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Bearing Information

- Q1 Try and be a little more cheerful because if you don't bear soon, you'll make everyone else miserable.
(a) through (b) along (c) up (d) to
- Q2 We were in a small rowing boat and were terrified that the steamer hadn't seen us as it was bearing on us.
(a) down (b) across (c) over (d) under
- Q3 I fully understand your comments and bearing those in, I have made the appropriate decision.
(a) brain (b) mind (c) thought (d) sense
- Q4 As we have all worked very hard this year, I'm hoping that our efforts will bear
(a) produce (b) benefits (c) yields (d) fruit
- Q5 We all have our to bear so I should be grateful if you would stop complaining all the time.
(a) problems (b) situations (c) crosses (d) results
- Q6 There is really nothing much you can do to stop it and I'm afraid you'll just have to and bear it.
(a) scorn (b) grin (c) laugh (d) smile
- Q7 I hope you can be patient for a little longer and bear me while I try and solve the problem.
(a) by (b) on (c) at (d) with
- Q8 She has been proved right in everything she did as the report quite clearly bears
(a) out (b) to (c) for (d) onto
- Q9 The judge dismissed the new evidence completely because it had no bearing the trial.
(a) to (b) on (c) into (d) by
- Q10 Quite honestly the two cases are so completely different that they really don't bear
(a) confirmation (b) contrast (c) comprehension (d) comparison

Cinemas

- Q1 Her latest film its object in a very short space of time, which was to shock.
(a) acquired (b) got (c) attained (d) controlled
- Q2 The critics to praise the work of this director whatever films he makes.
(a) run (b) continue (c) persist (d) insist
- Q3 The film was the first to show conditions in which poor people lived and as such was to future directors.
(a) influence (b) hold (c) infect (d) show
- Q4 The only reason for them going to the cinema on that day was to find some form of
(a) internment (b) involvement (c) engrossment (d) entertainment
- Q5 The director's intention in making the film was to try and simplicity as seen by a child.
(a) report (b) reprehend (c) represent (d) comprehend
- Q6 The fans outside the cinema on the first showing of the film were unwilling to until all the stars had gone home.
(a) dispose (b) displace (c) discover (d) disperse
- Q7 The delay in the film to the general public was because certain scenes were considered tasteless.
(a) replacing (b) repeating (c) releasing (d) reporting
- Q8 The theme of the second film is quite simply a of the first.
(a) construction (b) continuation (c) continuum (d) continuing
- Q9 In the making of the film the direction is quite from the financing of the project.
(a) separate (b) separation (c) separately (d) separates
- Q10 Very often someone will give a of a film and when you see it for yourself, it's quite different.
(a) describing (b) describes (c) described (d) description

Cliches

- Q1 She's got the kind of job that seems to keep her occupied all the time — 24-.....
(a) 4 (b) 5 (c) 6 (d) 7
- Q2, I couldn't agree with you more.
(a) Totally (b) Clearly (c) Finally (d) Absolutely
- Q3 I really think we should talk about the subject we wanted to in the first place and the issue.
(a) advise (b) speak (c) address (d) talk
- Q4 It's difficult to say exactly how many people are involved but I would say 50.
(a) around (b) across (c) through (d) into
- Q5 It was one of those sights that you never forget it was
- (a) fine (b) awesome (c) interesting (d) clear
- Q6 We don't know precisely how much it will cost but I could give a figure of 6 million dollars.
(a) ball field (b) ball place (c) ball park (d) ball game
- Q7 I agree with what you say, but ...
(a) wholly (b) basically (c) quickly (d) simply
- Q8 You fill in those forms on a weekly
- (a) stand (b) base (c) size (d) basis
- Q9 I hope you will be patient and with me a minute.
(a) stay (b) hold (c) bear (d) maintain
- Q10 It's difficult to see how to get out of this situation because we're between a rock and a place.
(a) difficult (b) hard (c) soft (d) firm

Mistaken Identity

- Q1 Interviewer: Perhaps you could start by telling us why you've
- (a) obtained for this job (b) applied for this job
(c) intended for this job (d) asked for this job
- Q2 Candidate: I think the main reason is because I like working in
- (a) the free air (b) the clear air (c) the pure air (d) the open air
- Q3 Interviewer: You mean you like the idea of an office with
- (a) air control (b) air management (c) air conditioning (d) air condition
- Q4 Candidate: I'm sorry I don't understand what you're
- (a) in about (b) on about (c) for about (d) off about
- Q5 Interviewer: I should have thought this was
- (a) clear obvious (b) mostly obvious (c) pretty obvious (d) mainly obvious
- Q6 Candidate: Not to me,
- (a) it isn't (b) it can't be (c) it won't be (d) it will be
- Q7 Interviewer: I think there must be a mistake, I
- (a) put it you're Mr Johnson (b) take it you're Mr Johnson
(c) place it you're Mr Johnson (d) try it you're Mr Johnson
- Q8 Candidate: I'm Mr Jensen. I'm afraid it's a case of
- (a) mistaken personality (b) mistaken character
(c) mistaken person (d) mistaken identity
- Q9 Interviewer: So you're not after the job of guardian,
- (a) I presume (b) I pretend (c) I prefer (d) I preview
- Q10 Candidate: No, sorry as I said I like working outside, I want to be a gardener,
- (a) if you don't care (b) if you don't agree (c) if you don't mind (d) if you don't see

