



Mock Examination 1

CERTIFICATE
IN ENGLISH FOR
BUSINESS PURPOSES
adVantage

B2

These extracts from the mock examination can provide language teachers and learners with an impression of the level and format of the TELC examination concerned. The complete mock examination with instructions for candidates and teachers, the tapescript and the answer key, as well as the accompanying CD, can be ordered from WBT (see TELC – publications on the TELC website www.telc.net).

Die folgenden Auszüge des Modelltests vermitteln Unterrichtenden und Lernenden einen Eindruck von Niveau und Format der betreffenden TELC-Prüfung. Den vollständigen Modelltest mit Hinweisen für Teilnehmende und Unterrichtende, Transkript der Hörverstehens-Texte, Lösungsschlüssel sowie die Audio-CD für den Testteil Hörverstehen können bei der WBT bestellt werden (siehe TELC-Publikationen unter www.telc.net).

B2 Certificate in English for Business Purposes adVantage

Mock Examination 1

In order to work through the Listening Comprehension part of the examination, the CD (Order No. C26M-001C) is required.

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This publication replaces and invalidates all previously issued versions and editions of the Mock Examination for the B2 Certificate in English for Business Purposes – adVantage including those used in the revision process for expert evaluation and pre-testing.

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● Important Information:

Please read this page before starting the examination.

Dear Learner,

There are three ways of approaching this mock examination:

- You can take it as if it were a real examination.
- You can use the whole or parts of the examination for practice purposes.
- You can acquire a general impression of the contents and procedures of the examination.

It is important to decide which of these alternatives you wish to choose before reading on.






If you wish to work through the mock examination as if it were a real examination, you need the help of a teacher to organise it in the same way as a real examination is conducted. In this case, please do not read on. Above all, you should not read any of the items, you should not look at any of the pictures and you should also not look at the Information for Teachers. Wait for the instructions and information that your teacher will give you.

If, on the other hand, you wish to use this material for practice purposes, we would recommend you to keep to the specified times for the individual parts – as in a real examination – e.g. 120 minutes for *Reading Comprehension* and *Writing*. In this way you will develop a feeling for the time allotted for the individual sub-tests. You can practise the sub-tests *Reading Comprehension*, *Language Elements*, *Listening Comprehension* (with the help of the recording – Order No. C26M-001C) and *Writing*. The correct answers for the individual items can be found on Page 60. The sub-test *Writing* can be marked by your teacher or a similarly qualified person. It is of course not possible for you to practise the oral examination by yourself, but you will be able to familiarise yourself with the tasks and procedures as well as the assessment criteria.

Should you simply wish to have a general overview of the examination, all you need to do is to study the material in this booklet.

We hope that you will find this mock examination interesting and that you will pass with flying colours!

The Structure of the Examination

Sub-Test	Type of Test	Points	Time in minutes
Written Examination			
1 Reading Comprehension			
 3–6 parts	20 multiple-choice items	20	60
2 Writing			
 Part 1 Part 2	6 guiding points short message	20* 5*	60
Break			20
3 Listening Comprehension			
 Part 1 Part 2 Part 3	6 true/false items 7 multiple-choice items 7 multiple-choice items	20	max. 30
4 Language Elements			
 Part 1 Part 2	10 multiple-choice items 10 matching items	5 5	30
Oral Examination			
 ■ Part 1: Description/Explanation ■ Part 2: Discussion ■ Part 3: Task	examination with two candidates, in exceptional cases with three candidates	25**	approx. 16

* cf. marking criteria on pages 54 – 55

** cf. marking criteria on pages 56 – 57

Information concerning the **answer sheet** on pages 29 – 30:

Always use a pencil on the answer sheet.

Each item has only one correct answer.

For example, if you think that “c” is the correct answer, mark your answer on the answer sheet in the following way:



Important Information:

**This is the start of the mock examination.
Before you look at the following pages, we recommend that you read
the Information for Learners on page 3.**

Written Examination

The first two sub-tests are

- 1 Reading Comprehension** and
- 2 Writing**

You are allowed a total of 120 minutes for these two sub-tests.



Sub-Test 1: Reading Comprehension

This sub-test consists of three to six parts.

This sub-test contains a total of 20 items. Each item has only one correct answer.

The questions can test details of language or content or what the text says in general. Questions may also be about the type of text, where it is from or what the writer means in the text. You may also have to look for specific information in the text to answer a question. Questions can be about the whole text or parts of it. The questions may not necessarily be in the order in which the information is given in the text.

The type of question will depend on the type of text, why the text has been written and why you are reading it. You may be given information about why you are reading the text. This will be in the introduction to the text. There will be different types of question for the different texts. The number and type of question will depend on the text.



