

3. Vocabulary

A Choose the best word to complete each sentence.

- 21 Bev is an excellent salesperson because she's very (persuasive / reserved).
- 22 The (product / customer) profile is a description of the type of person who we expect to use the product.
- 23 The fire at our distribution centre (disrupted / soured) our ability to fill customer orders.
- 24 One reason that the (brand / workforce) is so successful may be its world-famous logo.
- 25 Bob didn't want to leave the job, but he was satisfied with the generous (severance payment / remuneration) when he finally had to go.
- 26 You can't eliminate risk but you can (negligibly / significantly) reduce it in most cases.
- 27 The employees really respect Adrian because he's supportive, inspiring, and (irresponsible / considerate).
- 28 We're having cashflow problems because some of our (debtors / creditors) haven't paid the money they owe us.
- 29 The most successful customer service teams give (payments / refunds) to customers who are dissatisfied and want to return a product.
- 30 Roberts Logistics and Global Postal and Telecom have set up a (joint venture / takeover) to run a new business parcel courier and delivery service in northern Europe.

4. READING

A Read the two articles. Match each heading (a–j) with the correct section in the articles.

- a) No to make-up, yes to moisturiser and shaving
- b) Use an arrivals lounge
- c) Plan your schedule
- d) Pack efficiently
- e) Take the right technology
- f) Don't work on the plane
- g) Wear the right clothes
- h) Take time to readjust
- i) Fly business, drink water
- j) Keep fit

Business traveller: Long trips

A business trip of more than five days requires extra forethought and represents a bigger investment than a short stay. How do you ensure you don't come up short on your long trip?

.....³¹
Think through the time assigned to the trip and what you hope to achieve. Get out your diary and plan. Alongside meetings that are fixed, you may find time to set up networking meetings – for instance, a lunch to get to know overseas colleagues and contacts better.

.....³²
How often do you use various items? What is essential? "Many people now choose not to take laptops," says Ms Robertson. "They find, if they are at a conference for a week, a smartphone combined with the hotel business centre is enough." Use technology to stay in touch with the office, but resist the urge to micromanage.

.....³³
Investigate your destination for lighter eating choices and exercise options. Activity to offset a rich restaurant-food diet need not require a gym – a 30-minute walk in a suitable local park is enough.

.....³⁴
The hardened business traveller doesn't take anything that does not fit in an overhead locker, says Ms Robertson. If you are having meetings with different people and are prepared to use hotel laundry services, your outfits can do double or triple duty. If you run out of shirts or socks, you can always buy more.

.....³⁵
Finally, on your return, try not to go straight from the airport to the office; take time to reflect on the trip and what you learnt.

Meetings after flights

For many executives, the most difficult meeting is the one you turn up to straight from a long-haul flight. What is the best way to ensure you are at your best?

.....³⁶
If ever there was a time to try to fly business, travelling with a meeting scheduled for when you arrive is it. A flat bed won't give you the best sleep ever, but you will sleep. Drink plenty of water but only a little alcohol and try to eat a light meal.

.....³⁷
15 Personal branding consultant Louise Mowbray advises against travelling in what you will wear to the meeting.

“At the very least, pack a fresh shirt and travel in a T-shirt. A fresh shirt makes a huge difference to how you feel in the morning,” she says.

.....³⁸
25 Use the flight to relax – an extra hour of work is unlikely to transform a presentation, but an extra hour's sleep will change your mood. If you need to refresh your memory, print your notes to read in the cab on your way to the meeting.

.....³⁹
30 Women shouldn't put on cosmetics before they fly, as they will fall asleep in the dehydrating atmosphere of an aircraft with their make-up on. The

combination is dreadful for your skin. Men should shave in the morning if possible, and both sexes should apply moisturiser.

.....⁴⁰
40 A number of airports offer arrivals lounges, including Lufthansa's Welcome lounge at Frankfurt, British Airways' arrivals lounge at Heathrow and Hong Kong's pay-in arrivals lounge. You can shower and freshen up, so it pays to investigate facilities at your destination before you start your journey.



5. LANGUAGE

A In the article, there is one mistake in each sentence. Identify the wrong word(s) and write the correct word(s) in the gaps (41–50) below.

VW stuns markets with €1bn jump in profits

Volkswagen surprises markets last Thursday by more than doubling its second-quarter operating profit.⁴¹ The company also increased its cash reserves to a level described by one analyst as 'exception' high.⁴²

The German multi-brand carmaker said its operating profit in the second quarter had gone above by more than €1bn to almost €2bn.⁴³ The increase was causing by a 20 percent jump in revenues to €61.8bn.⁴⁴

10 The results were much better of analysts' forecasts.⁴⁵ Chief executive Martin Winterkorn said that first-half earnings was much higher than the

company expected.⁴⁶

15 The German carmaker will overtake its Japanese rival Toyota as the world's largest carmaker by 2018 if everything will go according to plan.⁴⁷ VW warned of a slowdown in growth in the second half of the year, but they are still very optimistic of profit.⁴⁸ VW's chief financial officer, Hans Dieter Pötsch, said that the company believes

sell revenue and operating profit will be significantly higher than last year's figures.⁴⁹

25 VW expects car sales rising partly because of strong growth in China.⁵⁰



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