year.

2 Match the sentence halves.

- | | |
|---|--|
| 1 Angela didn't feel very well | A because there was a big traffic jam. |
| 2 David spoke a lot in meetings | B rather than going to the staff canteen. |
| 3 Melanie was late for work | C in order to finish everything she needed to do |
| 4 Pete got the sales job | D as she had forgotten to write the report. |
| 5 Fiona started work early this morning | E so she phoned in sick. |
| 6 Nigel took a sandwich to work | F although they're closer to transport links. |
| 7 Helen had to apologise to her manager | G whilst Sarah said very little. |
| 8 The new premises aren't as modern | H despite having very little experience. |

3. Complete the sentences with a word or words from the box.

despite	because of	so	as	rather than	although
---------	------------	----	----	-------------	----------

1. Max couldn't get into his office he had lost his key.
2. Claire was very good at her job she soon got a promotion.
3. Graham gave an excellent speech at the conference being very shy.
4. Sandrine lost her job her poor performance.
5. Richard wore a smart jacket and trousers to the meeting, he didn't wear a tie.
6. Lily decided to get a job straight after leaving school going to university.

Focus Dealing with distraction

4. Read this section of text and decide whether the statements underneath are TRUE or FALSE.

Although Tina had spent four years at university getting a degree in business, starting her own company immediately after leaving seemed too much of a risk without getting some experience first. She therefore spent several years working for a recruitment agency to develop the skills and knowledge she felt she'd need in order to make any business she established a success.

- | | |
|--|--------------|
| A Tina studied business at university. | TRUE / FALSE |
| B Tina left university early to start her own company. | TRUE / FALSE |
| C Tina wasn't ready to start her own company straight after university. | TRUE / FALSE |

5. Look at the text again and at this multiple-choice question.

Why did Tina get a job with a recruitment agency after leaving university?

- A Because the first business she'd had was not a success.
- B To make any business she opened more likely to succeed.
- C So she could pass on the skills she'd learnt on her degree course.

- 1 Which parts of the text relate to each of the options?
- 2 What is the correct answer to this question?
- 3 Why are the other options wrong?

Part 6

In part 6 of the Reading test you:

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

Grammar Modal verbs

Sometimes it's difficult to use modal verbs correctly. This activity will help you practise:

1 Match the modal verbs to their meanings.

- | | |
|---|--|
| 1 You can eat while working at your desk. | a it's against the rules or law |
| 2 You might get into trouble with the manager | b it wasn't possible ... |
| 3 You mustn't use social media whilst you're at work. | c you are allowed to ... |
| 4 You should ring the client and explain the problem. | d it's a possibility that ... |
| 5 You couldn't surf the internet fifty years ago. | e it's a good idea to ... |

2 Choose the correct modal verb in each sentence.

- 1 If you are late, you *must* / *might* go and explain why to your manager.
- 2 Staff *can* / *could* wear what they wanted at work last year, but not anymore.
- 3 You *can't* / *couldn't* eat in the gym – it's against the rules.
- 4 You *might* / *should* always be polite to business customers and clients.
- 5 In the future, all shopping *can* / *might* be done online.

Vocabulary Words which go together

3 Choose the correct word in each sentence.

- 1 I'm responsible *to / for* sending out product information to clients.
- 2 My company specialises *in / at* manufacturing sports equipment.
- 3 Tim's salary depends *of / on* how many cars he sells each month.
- 4 Our company sells a *wide / big* variety of children's clothes.
- 5 The MD was angry because no one was *putting / paying* attention to what she was saying.
- 6 The new computer system has *done / made* a big difference to how quickly we can process orders.

Grammar Relative pronouns

4 Write a correct relative pronoun (who, which, that, where, whose) in each sentence.

- 1 I work in the services sector, is growing all the time.
- 2 The President of the company, name I can't remember, gave a very good speech.
- 3 Please don't take things off my desk don't belong to you!
- 4 The city the company is located is quite small.
- 5 That man said hello to us is actually the Personnel Director.

Part 7

In part 7 of the Reading test you:

- **read** two short texts
- **complete** a form with five gaps

Vocabulary Words found on forms

1 Use the words in the box to complete the table below. There are two words for each row.

City Hotel	refund customer	\$557-89	Jones
slow service	Carter	flat-screen TV	fast delivery
phone case	fire	poor communication	fourteen euros
call back immediately	very reliable	box was dropped	New Delhi

1	Surname
2	Value
3	Location
4	Item
5	Strength
6	Weakness
7	Action required
8	Cause of damage

a	
b	
c	
d	
e	
f	
g	
h	
i	
j	
k	
l	
m	
n	
o	
p	

2 Use the message below to complete the form.

Customer Complaint Details	
<p>We've had a complaint today from a customer about a problem with an item of our clothing (EDG239199). The issue is with the Hibiscus Shirt, which the customer bought from Harvey's Fashions for £24-99 on 23.05.19. Their name is Rebecca Hill, and she said that its colour changed when washed. I've known this to happen with the Camelia Dress, but not with this product. Could you please follow this up?</p> <p>Thanks Brian</p>	
Details taken by: Brian Jacobs	Date: 26.06.19

Customer Complaint Form	
Client name:	1 ...
Date of complaint:	2 ...
Name of product:	3 ...
Product reference No:	4 ...
Product value:	5 ...
Summary of complaint:	6 ...