Sub-Test 2: Writing

This sub-test consists of two parts:

- Part 1
- Part 2

In the first part you are asked to write a letter based on some input (e.g. a letter received and/or notes). You should react to the input and the notes appropriately. It is important to plan what you write before you start writing. You should not write more than the two pages you are given in the examination. You should start and finish the letter in an appropriate way and link your sentences with each other as you would in a real piece of business writing. All these things will be marked in the examination.

In the second part you are asked to write an email, memo or other short piece of writing based on input (e.g. an email or memo received or notes). You should write only the main message of the text. You should not write more than the one page you are given in the examination. It should be clear what you want to say in the message.

Please use pages 17 – 19, which can be copied or removed for this purpose.

**1 Reading Comprehension (Part 1)**

Read the texts and answer questions 1–20 according to the information in the texts. Mark a), b) or c) on your answer sheet.

Email

A friend of yours works for a freight forwarding company and wants your help with some details of the following email.

Answer the questions according to the information given in the text.

1. Were all the trailers in January full?
 - a) Yes.
 - b) No.
 - c) There is no information on this.

2. Is the writer of the email happy about the profits?
 - a) Yes.
 - b) No.
 - c) There is no information on this.

3. Has the writer spoken to Anton about the content of the email?
 - a) Yes.
 - b) No.
 - c) There is no information on this.

4. What information does the writer need soon?
 - a) Costs for express services.
 - b) European express tariffs.
 - c) Information on the city of Frankfurt.

5. Are the opinions in the email the writer's own?
 - a) Yes.
 - b) No.
 - c) There is no information on this.

**1 Reading Comprehension (Part 1)****Arthur Seebald**

From: James Johnson <jjohnson@insped-international.co.uk>
To: Arthur Seebald <arthur.seebald@kh-koenig.de>
Cc: Anton Taunus <a.taunus@kh-koenig.de>
Sent: Friday, 3 March 2004 20:59
Re: Figures

Dear Arthur,

I have just received the figures back for January UK-D and am very pleased to see that while there were a few loss-making trailers, all the trailers were loaded to capacity and there are some very good profits e.g. €1306, €817, €1742, €1144, €1425, €1508 and even one for €2422 (it did have 29,470 chargeable kilos on it!)

However, I am very disappointed to see that once again you have reverted back to the old trick of changing prices without discussion.

Can we please agree for the future that if you are not happy with any revenue or costs we declare, we will adopt the previously agreed principle of a short e-mail, fax or phone call to discuss the matter.

If any of our staff are not happy with the response they receive, then it should be brought to the attention of Anton or myself.

By the way, I still need the express rates and also prices for the Frankfurt area. Please can I have these soon or I will have to publish our new European express tariff information without including Germany.

Rgrds James

The views expressed in this email message are the author's own and may not reflect the views and opinions of Insped International

**1 Reading Comprehension (Part 2)****If You Leave Me Now ...**

You read the following article about staff turnover in a business magazine.

Answer the questions according to the information given in the text.

6. The article concerns
 - a) advice on finding a job.
 - b) mobility among workers.
 - c) salaries in different jobs.

7. The rate of employee fluctuation for all industries is about
 - a) 20%.
 - b) 30%.
 - c) 50%.

8. Different rates of turnover in different industries are
 - a) fairly small.
 - b) quite significant.
 - c) not mentioned in the text.

9. The cost of finding a new member of staff
 - a) is easy to calculate.
 - b) is considered unimportant by many companies.
 - c) may exceed the annual salary for an employee.

10. Employees in call centres
 - a) are paid well to make up for the unsatisfactory work they do.
 - b) usually experience little job satisfaction.
 - c) usually stay in one job for a long time.

11. Firms sometimes
 - a) offer incentives to keep employees from leaving.
 - b) prefer to take on even unsuitable workers.
 - c) recruit more workers than they need in case some leave.

12. One thing employees may be offered is
 - a) care for elderly relatives.
 - b) help in the home.
 - c) new computers.

13. Employees are generally
 - a) afraid of changing jobs too often.
 - b) looking for a long-term commitment from the employer.
 - c) willing to accept short-term contracts.

**1 Reading Comprehension (Part 2)**

If you leave me now...

Firms are increasingly anxious to keep staff, says **Hugh Thompson**

The job market is tight and all indications are that it is getting tighter. And the fact that workers are increasingly on the move is just one symptom of this.

Nearly one third of all part-time workers and one in five of all workers now make a move each year. In some industries it is even worse. According to the Chartered Institute of Personnel & Development's labour turnover survey, the wholesale and retail trades and the hotel, restaurant and leisure industries experience something like a 50% turnover rate.

