

# TEST ONE

## READING AND WRITING 1 hour 30 minutes

### 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).

#### Example:

0 Susan's arriving at 8.45pm tomorrow. Can you collect her from the station?

Susan arrives at

- A quarter to eight tomorrow morning.
- B quarter to nine tomorrow evening.
- C quarter to nine tomorrow morning.

The correct answer is B, so mark your answer sheet like this:

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

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1 For all personal calls except emergencies, please use payphone in Reception.

- A Staff may use office phones in case of emergency.
- B Emergency calls must be made on the payphone.
- C Reception deals with emergency calls.

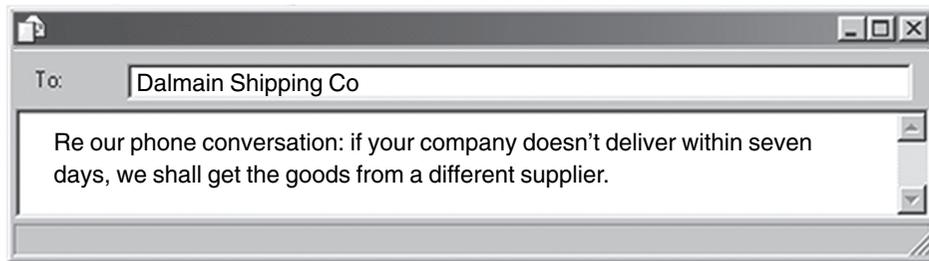
2

Photocopiers	Pages per minute	Input tray	Copy time (first copy)
AL-1045	12	250 sheets	9.6 seconds
D135	14	150 sheets	10.5 seconds
D155X	19	400 sheets	8.4 seconds

Which is the fastest photocopier?

- A AL-1045
- B D135
- C D155X

3



This means that Dalmain Shipping Co must

- A get the goods from another company.
- B phone to confirm when the goods will be delivered.
- C deliver the goods on time or lose the order.

4 Diary for Ms Caroline Carter

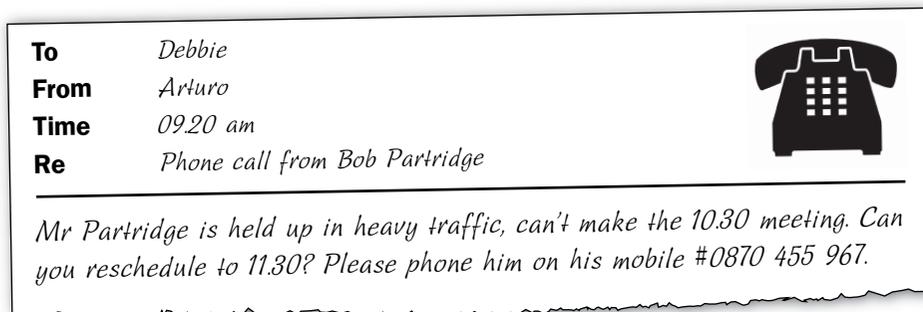
Mon	10	<i>Flight Lisboa-Rio, transfer to hotel</i>	Mon	17	<i>Visit to port facilities</i>
Tues	11	<i>Meeting with Sr Ribeiro</i>	Tues	18	<i>Meeting with Sr Ribeiro</i>
Wed	12	<i>Factory visits</i>	Wed	19	<i>Flight Rio-Lisboa</i>
Thurs	13	<i>Transfer by car to Amanha</i>			
Fri	14	<i>Board meeting</i>			
Sat	15	<i>Free day</i>			
Sun	16	<i>Free day</i>			

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Excluding travel, on how many days is Caroline working?

- A 5
- B 6
- C 8

5



Bob Partridge wants to

- A phone Debbie on his mobile.
- B change the time of the meeting.
- C speak to Arturo.

**Before you check your answers, go to page 8.**

**EXAM INFORMATION**

In Part One of the reading test there are always five short texts to read. The text may be:

- a notice, label or short text giving information
- an instruction, a warning, etc
- all or part of a diagram or table
- an advertisement
- a business card
- a timetable
- pages of a diary
- part or all of a fax, email, phone message.