Speaking: At the Station

- Q1 The train now at the platform 6 is the 10.45 for London.
(a) sitting (b) standing (c) waiting (d) remaining
- Q2 Unfortunately it is now 11 o'clock and so there is a of 15 minutes already.
(a) waiting (b) lateness (c) space (d) delay
- Q3 The train at platform 14 cannot leave because there is a power on that particular line...
(a) failure (b) miss (c) failing (d) missing
- Q4 The train for London at platform 6 is still there and is not to leave for at least 20 minutes.
(a) intended (b) expected (c) proposed (d) awaited
- Q5 The small cafe situated near platform 6 is now free cups of tea to those waiting for the London train.
(a) discharging (b) dispensing (c) offering (d) disposing
- Q6 Severe storms last night together with heavy rainfall means that some of the lines of the station are now
(a) waterlogged (b) waterproof (c) water soaked (d) waterfall
- Q7 We thought for a moment that the 10.45 for London might be about to catch fire but it was a alarm.
(a) wrong (b) false (c) difficult (d) general
- Q8 This is a general notice for all passengers: the restaurant in the main is now open.
(a) concord (b) conduit (c) concourse (d) condition
- Q9 There was in fact a small fire in the train on platform 6 but we're glad to tell you that the flames have been
(a) distinguished (b) dampened (c) saturated (d) extinguished
- Q10 We regret to announce that the 10.45 for London is now out of service because the driver is having a nervous
(a) breakdown (b) low down (c) breakout (d) low break

Speaking: At the Supermarket

- Q1 Will the driver of the blue Ford Fiesta XYZ 343 please their car.
(a) send (b) move (c) take (d) tow
- Q2 The reason for this is that the Fiesta is our delivery lorry from leaving the premises.
(a) holding (b) keeping (c) preventing (d) promoting
- Q3 We ask the of this vehicle to go back to their car as soon as possible and park their car in another space.
(a) possessor (b) possessing (c) ownership (d) owner
- Q4 This is a customer We have a special offer at the moment on bananas.
(a) audition (b) announcement (c) statement (d) prediction
- Q5 For the next hour it will be possible to buy just one of bananas and get one more free.
(a) bunch (b) branch (c) hand (d) group
- Q6 Further to our for the Ford Fiesta to be reparked, this matter is now very urgent. Our lorry cannot get out.
(a) saying (b) asking (c) request (d) question
- Q7 We have to inform our customers that the store will be closing in half an hour's
(a) o'clock (b) time (c) hour (d) duration
- Q8 We would like to our customers that over the Christmas period we will be closing an hour earlier than usual.
(a) remember (b) retake (c) repeat (d) remind
- Q9 There are now only ten minutes remaining for you to make your and go to the checkout.
(a) purchases (b) buying (c) sales (d) selling
- Q10 A final for the driver of the Ford Fiesta: there is no need now to repark as our delivery lorry has done that for you!
(a) note (b) message (c) saying (d) hint

Speaking: At the Theatre

- Q1 Ladies and gentlemen, I want to thank you for your of our performance.
(a) appearance (b) appreciation (c) appeasement (d) apparition
- Q2 We have done this play many times in different towns but your has been the greatest so far.
(a) appointment (b) application (c) apposition (d) applause
- Q3 We will always remember the way you stood up and at some of the speeches in the play.
(a) clapped (b) clopped (c) clipped (d) clammed
- Q4 Our leading actor is unable to come on the stage at the moment because he is with emotion.
(a) overtaken (b) overdrawn (c) overcome (d) overturned
- Q5 Don't worry I'm sure it's only and that he'll soon recover before the next performance.
(a) temperate (b) temporary (c) contemporary (d) temporarily
- Q6 That is the reason why I am standing here and making this short
- (a) speak (b) speaking (c) spoke (d) speech
- Q7 The leading lady is also absent from our stage and you can probably hear her her heart out as I speak.
(a) sobbing (b) soaking (c) spitting (d) calling
- Q8 I think that the main for all this emotion is probably the way you have reacted to the play.
(a) ratio (b) reason (c) ration (d) rate
- Q9 You see throughout our season we have never received so much laughter as we have from you.
(a) currant (b) curious (c) current (d) curtain
- Q10 The reason for this is possibly that you thought it was a but in fact it is a tragedy.
(a) comic (b) comedy (c) comedian (d) comely

Speaking: The Broadcast

- Q1 Welcome to Radio News and now over to our who's covering the procession this morning.
(a) reviewer (b) reporter (c) announcer (d) introducer
- Q2 Hi listeners, I should explain that I have a eye view of this magnificent sight as the parade passes underneath me.
(a) cat's (b) dog's (c) bird's (d) rat's
- Q3 To tell you the truth I shouldn't be up here on top of this large statue of Field Marshal Smith.
(a) caught (b) catching (c) cornered (d) perched
- Q4 There is a long line of soldiers on horseback marching to the sound of a band.
(a) copper (b) brass (c) zinc (d) aluminium
- Q5 It really is quite uncomfortable up here and there's a policeman at me, which I don't like.
(a) spying (b) guiding (c) staring (d) starring
- Q6 After the soldiers I can see a group of circus who are jumping and dancing as they go.
(a) members (b) doers (c) actors (d) performers
- Q7 Next I can see some pensioners slowly moving along the road and some can't walk and are in
(a) highchairs (b) low chairs (c) wheelchairs (d) pushchairs
- Q8 That policeman is getting out his and walking near the statue I'm sitting on.
(a) notebook (b) exercise book (c) storybook (d) copybook
- Q9 It has started to rain and I shall get to the skin if I stay much longer up here.
(a) sunk (b) suited (c) stuck (d) soaked
- Q10 Oh dear, listeners, I shall have to return you to the studio because the policeman says he is going to me.
(a) seize (b) arrest (c) grasp (d) hold