By occupational types, unskilled manual and sales are showing a one-third turnover rate each year and professional and manual are not much better. Over a quarter of staff leaving have not been with the organisation more than six months and a similar number of leavers have been with the company less than two years. Half of all companies now feel that staff turnover has increased in the past five years, with half putting that down to the more buoyant job market and 40% to fewer career opportunities in leaner companies.

On average it costs something like £1,900 to replace an employee. That does not include the hidden costs associated with disruption — the costs of temporary replacement, the training and relocation of a new employee. Experts put the real cost of losing an employee at between half and one and a half times an annual salary. Hardly surprisingly two-thirds of companies now place staff retention as a fairly high priority. When it comes to retaining key workers, the percentage of companies thinking the issue will become increasingly important

rises to 80 %, according to a report by Sanders & Sidney.

In some areas such as the boom sector of call centres, which is seen as badly-paid, boring work, a third of managers see high turnover as unavoidable. A report by TMP World-Wide showed that three-quarters of call centres experience recruitment problems. Chief Executive John Tarrant said: "We have clients with more than 100% staff turnover. Either they recruit continually or they change their cultures so that staff can feel they belong. Money is not the answer; listening and communication is."

Of course, with so many unfilled vacancies and so much choice, workers are bound to be more on the move. Companies are having to offer more imaginative and more flexible packages to keep their staff. Everything from share options to looking after more and more of the employees' domestic chores is being used.

However, the job market no longer accepts only one type of contract. Both sides have accepted that there is a very different attitude to jobs which do not involve a full-time or long-term commitment. This particular job market makes employees feel braver about leaving and changing jobs, says Nick Page of TMP.

Many employers are now using cleverer internet screening and job application forms in an attempt to filter out less desirable workers before they get to the interview stage. For employers one of the worst scenarios is not only being forced into recruiting too many of the wrong workers but having the wrong workers stay the longest to do the most damage.

**1 Reading Comprehension (Part 3)****The Global Recession Guide**

Your boss gives you the following text from an English magazine because he is not sure he understands everything in it.

Answer the questions according to the information given in the text.

- 14.** The purpose of the text is to
- a) advertise a publication.
 - b) give information on economic events.
 - c) provide advice on investments.
- 15.** The Global Recession Guide offers advice on
- a) best value stocks and shares.
 - b) historical events.
 - c) where to invest money.
- 16.** The Global Recession Guide is
- a) compared with other publications.
 - b) recommended by its users.
 - c) said to have been unreliable in the past.
- 17.** The Global Recession Guide
- a) has been published for over 50 years.
 - b) is being published for the first time.
 - c) is published every five years.

**1 Reading Comprehension (Part 3)**

How to prosper over the next five years of Global Recession

The world is in conflict...the stock market has plummeted...global recession is imminent. But the conditions for prosperous investing couldn't be better – provided you have access to top-level, easy-to-read information and analysis.

Here's what you should do NOW

While the media indulges in unhelpful speculation, the authors of the Global Recession Guide have drawn on a total of 63 years of investment experience to bring you this Guide FREE, a guide to prospering over the next 5 years. Our exclusive guide cuts through the hype offering you shrewd analysis and clear advice on how to secure your wealth in the coming recession. You'll discover:

Why Global Instability is good for investing and the opportunities you should look out for.

The safest and most profitable haven for your money over the next five years.

Four reasons why the UK is home to the best global investments right now – and how you can take advantage of them.

All this from the publication that predicted the fall of the Berlin Wall, the collapse of the Soviet Union and the last three stock market crashes – in each case advising readers every 5 years on how best to protect their wealth and profit.

Here's what some of our readers have said about the Global Recession Guide:

"Far more succinct than other journals. More focused than newspapers" E.N. (London)

"Interesting, well-written and provocative, it doesn't mess around..." G.C.E. (Edinburgh)

FREE Recession Guide – claim today

If you want to prosper safely over the next 5 years, you must take action now, before it's too late to secure the wealth you deserve. Send for your FREE Global Recession Guide today and we'll also tell you how you can claim a FREE copy of The Six Best Value Stocks (worth £120).

Call 0800 0215 299, or email us at gtnm@g-t-m.co.uk (please quote reference GTM 3H13 and give your postal address) or fill in the coupon below.

**1 Reading Comprehension (Part 4)****Mobile Phone Services**

You pick up a leaflet at Manchester Airport and are interested in the service described. Answer the questions according to the information given in the text.