For each text, there is a question with three choices or 'options'. Only one of the options is correct. This part of the test is designed to see how carefully you read so that you can match the facts in the text to one of the three options.

**A DETAILED STUDY**

- 1 Read questions 1–5 on pages 6–7 and decide which of the categories above each text belongs to.

- 1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_  
 4 \_\_\_\_\_  
 5 \_\_\_\_\_

- 2 Read the texts again and answer these questions by writing T (for true) or F (for false) in the table.

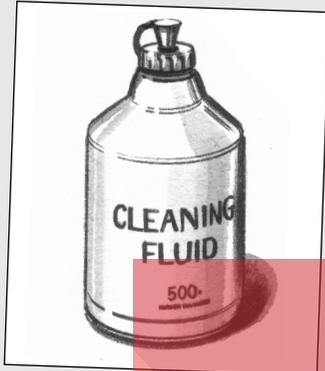
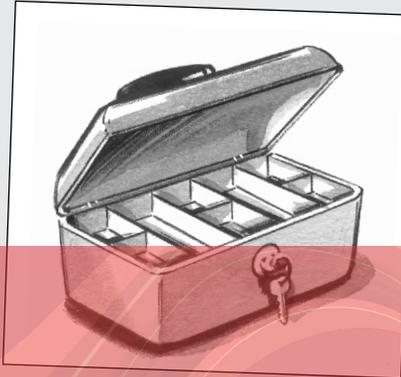
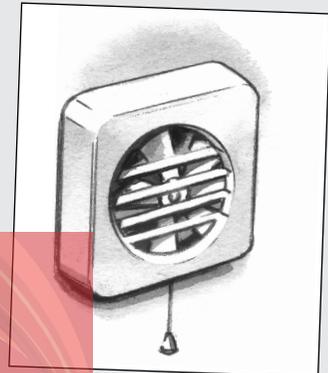
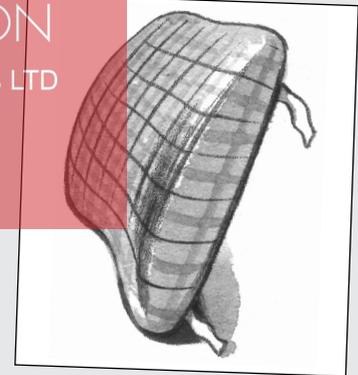
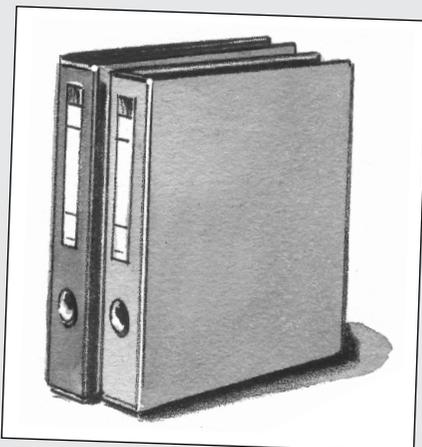
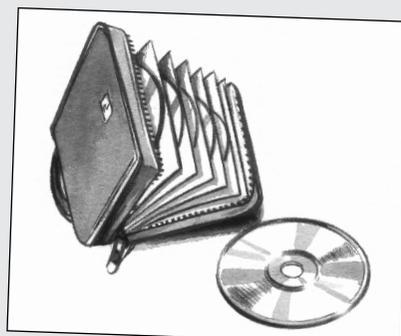
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		True	False
<b>Question 1</b>			
1	An emergency may be something personal.		
2	There is a payphone in Reception.		
<b>Question 2</b>			
3	D135 is the fastest machine.		
4	These machines can copy between 12 and 19 pages a minute.		
<b>Question 3</b>			
5	This email is about sending goods to Dalmain in good time.		
6	The writer has decided to get the goods from another supplier.		
<b>Question 4</b>			
7	Caroline is going to Rio on business.		
8	Caroline will travel from Amanha back to Rio by car.		
<b>Question 5</b>			
9	Arturo needs to speak to Debbie.		
10	Mr Partridge phoned from his car.		