What comes next (the bill)

- Q1 This is most embarrassing. I can't pay the bill for my meal. I'm afraid
- (a) I've forgotten my wallet at home (b) I've left my wallet at home
(c) I've abandoned my wallet at home (d) I've quit my wallet at home
- Q2 I would be most obliged if you
- (a) let me to pay later (b) permit me pay later
(c) allow me to pay later (d) grant me to pay later
- Q3 The other thing I could do is
- (a) leave my watch as a present (b) leave my watch as a token
(c) leave my watch as a gift (d) leave my watch as a deposit
- Q4 I can see by the expression on your face
- (a) you don't really like the thought (b) you don't really like the concept
(c) you don't really like the idea (d) you don't really like the belief
- Q5 I could phone someone to
- (a) take me the money (b) bring me the money (c) carry me the money (d) gain me the money
- Q6 I see. So what you are saying is
- (a) I'm holding up your trade (b) I'm holding off your trade
(c) I'm holding on your trade (d) I'm holding in your trade
- Q7 Well, I did say I was sorry and I think
- (a) you're being very indistinct (b) you're being very unclear
(c) you're being very unfavourable (d) you're being very unreasonable
- Q8 You say you have no choice but to
- (a) collect the manager (b) call the manager (c) deliver the manager (d) present the manager
- Q9 That sounds a good idea. I'm sure he'll
- (a) symbolise (b) energise (c) sympathise (d) eulogise
- Q10 All right, all right Mr manager. Just as you say,
- (a) of course I'll wash the dishes in the kitchen (b) inevitably I'll wash the dishes in the kitchen
(c) understandably I'll wash the dishes in the kitchen (d) indubitably I'll wash the dishes in the kitchen

Accounts

- Q1 In order to check all the telephone calls made during the month I want the account to be
- (a) detailed (b) particular (c) specialized (d) itemized
- Q2 All the representatives are allowed to spend money for entertaining with their account.
- (a) expensive (b) expending (c) expense (d) expenses
- Q3 To spread the cost of spending on articles you buy many big departments let you open a
- (a) credible (b) credit (c) credited (d) credulous
- Q4 Once you are earning money and you want to keep it safe, you can always an account with a bank.
- (a) open (b) start (c) begin (d) commence
- Q5 At the end of thirty days the company will ask you to the account.
- (a) arrange (b) finish (c) end (d) settle
- Q6 The finance director is responsible for the accounts for the business.
- (a) holding (b) keeping (c) taking (d) finding
- Q7 At the end of the financial year it is the responsibility of the chief finance officer to the accounts.
- (a) print (b) edit (c) publish (d) direct
- Q8 Before they got married, they decided to open a account.
- (a) united (b) joint (c) unified (d) combined
- Q9 If you have saved some money, it is a good idea to put the money into a account.
- (a) heap (b) pile (c) lump (d) deposit
- Q10 However hard I try, I find it impossible to account this missing sum of money.
- (a) with (b) to (c) for (d) by

Advertising

- Q1 In order to make a sensible among the different vacuum cleaners available, it is important to do some research.
(a) comparing (b) comparison (c) compares (d) comparative
- Q2 The local department store has to make a sustained effort at this time of the year to customer demand for summer clothing.
(a) satisfy (b) satisfaction (c) satisfies (d) satisfying
- Q3 A good team leader must be able to his colleagues to face the challenge of a downturn in business.
(a) inspiring (b) inspiration (c) inspires (d) inspire
- Q4 The trend in children's desire to wear designer label clothes should be exploited.
(a) currant (b) current (c) occuring (d) occured
- Q5 You have to the public that it is in their own interest to read the instructions on all our medicines.
(a) convict (b) conviction (c) convince (d) convincing
- Q6 In order to survive in this business you must adopt a stance.
(a) competition (b) competing (c) competitor (d) competitive
- Q7 The of alcohol is not allowed in any of the company's premises in order to present a clean image.
(a) consumer (b) consumption (c) consuming (d) consumes
- Q8 When you are setting out to new customers in an advertisement, choose the right words.
(a) attraction (b) attractive (c) attract (d) attracts
- Q9 The really effective television commercial is the one that you of its authenticity.
(a) persuades (b) persuasion (c) persuasive (d) persuading
- Q10 I can strongly recommend this as the best available on the market today.
(a) producer (b) product (c) production (d) produce

Agreements

- Q1 The contract was signed by the three partners who thus agreed to by terms and conditions contained in it.
(a) follow (b) adhere (c) abide (d) stick
- Q2 There was nothing in the contract that who would be responsible in the event that one of the partners became seriously ill.
(a) pointed (b) specified (c) printed (d) developed
- Q3 An independent adviser was called in after the collapse of the company to some of the issues that were not clear.
(a) result (b) retake (c) restrain (d) resolve
- Q4 One of the mentioned in the original agreement has decided that she does not want to continue with the profit-sharing scheme.
(a) partakers (b) participants (c) particles (d) parties
- Q5 In view of the serious problems associated with the takeover the newspaper company has decided to its offer of financial help.
(a) throw (b) reject (c) cancel (d) deter
- Q6 The main problem was that the newly formed organisation was not attracting enough work and so they decided to the services of a public relations expert.
(a) call (b) engage (c) enter (d) register
- Q7 That company has been in business for over 100 years and in fact was in 1899.
(a) grounded (b) established (c) found (d) invented
- Q8 After the complaint had been received from the customer about poor service, she was given a written that the matter would be put right.
(a) paper (b) insurance (c) assurance (d) conviction
- Q9 They were very careful to make sure in the original agreement that would be made to pay for staff redundancies.
(a) foresight (b) forecast (c) providing (d) provision
- Q10 We decided to employ a solicitor who would be able to the extent of our liability in this matter.
(a) decipher (b) decide (c) defer (d) determine