- 18.** This text is published by
- a) Airline Information Services.
 - b) a mobile phone company.
 - c) Manchester Airport Information Services.
- 19.** The service mentioned is available to
- a) airline passengers.
 - b) all users of mobile phones.
 - c) customers of certain mobile phone networks.
- 20.** The service is
- a) charged according to the number of messages received.
 - b) charged at a flat rate of £1.
 - c) free of charge for the user.

**1 Reading Comprehension (Part 4)**

All the latest flight information in your pocket

Relax. Now you don't have to be near a flight information screen to know the score with arrivals and departures at Manchester Airport.

Manchester Airport's SMS

Flight Information Service is the easy way to receive real time flight information wherever you are. Simply text a flight number to it and you'll be texted back via SMS messaging to your mobile phone with up to the minute arrival or departure details. You can even catch forty winks in one of our lounges knowing that a vibrating alert will get the message through. If you're catching a flight or meeting someone from an incoming flight, the service could prove invaluable.

Note that you may receive fewer than the total possible messages, in which case you will only be charged for those sent. Each message received is charged at 25p. The total cost for receiving the specified flight information should not exceed £1. (The cost of sending a subscribing message to receive information will be charged at your network's usual rate.)

How the service works

Currently operating for a trial period, Manchester Airport's SMS Flight Information Service delivers information direct to your mobile phone or a PDA with a SIM card installed.

Simply send the message 'FLIGHT' followed by the flight number for which you require information, ensuring that your flight is scheduled to depart or arrive within a time window 2 hours before and 12 hours after the time you send the message.

We will then send you up to 5 messages for arriving flights and 4 for departing flights.

Arrivals: The five possible messages include initial confirmation; a status message 2 hours before scheduled landing time (if available); confirmation of final approach; confirmation that the flight has landed; a message informing you that the luggage has arrived in the baggage hall.

Departures: The four possible messages include initial confirmation; a notification of check-in desks prior to departure; a proceed to departure gate instruction when appropriate; final call for boarding.

The service will also tell you if a flight is cancelled or diverted.

SMS Flight Information Service is available to customers of all these networks:



(60 minutes)

Writing



2 Writing (Part 1)

Write a letter based on the information given. Include the points in an appropriate order. Include a reference line and the date. Begin and end the letter in the usual way.

Letter

Your company held an important conference at a hotel in Britain recently. Unfortunately, the hotel did not come up to expectations. Your director asks you to write a letter of complaint to the hotel and marks the most important problems on the hotel leaflet as shown on the opposite page.

- Describe the problems
- Explain why you chose the hotel
- Express your company's feelings
- Mention your booking
- Refer to the hotel leaflet
- Say what you expect



2 Writing (Part 1)

WELCOME TO WOOD'S

Getting Down to Business



It's too true – business meetings can be a chore. So you need somewhere that's cosy, quiet and reliable, somewhere that gives you total confidence, so that you can attend to your meeting and leave our team to look after the details.

Traffic noise!!!

Corporate Functions



Many companies make Wood's their first choice when holding corporate lunches or dinners in Hull, confident that our high standard of cuisine, and professional discreet service will make a good impression on their guests. The country house ambience with fresh flowers, plush soft furnishings and antiques throughout, helps create a special atmosphere not often found in a city venue.

No vegetarian food as ordered!!!

Wood's Hotel Meeting Facilities

Location:
2 miles from Hull city centre, off Beverley Road

Two colleagues in different hotel!!!

Accommodation:
29 bedrooms – 11 deluxe, 18 standard
20 double/twin bedrooms, including 2 suites comprising large twin bedded room and separate lounge / study
9 single

Bedroom Facilities:
2 direct dial telephones, radio, remote control TV with 3 satellite channels, bath and shower, tea/coffee making facilities, hair dryer, trouser press, iron and ironing board.
Room service on request.

SUPPORT FACILITIES

Cottley Room

- Air conditioning
- blackout
- 4 independent lighting circuits on dimmers
- 3 double 13 amp power points
- 2 TV sets (satellite available)
- Telephone point

General

- Overhead projector and screen
- Flip chart
- TV and Video, Audio equipment
- CD/Twin tape deck
- Fax and Photocopier
- Secretarial service
- Ample parking

No language skills!!!



2 Writing (Part 2)

Write the text of a brief message based on the information given. You are only required to write the text of the message.

Email

Your boss has asked you to reply to the following email according to the remarks he has written on the print-out.