**Now check your answers to these questions and then look back at your answers to Part One of the reading test.**

**PART TWO****Questions 6–10**

- Look at the items below. This is a page from a catalogue of office supplies.
- For questions 6–10 on the next page, decide which item (A–H) would suit each member of staff.
- For each question, mark the correct letter (A–H).
- Do not use any letter more than once.

**A** CLEANING FLUID**B** SECURE CASH BOX**C** EXTRACTOR FAN**D** MARKER PENS**E** VOICE-ACTIVATED  
POCKET MEMO**F** BACK SUPPORT  
CUSHION**G** RINGBINDERS**H** DATA-DISC  
STORAGE WALLET

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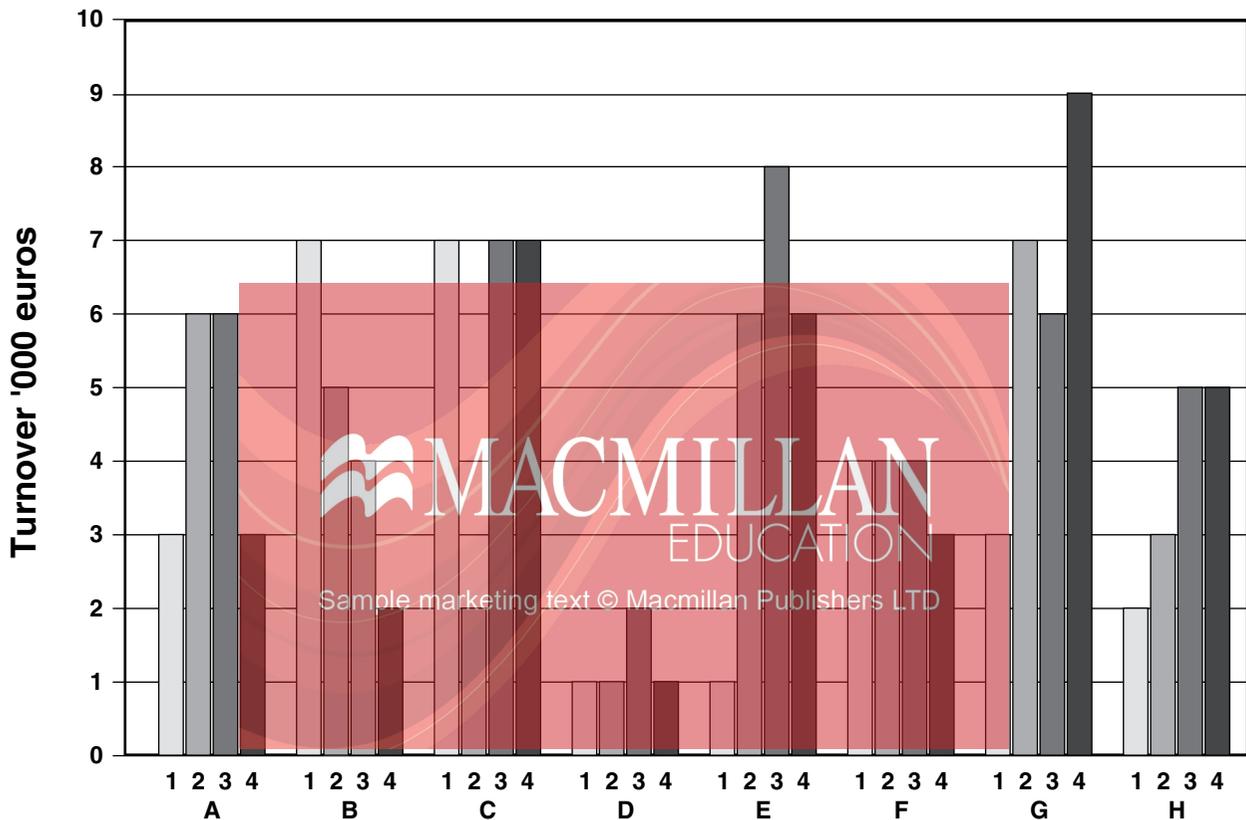
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- 6 Yunhua is collecting money and needs somewhere safe to put it.
- 7 Lee gets a lot of pain through sitting too long at his computer.
- 8 Pauline and Mary are complaining that they can't breathe because of the dust in the office.
- 9 Michel has spilt coffee all over his desk.
- 10 Stephen needs a way of keeping all our CDRoms safe.