Applying for that Job

- Q1 I would be very interested in for that job.
(a) entering (b) working (c) applying (d) writing
- Q2 Do you want to as a candidate in the local elections?
(a) stand (b) sit (c) go (d) try
- Q3 They are completely up with all the noise in the centre of town.
(a) tired (b) fed (c) sick (d) ill
- Q4 The reason there are no buses is because the drivers are on
(a) hit (b) stop (c) strike (d) leave
- Q5 The government has changed its policy and had a complete change of
(a) view (b) opinion (c) mind (d) heart
- Q6 This supermarket is trying to young shoppers by offering fashionable clothes.
(a) target (b) persuade (c) encourage (d) trap
- Q7 You should have those shares when they were cheap.
(a) taken out (b) sold off (c) bought up (d) taken over
- Q8 You must try and hurry up because my patience is out.
(a) running (b) racing (c) pacing (d) turning
- Q9 Have you ever tried your at running a business?
(a) arm (b) finger (c) hand (d) leg
- Q10 After all these years she has decided to take early
(a) leave (b) finishing (c) departure (d) retirement

Are You in Debt?

- Q1 Going on a spending with your credit card and no concern about how you pay back the money you borrow, is a growing habit these days.
(a) burst (b) spree (c) flight (d) day
- Q2 There is a popular demand for the system that allows credit companies to offer unlimited credit to young people to be
(a) overhauled (b) overseen (c) overlooked (d) overtaken
- Q3 It has been by a government agency that the percentage of under 25 year olds owing large sums to companies is on the increase.
(a) distinguished (b) deciphered (c) dissolved (d) disclosed
- Q4 One director of a major credit company has already been forced to because of the bad publicity his company has attracted.
(a) step over (b) step through (c) step down (d) step out
- Q5 One solution that has been suggested to control credit is to the regulations to make it more difficult to get credit in the first place.
(a) step under (b) step up (c) step by (d) step across
- Q6 The main problem is that a debt has developed recently believing that it is cool to owe large sums of money.
(a) cultivation (b) cult (c) cultivate (d) culture
- Q7 Recent reports have that being in debt is not now looked upon as a disgrace but rather as an attractive way of life.
(a) revealed (b) restored (c) replied (d) responded
- Q8 In reality it's a very long to get from owing to paying off all your debts.
(a) hail (b) halt (c) haul (d) help
- Q9 There are frequently in the family home between parents and children about whether you should enter into credit agreements.
(a) collisions (b) clashes (c) claims (d) crashes
- Q10 What concerns people most are the mounting among governments that it will take at least a generation for us to be rid of excessive debt.
(a) frights (b) fearful (c) fears (d) afraid

At the Computer

- Q1 Without the right software I'm afraid you can't that particular program.
(a) reach (b) access (c) obtain (d) find
- Q2 The aim of the office manager is to enough room on the building plans so that each employee can have space for a personal computer.
(a) arrange (b) accord (c) allocate (d) organize
- Q3 Remember that before you leave your workstation, always your computer.
(a) shut out (b) shut up (c) shut in (d) shut down
- Q4 It's quite easy if you want to find folders and files on the computer, all you do is click here and it immediately starts
(a) seeking (b) searching (c) looking (d) checking
- Q5 I have tried and tried again and again and no matter what I do it still shows "error" — I just can't what's wrong.
(a) look out (b) check out (c) figure out (d) bring out
- Q6 I spent hours writing that report and checking all the information was correct and then without thinking I pressed the button.
(a) 'destroy' (b) 'delete' (c) 'deface' (d) 'deny'
- Q7 It's a really clever piece of software because it enables you to on your screen all the information in columns.
(a) illustrate (b) depict (c) display (d) delineate
- Q8 Unfortunately this program is not with the operating system on my computer.
(a) amicable (b) compatible (c) adaptable (d) amenable
- Q9 When you see that particular symbol on the screen, you have to take that as a that something is wrong.
(a) indicating (b) checking (c) briefing (d) warning
- Q10 With this program you can always check your spelling and grammar and if you don't want to accept what it shows, you simply press
(a) 'ignore' (b) 'quit' (c) 'leave' (d) 'forget'

At the Office (1)