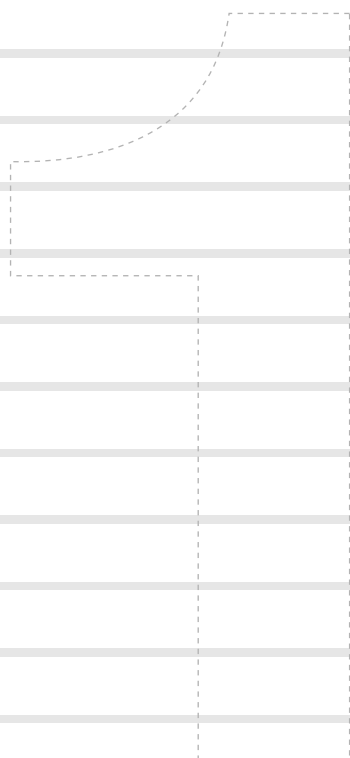
Dear Mr Webb,

We met recently at the trade exhibition for consultancy services in Zurich. I wonder if you would be interested in taking part in an event we are organising in March next year on "China: Consultancy Chances and Targets for the 21st Century". The planned venue is Berlin. We are at present in the planning stages for this event. If you are interested I will include you on our mailing list. I look forward to hearing from you.

Best wishes

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www.intcon.co.uk

No! Only deal with Europe
but put on mailing list



— Criterion —

I	II	III
I	II	III

Wrong topic?

<input type="checkbox"/>	<input type="checkbox"/>
yes	no
<input type="checkbox"/>	<input type="checkbox"/>
yes	no

1st Examiner _____
Signature

2nd Examiner _____
Signature



Certificate in English for Business Purposes

adVantage

Surname	
First name	
Examination centre	

Your examination no. Please copy from your S3 answer sheet.

Written Examination



2 Writing 2

For
Examiners'
Use

Large writing area with horizontal lines and a large dashed number '2' in the center.

score	Wrong topic?	1st Examiner	Signature
<input type="text"/>	<input type="checkbox"/> yes <input type="checkbox"/> no		
<input type="text"/>	<input type="checkbox"/> yes <input type="checkbox"/> no	2nd Examiner	Signature



Have you marked all your answers
on the answer sheet?

You now have a break of twenty minutes.



The next sub-test is

3 Listening Comprehension

Once you have started the recording, let it run until you hear the words:
That is the end of Listening Comprehension. Thank you for listening.

All the pauses are on the recording. You should not stop the recording during the sub-test.

Sub-Test 3: Listening Comprehension

This sub-test consists of three parts.

This sub-test contains a total of 20 items. Each item has only one correct answer.

You will only hear the texts once. The questions will follow the order in which the information is given in the text. In the first part you are asked to answer questions about the main message of what you hear. In the second part the questions are about specific details of what you hear. In the third part you are asked to match what you hear to one of three possible answers. In all the parts, the situation is described to you before you hear the text and you are given time to read the description of the situation and the instructions.



3 Listening Comprehension (Part 1)

You will hear a business news programme. First you will have half a minute to read the items. Then you will hear the text. You will hear the text only once. Then you will have time to answer the questions. Decide if the statement for each of the items is true (+) or not true (–) and mark your answers on the answer sheet.

Now you will have half a minute to read the items.

Business News

21. European car manufacturers are performing better than their American competitors.
22. Air Canada's situation is improving.
23. The profits made by Wendy's International hamburger chain have gone up.
24. Delta Airlines support union membership in the company.
25. Northwest Airlines will serve more alternative meals in future.
26. Some airlines are doing something to find out the causes of health problems connected with long international flights.

**3 Listening Comprehension (Part 2)**

You will hear a text. First you will have one minute to read the introduction and the items. Then you will hear the text. You will hear the text only once. Then you will have time to answer the questions. Decide whether the answer is a), b) or c) and mark your answers on the answer sheet. Now you will have one minute to read the introduction and the items.

A Guided Tour

You are taking part in a guided tour of a company, Fox Hi-Tech Communications.

- 27.** The plant was finished
- a) after the scheduled date.
 - b) well before the scheduled date.
 - c) The guide does not mention this.
- 28.** The chips are suitable for
- a) communication equipment only.
 - b) home computers only.
 - c) various devices.
- 29.** The gym the guide mentions
- a) costs a small fee for some staff.
 - b) has different facilities for different departments.
 - c) is for all company staff.
- 30.** The training centre is
- a) also used by other companies.
 - b) behind the main building.
 - c) where most new staff are introduced to Fox Hi-Tech.
- 31.** A tour of the production area
- a) is not mentioned.
 - b) is not possible.
 - c) must be booked separately.
- 32.** Production is
- a) at the planned level.
 - b) still below maximum level.
 - c) The guide does not mention this.
- 33.** The company restaurant
- a) only serves snacks.
 - b) has room for 450 people.
 - c) serves 450 lunches a day.