**PART THREE****Questions 11–15**

- Look at the chart below. It shows the quarterly turnover figures for eight wholesalers, lettered **A–H**.
- Which year in the chart does each sentence (11–15) below describe?
- For each sentence, mark one letter (**A–H**).
- Do not use any letter more than once.



- 11 One of the poorest years on record, with sales picking up briefly in the third quarter.
- 12 A very uneven year, which was saved by good results in the middle two quarters.
- 13 After a poor start, sales were at record levels with the fourth quarter beating all records.
- 14 A very good year except for a disastrous fall in business between April and June.
- 15 After the worst start to the year in living memory, sales reached an amazing peak in the third quarter before falling back a little.

## PART FOUR

## Questions 16–22

- Read the advertisement below for an online vehicle spares service.
- Are the 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).

## Kelly Auto Spares Order Vehicle Spare Parts online!

**It's as easy  
as that!**

Download our easy-to-use program\* from [www.kellyautospare.co.uk](http://www.kellyautospare.co.uk). The software is free: there's just a one-off registration fee of €25, which we will refund with your first order.

We stock spares for all leading domestic and foreign makes, including: Ford, GM, Volkswagen, Fiat, Peugeot, Toyota, etc.

Online orders are confirmed by email, with expected delivery time. Delivery is usually within 48 hours of receipt of order.

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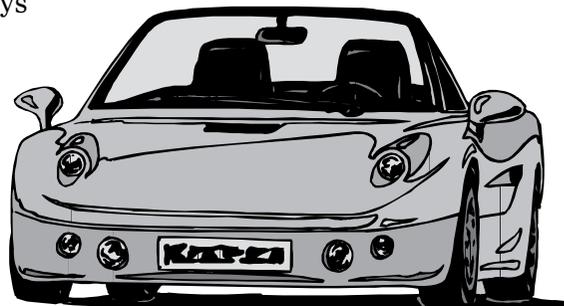
You will be lucky to find a cheaper supplier than **KellyAutoSpares**. We offer discounts on spares for all leading domestic makes, and for many foreign makes too.

There's no minimum size of order. We will deliver, at standard parcel-post rates, orders of any value, from €10 to €1,000,000!

You can pay online by credit card using our SECURE payment system. We make a 5% handling charge for payment by cheque.

If you have problems, visit our website and click on 'Online Support'. You can also phone our helpline on 01678 505050, weekdays between 8am and 6pm.

\*System requirements: IBM-compatible PC, Windows 98 or later, 5Mb hard disk space. Mac users, email [KellyAutoSpares@KAS.co.uk](mailto:KellyAutoSpares@KAS.co.uk) for instructions.



- 16 The program costs €25.  
A Right                      B Wrong                      C Doesn't say
- 17 **KellyAutoSpares** carries spares for all popular vehicles.  
A Right                      B Wrong                      C Doesn't say
- 18 Goods ordered online (i.e. on the website) can be paid for COD.  
A Right                      B Wrong                      C Doesn't say
- 19 **KellyAutoSpares** will accept very small orders.  
A Right                      B Wrong                      C Doesn't say
- 20 It will cost you more if you pay by cheque.  
A Right                      B Wrong                      C Doesn't say
- 21 You can get help by visiting **KellyAutoSpares'** website.  
A Right                      B Wrong                      C Doesn't say
- 22 The software needs to be modified for use with Mac computers.  
A Right                      B Wrong                      C Doesn't say



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**Before you check your answers, go to pages 14–15.**

**EXAM INFORMATION**

Part Four of the reading test has a text which gives information in various forms such as:

- an advertisement: offering a product or a service
- a letter: applying for a job, asking about a course, etc
- a magazine/newspaper article: describing a product, service, event, person, etc
- promotional literature: describing a new product, etc
- a report: reporting an event, a conference, etc
- minutes: recording what happened at a meeting.