- Q1 Concern was expressed by the office manager that the company would buy an financial package.
(a) agreeable (b) affordable (c) absolute (d) actual
- Q2 The main of stationery for the office suddenly announced there would be an overall increase in their prices.
(a) provision (b) producer (c) provisional (d) provider
- Q3 The chief administrative officer disliked lack of attention to detail and insisted that such mistakes should never
(a) recur (b) repeat (c) retake (d) refer
- Q4 Once again the company has had to make a in the number of office staff to try and recoup their losses.
(a) reducing (b) reduction (c) reduce (d) reduces
- Q5 The of zip discs in the office is running dangerously low.
(a) share (b) state (c) stock (d) selection
- Q6 If the managers want to stay employed, they will have to learn how to stay on of their jobs.
(a) summit (b) top (c) head (d) line
- Q7 It's not worth paying for an annual service when you can simply call the supplier on an as-..... basis.
(a) needed (b) noted (c) called (d) told
- Q8 The new office manager will be in of all the IT requirements that the company uses.
(a) use (b) mind (c) case (d) charge
- Q9 Currently there is a shortage of clerical staff but it is hoped that by the end of the year they will be up to full
(a) capability (b) capacity (c) control (d) capable
- Q10 Staff are always encouraged to work by themselves and whenever they meet a problem, they should use their own
(a) initiative (b) interest (c) involvement (d) initial

At the Office (2)

- Q1 On her retirement she was given a substantial cheque in of all the work she had done over the last 20 years.
(a) respect (b) thought (c) appreciation (d) belief
- Q2 Having attended the office procedures course all employees were expected to what they had learned and introduce it into their daily routine.
(a) reinforce (b) respond (c) react (d) resource
- Q3 Visiting clients had commented on the casual dress of most of the clerical staff.
(a) manner (b) method (c) feature (d) code
- Q4 The of staff doing physical exercises before the start of the day is well established in Japanese companies.
(a) practical (b) practicality (c) practice (d) practically
- Q5 There is a lengthy procedure used in this office for staff who have produced shoddy work and it begins with a warning.
(a) wordy (b) verbal (c) worded (d) verbose
- Q6 There was no fixed agenda for that particular day as it was to be regarded simply as a meeting.
(a) possible (b) probable (c) unplanned (d) casual
- Q7 At the interview all the candidates were shown round the building but could only really catch a of the sort of work being carried out.
(a) look (b) view (c) glimpse (d) picture
- Q8 They really need to keep a check on the stationery supplies as they've run A4 paper once again.
(a) in to (b) up for (c) out of (d) up to
- Q9 Managers prefer to select people who have been to many different types of office environments.
(a) devoted (b) exposed (c) opened (d) experienced
- Q10 A troubleshooter was brought into the office from another firm to get rid of some very procedures.
(a) outdated (b) completed (c) finished (d) ended

At the Shops

- Q1 We got there early so that we could get the best in the sale before anyone else.
(a) objects (b) products (c) bargains (d) offerings
- Q2 If you with me, I'll go and see whether we have that in your size.
(a) hold (b) stay (c) bear (d) wait
- Q3 The trouble with these huge superstores is that they don't have enough to deal with customers at busy times.
(a) barriers (b) sales points (c) exits (d) checkouts
- Q4 It started off as a small street corner shop over 30 years ago but it has now into a massive department store.
(a) expanded (b) extended (c) explored (d) enlarged
- Q5 Take a good look at the receipt when you leave so that you can see that all the have been listed.
(a) proceeds (b) items (c) products (d) produce
- Q6 Whenever I go to the old part of a city, I like to all the shops selling antiques.
(a) examine (b) search (c) check (d) explore
- Q7 Are you aware of the latest in children's clothing?
(a) tendency (b) trend (c) custom (d) habit
- Q8 They're quite in their policy of not giving refunds without a receipt in this store.
(a) severe (b) strong (c) strict (d) hard
- Q9 They have a restriction in the shop with regard to the number of items of clothing that you can try on at one time.
(a) legal (b) reasonable (c) required (d) mandatory
- Q10 The extent of the available in this one store is more than you can possibly imagine.
(a) merchandise (b) objects (c) produce (d) articles

Business

- Q1 I was pleased to receive your response to my proposal but there are one or two points that need
- (a) notification (b) certification (c) clarification (d) signification
- Q2 A report has just been that gives details of the causes of this trend towards informality in the business sector.
- (a) published (b) directed (c) opened (d) held
- Q3 According to the in the report it is clear that employees under the age of 35 prefer to dress casually at work.
- (a) seeking (b) searching (c) findings (d) probing
- Q4 Thirty years ago this kind of informality would not have been
- (a) withheld (b) endured (c) suffered (d) tolerated
- Q5 All employees are kindly requested to from smoking in the presence of customers.
- (a) stop (b) restrain (c) refrain (d) restrict
- Q6 The meeting went on for three hours and as a result there was no time left to discuss all the topics on the
- (a) list (b) index (c) contents (d) agenda
- Q7 There's really no point in hoping to add important topics right at the end of the meeting under the heading of any other
- (a) business (b) work (c) activity (d) tasks
- Q8 The chairman was obliged to bring the meeting to a because a fire broke out in the adjoining room.
- (a) cessation (b) standstill (c) stopping (d) halt
- Q9 It is absolutely essential that the clerk takes care to any decisions that have been reached during the meeting.
- (a) time (b) minute (c) detail (d) measure
- Q10 As so few members had turned up at the meeting, it was decided to it until further notice.
- (a) delay (b) wait (c) postpone (d) hold

Business Expressions (1)