3 Listening Comprehension (Part 3)

You will hear seven short pieces of information. First you will have one minute to read the introduction and the items. Then you will hear the text. You will hear the text only once. Then you will have time to answer the questions. Decide whether the answer is a, b) or c) and mark your answers on the answer sheet.

Now you will have one minute to read the introduction and the items.

Worldwide Communications – A Business Meeting

You are attending a business meeting on international communication links with Eastern Europe. There are seven other people at the table. The meeting starts with a round of introductions. You know what kinds of work the people are involved in, but you have never met them personally. Match each person to one work description.

- 34.** The first speaker is in charge of
- keeping all information and payments safe.
 - the equipment.
 - the project as a whole.
- 35.** The second speaker is in charge of
- procedures and quality control.
 - providing local knowledge of the market.
 - the equipment.
- 36.** The third speaker is in charge of
- keeping information and payments safe.
 - procedures and quality control.
 - technical support.
- 37.** The fourth speaker is in charge of
- staff and personnel.
 - the project as a whole.
 - the time schedule.
- 38.** The fifth speaker is in charge of
- keeping all information and payments safe.
 - providing local knowledge of the market.
 - technical support.
- 39.** The sixth speaker is in charge of
- providing local knowledge of the market.
 - staff and personnel.
 - the European Union side of things.
- 40.** The seventh speaker is in charge of
- technical support.
 - the European Union side of things.
 - the time schedule.



The next sub-test is

4 Language Elements

You are allowed a total of 30 minutes for this sub-test.

Sub-Test 4: Language Elements

This sub-test consists of two parts.

- Part 1
- Part 2

This sub-test contains a total of 20 items. Each item has only one correct answer.

In the first part you will have a text with 10 words or phrases which are underlined. You have to decide if the words or phrases underlined are correct or not. If you think a word or phrase is not correct, you have to choose the correct word or phrase from two other possibilities. In the second part you will have a text with 10 words or phrases missing. You have to choose the correct word or phrase from a list of 15.



4 Language Elements (Part 1)

In the following text some of the underlined words or phrases in items 41 – 50 may be wrong. Decide if each word or phrase is correct a) or should be replaced by b) or c). Mark your answers on the answer sheet.

We're improving your LTCD Bank Account

Dear Customers

We are making some major changes to the way we charge for overdrafts. This includes reducing our interest rates, changing our fees and not charging customers for small or occasional **41** oversights – and we're the first major financial services organisation **42** doing this.

Although you do not have an overdraft with us at the moment, you will be reassured to know that should the unexpected **43** happen and you go overdrawn accidentally, we will not charge you. **44** We are specific:

There will be no fees for customers who have not been overdrawn without prior agreement in the **45** former six months.

There will be no fees for customers without an agreed overdraft who go overdrawn by £50 or less, **46** depending their account is not overdrawn for more than a total of 14 days in any one month.

These changes will **47** take effect on 29 November 2004. For further information regarding the changes and how they will affect you, please see the enclosed brochure.

Also enclosed are **48** details of amendments **49** done to our Personal Banking Terms and Conditions, which include the changes **50** on our overdraft pricing.

Yours sincerely

Tom Canning

Tom Canning
General Manager
Personal Banking

41. a) ✓
b) chances
c) wrongs

44. a) ✓
b) Being
c) To be

47. a) ✓
b) have
c) make

50. a) ✓
b) for
c) to

42. a) ✓
b) to do
c) which do

45. a) ✓
b) earlier
c) last

48. a) ✓
b) data
c) dates

43. a) ✓
b) happening
c) happens

46. a) ✓
b) either
c) providing

49. a) ✓
b) had
c) made

**4 Language Elements (Part 2)**

Read the following text and decide which of the words or phrases a – o is missing in items 51 – 60. Mark your answers on the answer sheet.

Employee Loyalty

Over the past few years, much has been made of the high **51** to companies of loyalty - the loyalty of customers, **52** and employees. The high priest of the loyalty cult is Frederick Reichheld, a director at Bain & Company, a consultancy firm, and author of "The Loyalty Effect," a 1996 best-seller which argued that creating loyalty makes good **53** sense. "Business loyalty," said Mr Reichheld, "was considered a contradiction in terms not so long ago." The wave of **54** in the early 1990s destroyed the loyalty of millions. "If you want loyalty" one bond **55** in Michael Lewis's famous book "Liar's Poker" says "then get a dog."

The economic benefits to employers of employee loyalty are real enough. They include lower **56** and training costs, the higher **57** of experienced workers, and the positive effect that such workers have on customers and future employees. In the present economic **58**, some companies are trying to hang on to these benefits at the same time as they cut their labour costs.