After the text there are seven statements followed by three options: *Right*, *Wrong* and *Doesn't say*. *Doesn't say* means that you cannot say if the statement is true or false, because the text doesn't contain any information about that statement.

This part of the test is to see how carefully you read the text, and how well you are able to match each statement to information in the text.

**A DETAILED STUDY**

1 The questions below will help you understand the text better and make sure you answer the correct options for questions **16–22**.

1 What is the company's business?

*They supply* \_\_\_\_\_ .

2 How can you get the software?

*You can* \_\_\_\_\_ .

3 Which makes are covered by their service?

*They cover* \_\_\_\_\_ .

4 What is delivery time?

*They will usually deliver* \_\_\_\_\_ .

5 Will you have to pay the full list price for items?

*They offer* \_\_\_\_\_ .

6 What is the smallest size of order they will accept?

*They will accept* \_\_\_\_\_ .

7 Where can you get advice if you need it?

*The company has* \_\_\_\_\_ .

8 Will the software work on any PC computer?

*Yes, but you must have* \_\_\_\_\_ .

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- 2 The difference between a *Wrong* statement and a *Doesn't say* statement is often quite difficult to decide. Look at these statements and decide whether they are *Wrong* or *Doesn't say*.
- 1 Kelly Autospare is an American company.
  - 2 They are cheaper than other supplies of autospare.
  - 3 The method of payment method is cash or cheque.
  - 4 Mac users cannot use the computer system.
  - 5 The company deals only with domestic customers.
  - 6 You must register the software with your first order.
  - 7 The software works better in Windows 2000 or later.

***Now check your answers and then look back at your answers to Part Four of the reading test.***



## PART FIVE

## Questions 23–28

- Read the text below about an agency that promotes business cooperation in the EU.
- For each question 23–28 on the opposite page, choose the correct answer.
- Mark one letter (A, B or C).

## Interprise

No, it isn't the word 'enterprise' spelled wrongly! *Interprise* is an EU agency that encourages cross-border business cooperation. It is a like a 'dating agency' that tries to match people who are looking for love. *Interprise* helps businesses to find partners in other countries to join in trading or distribution arrangements.

The agency's task is to set up face-to-face meetings with business counterparts from other countries. This is how it works. The agency gets a request from a company, known as the 'host company' (like a person who hosts a party), to help it find overseas companies. The host company creates a theme, that is, to say exactly what it wants. The Agency then helps it to team up with more host companies from at least two other EU regions who are looking for similar partners.

The Agency then publicizes the coming event to attract as many 'guests' (visitors) as possible, that is, companies who might be interested in partnerships with the host companies. To do this, *Interprise* produces an '*Interprise* Catalogue' in which the host companies describe themselves and say what kind of partner they are looking for, for

example, 'a partner in Germany to distribute our products'. The EU covers part of the running costs of the event, up to 70,000 euros. In order to reach as many people as possible, the agency works through local Chambers of Commerce, who in turn publicize the event to their own members. Each Chamber of Commerce is expected to bring at least fifteen companies. A recent *Interprise* event had 150 host companies and over 200 registered visitors.

But *Interprise* is not an easy idea to sell: it is not a trade fair in the usual sense. The average trade fair is like window-shopping: firms set out their goods, and visitors look round to see if there's anything they want. With *Interprise*, everything is carefully arranged in advance. Foreign companies want a full programme of meetings – and with the right people. It is too early to say if *Interprise* is a success, but comments from both host companies and visitors have been very positive. 'I've a pocketful of business cards and have made several useful contacts.' 'Great! We have met some firms that are really interested in becoming distributors.' Of course, they might have made useful contacts at an ordinary trade fair, except that it would have been only by chance.