- Q1 I heard of a new company today with which we should co-operate and business with.
(a) make (b) create (c) have (d) do
- Q2 Shortly after he was dismissed from the firm he decided to himself up in his own business.
(a) put (b) set (c) place (d) hold
- Q3 They went business shortly after their children had left home and got married.
(a) out (b) in (c) into (d) on
- Q4 As soon as they heard what had happened, they it their business to find out the truth.
(a) made (b) tried (c) managed (d) called
- Q5 I would ask you kindly not to interfere with what I'm doing as in all honesty it's of your business.
(a) no (b) nothing (c) none (d) nor
- Q6 Despite all the alterations that are taking place in the department store, the management wanted to explain it was business as
(a) common (b) practical (c) frequent (d) usual
- Q7 She knew that there was some kind of business going on because strange things were happening.
(a) weird (b) unusual (c) funny (d) stupid
- Q8 We really can't delay any more with our plans and must down to business as soon as possible.
(a) set (b) get (c) cut (d) find
- Q9 When the bomb went off, most of the injured were just ordinary people going their business.
(a) about (b) along (c) across (d) through
- Q10 Although they had high hopes that they would be successful, they out of business within six months.
(a) turned (b) came (c) went (d) fell

Business Expressions (2)

- Q1 I've warned you before that you shouldn't get involved in this matter and you have business discussing it.
(a) some (b) little (c) no (d) not
- Q2 That's really not my concern at all and I'm certainly not the business of telling others what to do.
(a) in (b) out (c) of (d) by
- Q3 She was very enthusiastic about her new job and was making rapid progress nobody's business.
(a) as (b) with (c) similar (d) like
- Q4 I really wouldn't joke about it because these people are deadly serious and business.
(a) signify (b) mean (c) require (d) need
- Q5 He didn't hesitate to tell me that I wasn't wanted and just told me to my own business.
(a) concern (b) look after (c) tend to (d) mind
- Q6 I'm afraid it won't be possible to talk to the boss today because he's away business till Tuesday.
(a) off (b) on (c) for (d) to
- Q7 He was very keen that we kept in touch and for that reason he handed me his business
(a) ticket (b) paper (c) card (d) notice
- Q8 This is the really important part of the machine and that's why we call it the business
(a) centre (b) end (c) area (d) point
- Q9 The whole site has nothing but offices and administration centres and that's why we call it a business
(a) place (b) situation (c) field (d) park
- Q10 All the famous film stars, actors, directors and writers were at the festival representing the world of business.
(a) play (b) drama (c) show (d) performance

Code of Practice

- Q1 The company had its own code of in these matters.
(a) behaviour (b) practice (c) dealing (d) attitude
- Q2 This is a example of what not to do.
(a) critical (b) pure (c) simple (d) prime
- Q3 Plans have already been drawn to deal with such situations.
(a) over (b) through (c) up (d) into
- Q4 Thousands of are already signing up for this new telephone service.
(a) individuals (b) subscribers (c) applicants (d) interviewees
- Q5 Job losses are mainly in the sectors of the industry.
(a) blue-collar (b) red-collar (c) stiff-collar (d) high-collar
- Q6 The circular will contain financial information to help investors.
(a) key (b) obvious (c) intelligent (d) noted
- Q7 The report is to show better than expected results.
(a) necessary (b) possibly (c) clearly (d) likely
- Q8 So many of these animals have been shot over the years that they are now classed as species.
(a) dangerous (b) endangered (c) unwanted (d) limited
- Q9 Some people are to learn a foreign language.
(a) unaccustomed (b) shy (c) reluctant (d) inhibited
- Q10 It was a big for her to give up her acting career to look after her family.
(a) trial (b) sacrifice (c) endeavour (d) test

Computers

- Q1 My computer is not capable of saving material on a separate because it has no floppy drive.
(a) space (b) compact (c) disc (d) place
- Q2 I understand that I can make it possible for both my computers to share the same programs by means of
(a) joining (b) connecting (c) linking (d) networking
- Q3 I had only had my computer for three weeks when I had to have the hard drive
(a) replaced (b) restored (c) retaken (d) revived
- Q4 Laptop computers are becoming more and more in the business world.
(a) famous (b) popular (c) sought (d) wished
- Q5 You have to have a really mind in order to get your head round some of today's computing technology.
(a) acute (b) cut (c) razor (d) sharp
- Q6 The great advantage of having an external zip drive is that you can use it as an extra means of
(a) hoarding (b) keeping (c) holding (d) storage
- Q7 They tried very hard to install the new components on the computer but the language in the manual was too for them to understand.
(a) technical (b) technique (c) technician (d) technically
- Q8 When you look at the modern office today you could compare the changes with those that took place in the industrial in the 19th century.
(a) revolt (b) revolution (c) revolting (d) revolving
- Q9 In order to the method by which staff pay is calculated the company has bought a new software package.
(a) facile (b) facility (c) factual (d) facilitate
- Q10 Obviously a computer can take all the hard work out of a large mass of data.
(a) proceeding (b) procedure (c) processing (d) processes

Credit Card Holders

- Q1 The stock market has hit new this year.
(a) lows (b) bottoms (c) depths (d) ends
- Q2 The government has decided to hold an into the latest financial scandal.
(a) examination (b) enquiry (c) evaluation (d) interpretation
- Q3 The animal rights organisation has a new campaign to make people aware of cruelty to animals.
(a) launched (b) pursued (c) offered (d) ejected
- Q4 I was totally of the increased taxes.
(a) unknowing (b) unclear (c) incredulous (d) unaware
- Q5 The price of petrol has again.
(a) raised (b) risen (c) escalated (d) ascended
- Q6 The ordinary person is again being asked to to pay for dental treatment.
(a) stump up (b) throw up (c) cheer up (d) bring up
- Q7 This car is intended for the market only.
(a) internal (b) external (c) export (d) outside
- Q8 Credit card holders struggle very hard to the amount they owe.
(a) reduce (b) deduct (c) curtail (d) shorten
- Q9 This charity was set up to money for the poor.
(a) collect (b) gather (c) assemble (d) convene
- Q10 Everything all right in the end.
(a) happened (b) occurred (c) turned up (d) turned out