For example, the company Accenture has introduced a scheme called FlexLeave for its employees. This enables them to receive 20% of their salary, plus their employer-provided **59**, while they take leave for 6-12 months. In effect, the company keeps a hold on their services. When things get better, they will be **60** to return to their old familiar company. Accenture says the scheme, introduced in America in June, "was extremely well received." It is now being extended to Europe and Asia.

- | | | | | |
|--------------|---------------|--------------|-----------------|----------------|
| a) available | b) benefits | c) challenge | d) downsizing | e) downturn |
| f) economic | g) economical | h) personal | i) productivity | j) recruitment |
| k) staff | l) suppliers | m) trader | n) validity | o) value |

CERTIFICATE IN ENGLISH FOR BUSINESS PURPOSES

adVantage

S3 - CSEngB

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Prüfungsinstitution · Examination centre · Centro examinador · Centre d'examen · Centro d'esame · Examencenter · Centro de examinação · Экзаменационное учреждение

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Written Examination

Reading Comprehension

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Language Elements

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• Only for the Examiner •

Writing

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Oral Examination

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● Important Information:

If you want to take this oral examination as if it were a real examination in class, you should not read on or the mock examination will not be like a real examination. If you want to find out about the examination in general, then read the following pages.

Oral Examination

The oral examination has four parts, three of which are marked:

- **Part 0: Social Contacts (unmarked)**
- **Part 1: Description / Explanation**
- **Part 2: Discussion**
- **Part 3: Task**



Each oral examination normally takes place with two candidates. For each examination there are two examiners. In exceptional cases, e.g. when there is an odd number of candidates at your examination centre, you may be tested with two other candidates.

The oral examination is like a discussion between two people. The examiners are there to make sure the examination runs properly and to mark the candidates' performance. They say as little as possible. You and your partner should talk to each other in a normal way. Both candidates should take an active part in the conversation and listen to each other. You should help your partner if he or she has difficulties in the conversations. Your teacher can give you more information about the oral examination.

The oral examination will not take longer than 18 minutes with two candidates. Before the oral examination starts you will have twenty minutes to prepare for the conversations. You will get candidate sheets for the preparation which have information on the tasks you have to do. During the preparation you may not talk to your partner or other candidates.



Preparation

You will be given 20 minutes to prepare for the oral examination. You will be given information on Parts 2 and 3 to use in the preparation and the examination. You may make notes during the preparation which you can use during the examination but you should not read from these notes. You are not allowed to communicate with other candidates during the preparation time. A dictionary will be made available for preparation by the examination centre.

Part 0: Introduction: Social Contacts (approx. 1 minute)

In the first part of the examination you should talk to your partner in order to get to know each other a bit better. Depending on how well you know each other already, you can talk about your work, your interests and any other topics you wish. You will not be given any prompts. This part is not marked.

Part 1: Description/Explanation (approx. 3 minutes)

In this part of the examination you should give a short description or explanation of something to your partner. You should have prepared this before the examination and should bring any visual aids you may need with you. It will be on a topic you have chosen yourself from your field of work or studies or training. You must not read out what you have prepared. Your partner should not interrupt you. The description or explanation should last about two minutes and then your partner should ask you questions on the topic you have described or explained. Then you will listen to your partner's description or explanation and then ask your questions.

Part 2: Discussion (approx. 2 minutes)

In this part of the examination you and your partner will have a discussion on a topic concerned with work. You will be given prompts in the form of a text or statements on a topic to help you with the discussion and will be expected to give your own opinion on the topic concerned. Make sure you have a discussion in which you express your points of view, exchange arguments and respond to what your partner says.

You and your partner both have the same information on your sheets.

Part 3: Task (approx. 2 minutes)

In this part of the examination you will be given a task to carry out. This may be a consensus-finding or negotiating exercise, a role-play in which a problem has to be solved or an exchange of information. You may be asked to simulate a telephone conversation to complete the task. You will be given prompts to help you with the task and will be expected to provide the details yourself. Make sure you exchange information and opinions with your partner and respond to what your partner says.

You and your partner may both have the same or different information on your sheets.



Part 0: Introduction (1 minute per candidate)

Part 0: Introduction (Social Contacts)

Candidate A/B/C)

0

Introduce yourself to your partner if you do not already know each other. You can talk about your work, your interests and any other topics you wish. If you know each other, this part may be kept very short.

Only ask for information you do not already know.

Examiners' Sheet

MA 0

MB 0

MC 0

One copy of this page can be made for mock examination purposes only.