- 23 What is *Interprise*?
- A another word for 'enterprise'
  - B a dating agency
  - C a way of matching companies
- 24 The purpose of an *Interprise* event is to
- A buy and sell products.
  - B meet others with similar interests.
  - C travel to other countries.
- 25 *Interprise* catalogues are distributed
- A during an *Interprise* event.
  - B after an *Interprise* event.
  - C before an *Interprise* event.
- 26 The role of Chambers of Commerce is to
- A welcome visitors to the event.
  - B find the host companies.
  - C organize the *Interprise* event.
- 27 An *Interprise* event is different from a trade fair because
- A people meet face to face.
  - B meetings are planned before the event.
  - C the EU pays for part of the running costs.
- 28 Host companies are happy with an *Interprise* event if they have
- A made useful contacts.
  - B promoted their business.
  - C distributed their product.

The logo for Macmillan Education, featuring a stylized 'M' icon to the left of the text 'MACMILLAN' in a large, bold, sans-serif font, with 'EDUCATION' in a smaller, all-caps font below it. The background is a red-to-white gradient with abstract white wave-like patterns.

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**PART SIX****Questions 29–40**

- Read the article below about working as a secretary in Hong Kong.
- Choose the correct word to fill each gap, from **A**, **B** or **C** on the opposite page.
- For each question **29–40**, mark one letter (**A**, **B** or **C**).

## Secretaries in Hong Kong

Secretaries in Hong Kong work hard. They work a 12-hour day, and are expected to work five and a half days (29) ..... week. They need good qualifications, and (30) ..... be able to speak and read English (31) ..... well as Cantonese or Mandarin. Most of (32) ..... are university graduates, so working as a secretary is (33) ..... as a 'fill in' job (34) ..... they can find something better.

Most (35) ..... between £17,000 and £22,000 pa, and get (36) ..... more than eleven days' annual holiday. You really have to work hard (37) ..... your money in Hong Kong! And it is very expensive to live there. Employers provide medical insurance, but it only covers (38) ..... to 50% of the costs. A very small apartment can (39) ..... £2,000 per month rent. Cars are expensive, and petrol is so dear that (40) ..... very well-paid people use public transport.

- 29 **A** the                      **B** a                      **C** by
- 30 **A** need                      **B** must                      **C** can
- 31 **A** so                      **B** and                      **C** as
- 32 **A** them                      **B** him                      **C** her
- 33 **A** seeing                      **B** see                      **C** seen
- 34 **A** until                      **B** when                      **C** while
- 35 **A** win                      **B** gain                      **C** earn
- 36 **A** any                      **B** some                      **C** no
- 37 **A** for                      **B** with                      **C** to
- 38 **A** in                      **B** up                      **C** next
- 39 **A** cost                      **B** costs                      **C** costing
- 40 **A** even                      **B** also                      **C** just

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## PART SEVEN

## Questions 41–45

- Read the memo and email below.
- Complete the form on the opposite page.
- Write a word or phrase (in CAPITAL LETTERS) or a number on lines 41–45.

## Memo

**To:** Rolf

**From:** Willi

**Date:** 02/12/04

I just received this email from Peter Madsen, Head of Security, authorizing a leave of absence for the Deputy Head of Security. It seems she has to go for an interview – a senior post with SafeHands Security! Lucky woman! Could you send a file note to Personnel?

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**From:** Pmadsen@unterweg.org.ch

**Date:** 2/12/04 11:35:23 AM

**To:** WilliEpp@unterweg.org.ch

**Subject:** **Re: Irmgard Ruchti, Deputy Head of Security**

I have authorized a leave of absence for this employee from 24<sup>th</sup> to 27<sup>th</sup> June inclusive. She can be reached during this time if really necessary on her mobile, 09922 232232.

Please inform Personnel. Any queries, call me on Extension 4545.

## File Note

**From:** RS

**To:** Personnel

**Re:** Leave of Absence

Employee's name (41) .....

Department (42) .....

Dates requested (43) .....

Reason for absence (44) .....

Emergency contact no. (45) .....

Authorized by *J Madsen, Head of Security*



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