Employment and Training

- Q1 We're paying for a stand at the new industrial exhibition with a view to interest among potential employees in our company.
(a) generalizing (b) generating (c) germinating (d) gesticulating
- Q2 For the first three months of your employment with the firm you will be under the care of a
(a) minor (b) monitor (c) mender (d) mentor
- Q3 Although she was very tempted to accept the job she was offered, she had to the offer because the salary would have been insufficient.
(a) return (b) reject (c) refuse (d) repeat
- Q4 A university education is of course important but it is essential that all employees undergo a period of intensive
(a) preparation (b) concentration (c) training (d) learning
- Q5 A newsletter is sent out every ten days to all the staff so that they receive a regular on recent appointments.
(a) update (b) dating (c) dates (d) dated
- Q6 Part of the ongoing training is to ensure that a regular time and place are for department heads to meet their staff.
(a) placed by (b) put on (c) set up (d) set off
- Q7 The head of department acknowledged that the of the section was largely due to high quality support staff.
(a) success (b) progress (c) business (d) future
- Q8 The pace of change in that industry is so fast that staff find it hard to the latest developments.
(a) hold on to (b) keep on to (c) hold up with (d) keep up with
- Q9 It is the policy of the company to all interviews for new recruits with a member of the trade union present.
(a) control (b) conduct (c) convene (d) confirm
- Q10 In view of the excessive workload you have at the moment I won't expect you to keep during the next few days.
(a) on line (b) on road (c) on track (d) on path

Finance

- Q1 It's a gamble at the moment whether the company will make profit in its second year but that nevertheless is the aim.
(a) wanted (b) wished (c) desired (d) needed
- Q2 Each year the Chancellor of the Exchequer stands up in the House of Commons and gives a of what is seen as the economic outlook for the country.
(a) forecast (b) foretell (c) foresee (d) forego
- Q3 I think that your financial optimism is not really justified and you should adopt a more attitude.
(a) really (b) realize (c) reality (d) realistic
- Q4 If you want to increase sales of a particular product, you must be sure that you are the right customers.
(a) aiming (b) directing (c) targeting (d) guiding
- Q5 The idea caught on very quickly and people were queuing up to buy the goods so that year the company's investment substantial profits.
(a) confirmed (b) yielded (c) harvested (d) maintained
- Q6 it has not been a bad year as our costs are well down on last year's.
(a) Overall (b) Largely (c) Mainly (d) Quite
- Q7 Managers complained bitterly at the Annual General Meeting that of production had dropped to an all time low.
(a) signs (b) indications (c) types (d) levels
- Q8 You have to accept that this kind of expenditure is quite in an enterprise of this kind.
(a) general (b) typical (c) formal (d) correct
- Q9 The figures that have just been published by the company's accountants will give management some kind of on how sales are going.
(a) prospective (b) perception (c) perusal (d) perspective
- Q10 Whenever a member of staff makes a claim for travel expenses, they have to provide a account of their journeys.
(a) detailed (b) dedicated (c) descriptive (d) described

Finance (1)

- Q1 The one big fear of all world economies is that of
- (a) regression (b) repression (c) recession (d) receding
- Q2 You are never too young to start some money in a savings account.
- (a) inputting (b) interesting (c) infusing (d) investing
- Q3 If ever you find you have an unexpected expense, you can always some money from your savings.
- (a) extract (b) exit (c) withhold (d) withdraw
- Q4 At certain times of the year your shares will a good profit but you must also be prepared for them to go down in value.
- (a) yield (b) take up (c) increase (d) throw up
- Q5 You can the cost of insuring your car if you keep it in a garage.
- (a) refine (b) drop (c) cut (d) slice
- Q6 We got a very good when we bought that three piece suite for half its usual price.
- (a) deal (b) dealing (c) dealer (d) dealt
- Q7 Now that the summer has started, big department stores are hoping that sales of holiday items will
- (a) take on (b) take up (c) take off (d) take to
- Q8 The two companies have decided to because they believe that their combined resources will produce greater profits.
- (a) merge (b) double (c) mix (d) blend
- Q9 When someone dies and their reach a certain figure, their family has to pay an additional tax.
- (a) profits (b) wealth (c) assets (d) products
- Q10 The loan you have taken out is for a term, which in your case is 5 years.
- (a) steady (b) fixed (c) long (d) exact

Finance (2)

- Q1 When you go to an auction and you want to buy a particular item, you can simply make a for it.
(a) try (b) test (c) go (d) bid
- Q2 The larger company did not really want to join with the smaller one because it was more interested in a
(a) turn over (b) turn up (c) overtaker (d) takeover
- Q3 on the stockmarket just before Christmas is usually very slow.
(a) Working (b) Trading (c) Pricing (d) Adding
- Q4 This sport centre has largely been by money that has come from the national lottery.
(a) founded (b) found (c) fined (d) funded
- Q5 The reason for the in the economy is because there is a great deal of uncertainty at the moment.
(a) slowness (b) slowly (c) slowdown (d) slow
- Q6 The in the market was seen as a positive sign that the recession was over.
(a) upturn (b) upstart (c) uptake (d) upward
- Q7 The books for manufacturers of small cars are now full following the rise in petrol.
(a) exercise (b) order (c) place (d) trade
- Q8 The future of his job was at when he made the decision to invest in new machinery.
(a) steak (b) state (c) stake (d) stress
- Q9 After their house had been, they decided to sell it and buy a bigger one.
(a) valued (b) priced (c) cost (d) prized
- Q10 Fifty people were made when the company suffered a severe financial shock.
(a) useless (b) unwanted (c) unneeded (d) redundant