Part 1: Description/Explanation

Candidate A/B(/C)

1

You are expected to have prepared a description or an explanation before the examination. This can be of a product, a process, a company or a field of work, a publication or any other business-related topic. You may use your notes or visual aids during the examination but must not read out what you have prepared. Your entire description or explanation should not be longer than 2 minutes and you should answer your partner's questions afterwards.

While your partner is giving his/her description or explanation, listen and think of the questions you would like to ask. You may also make notes.

Examiners' Sheet

MA 1
MB 1
MC 1

One copy of this page can be made for mock examination purposes only.



Part 2: Discussion

Example 1

Candidate A/B/C)

2

Decide whether you agree or disagree with some of the following statements and then discuss the statements with your partner. You need not discuss all the statements. You may also add your own ideas on the subject. You may use your own company and work experience to help you.

Recruitment

- When looking for new staff, companies should choose married men with children and financial responsibilities.
- Women are not good employees as they may stop working because of marriage or children.
- People who have changed jobs a lot are useful because they have a lot of experience.
- If a company pays well, it will get good employees.
- People over 40 are usually very reliable workers.
- Appearance is very important for employees.
- It is important that employees are able to speak several languages.

Examiners' Sheet

MA 2
MB 2
MC 2

One copy of this page can be made for mock examination purposes only.



Part 2: Discussion

Example 2

Candidate A/B/C

2

Read the following text from a newspaper. Discuss the content of the text with your partner. Tell him/her your opinions, give reasons and personal examples to support your ideas. Talk about your own experience with the problems mentioned and possible solutions.

Japanese workers start claiming overtime

One of the most familiar and long-lasting images of Japan – that of the hard-working employee putting his company before his private life before eventually collapsing from *karoshi*, the unique Japanese word that means death from overwork – is finally being put in the dustbin.

Takefuji, the country's leading consumer finance company, has been forced to make a Y3.5bn (\$30m, €25.5m, £18m) settlement to around 5,200 workers for failing to pay them for overtime, the largest settlement by a Japanese company for such an offence.

Worker activism and employee rights in Japan remain undeveloped compared with Europe, but the settlement is a rare example of the importance of the company being challenged by a supposedly humble and obedient workforce.

A spokesman for Takefuji confirmed yesterday it had agreed to a Y3.5bn payment to around 5,000 employees. It is understood that Takefuji asked branches around Japan to limit male workers to 25 hours of overtime and female workers to six hours

to reduce legally required overtime payments. In reality employees often went over these limits. The case exploded after two Takefuji employees took the company to court and secured payments of about Y6m each for unpaid overtime. Further investigations revealed that the problem was company wide and that 5,200 employees had also been unpaid.

The payment could have disturbing consequences for the rest of corporate Japan, which has for many decades encouraged employees to put the greater good of the company before themselves – with no questions asked.

A reluctance to work enormous amounts of overtime was not just considered selfish, but almost un-Japanese. In reality many workers resented the demands and sacrifices that office life required but only rarely let frustrations show.

The payment by Takefuji adds weight to the growing body of evidence that after decades of abuse, Japanese workers are becoming more comfortable with expressing individual opinions with little regard for the consensus.

Examiners' Sheet

MA 2
MB 2
MC 2

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Part 3: Task

Example 1

Candidate A/B(/C)

3

A delegation of businessmen from the other side of the world is coming to attend a conference that your company is organising. What kind of local information do you think it would be important to send them in advance in order to make their stay in your area as easy as possible? Decide on your own ideas, then discuss your ideas with your colleague and try to reach a consensus on at least 4 points and some details concerning these.

Examiners' Sheet

MA 3

MB 3

MC 3

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Part 3: Task

Example 2 (for two candidates only)

Candidate A

3

You are the owner of a chain of retail stores selling electronic components. Last night there was a fire at one of your stores. You are talking to your employee, the manager of the store, **on the telephone** about the fire. Find out as much information as you can about the reasons for the fire, the damage caused and what is going to happen next. Your employee may also ask you questions. As the fire only happened yesterday, you may not be able to answer all the questions fully at the moment. Begin and end the telephone conversation in an appropriate way.

Examiners' Sheet

MA 3

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Part 3: Task (2 minutes per candidate)

Part 3: Task

Example 2 (for two candidates only)

Candidate B

3

You are the manager of one of a chain of retail stores selling electronic components. Last night there was a fire at your store. You are talking to your boss, the owner of the chain, **on the telephone** about the fire. Answer his/her questions, giving as much information as you can about the reasons for the fire, the damage caused and what is going to happen next. As the fire only happened yesterday, you may not be able to answer all the questions fully at the moment. You may also ask your boss questions. Begin and end the telephone conversation in an appropriate way.

Examiners' Sheet

MB 3

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