Finance (3)

- Q1 If you cannot get a job and remain for a long period, you can claim some money from the state.
(a) unengaged (b) unattached (c) unemployed (d) unused
- Q2 The great thing about this guarantee is that there is never any doubt and there is no about getting your money back.
(a) squabble (b) argument (c) quibble (d) quarrel
- Q3 There is a substantial between the money you have available and the amount you need to spend.
(a) shortdrop (b) shortfall (c) shutdown (d) shortslide
- Q4 When you retire, you should get a pension and a sum from your employers.
(a) lump (b) block (c) pile (d) heap
- Q5 are people who put money into a business in the hope of making a profit.
(a) Spenders (b) Borrowers (c) Lenders (d) Investors
- Q6 When you take out a large loan over many years, you don't start paying off the for some time.
(a) main (b) chief (c) capital (d) bulk
- Q7 We will make no for the catalogue, which you can take with our compliments.
(a) cost (b) debt (c) charge (d) payment
- Q8 It may seem a long way into the future but in the end you will get some from your investment.
(a) produce (b) benefit (c) products (d) price
- Q9 There is still an outstanding on that account, which must be paid in 30 days.
(a) balance (b) scale (c) difference (d) cost
- Q10 Interest are at their lowest level since the 1950's.
(a) figures (b) rates (c) numbers (d) standards

Guarantees and Warranties

- Q1 If you go to an unauthorized garage to have your car serviced, the is that your warranty will be invalid.
(a) consequence (b) conduct (c) convenience (d) consideration
- Q2 The guarantee, as I understood it, that everything was covered.
(a) inferred (b) implied (c) imputed (d) involved
- Q3 I regret to inform you that as your guarantee last week, we can't help you.
(a) died (b) deceased (c) expired (d) extinguished
- Q4 A warranty is to be looked on as a sort of between the manufacturer and you.
(a) privilege (b) practice (c) printout (d) promise
- Q5 Sometimes people don't bother about guarantees because the of the manufacturer is enough for them.
(a) repute (b) reputed (c) reputedly (d) reputation
- Q6 Certain warranties the purchaser to have the item serviced at regular intervals.
(a) remand (b) repeat (c) require (d) retain
- Q7 You will find that such warranties are not worth buying because the cover provided is not worth the extra expense.
(a) famously (b) frequently (c) fervently (d) freely
- Q8 This kind of legislation is in existence to the customer from worthless warranties.
(a) provide (b) protect (c) please (d) pacify
- Q9 You sometimes have to very seriously whether to buy a second hand car which has no guarantee.
(a) consider (b) contend (c) contain (d) convince
- Q10 Sometimes you get a one year warranty, a two year one or even a six month one — they all
(a) various (b) variable (c) variety (d) vary

How to agree

- Q1 You can be absolutely sure I'm on your
- (a) road (b) corner (c) route (d) side
- Q2 You can on me for your support.
- (a) show (b) rely (c) try (d) test
- Q3 Our views clearly at this point I'm pleased to say.
- (a) convert (b) concert (c) conduct (d) coincide
- Q4 Fortunately the leader and all her members were singing from the same sheet.
- (a) hymn (b) prayer (c) lyric (d) sermon
- Q5 It's good that we both have the same way of at things.
- (a) seeing (b) peeping (c) looking (d) viewing
- Q6 I'm pleased to say that we speak on this matter with one
- (a) sound (b) tone (c) harmony (d) voice
- Q7 I certainly won't any objection when you make your proposal.
- (a) rise (b) raise (c) lift (d) arise
- Q8 I'm you all the way as far as that's concerned.
- (a) with (b) by (c) at (d) across
- Q9 I'm happy to those sentiments and wish you every success.
- (a) encompass (b) enthuse (c) endorse (d) endure
- Q10 When it comes to the vote I'm willing to put my up and support you.
- (a) head (b) chin (c) arm (d) hand

How to apologize

- Q1 Please me for interrupting you, I didn't realize you were busy with someone else.
(a) forget (b) forfeit (c) forbid (d) forgive
- Q2 I'm very that I'm late but there is a train strike on at the moment.
(a) sore (b) sorry (c) sorrow (d) sorrowful
- Q3 Please send my to the meeting as I shan't be able to attend.
(a) apologies (b) apologize (c) apologized (d) apologizing
- Q4 There's really no for my behaviour last night. I can only think that I'd had too much to drink.
(a) exception (b) escape (c) excuse (d) exclusion
- Q5 I know I shouldn't have made those remarks about your work and I hope you now know how deeply I what I said.
(a) review (b) regret (c) respect (d) restore
- Q6 I must your pardon, I mistook you for somebody else.
(a) bid (b) bide (c) beggar (d) beg
- Q7 If it helps to put things right, please let me take everything I said earlier.
(a) again (b) back (c) in (d) across
- Q8 Please accept this small present as my way of making for all the trouble I've caused.
(a) attempts (b) attention (c) amends (d) arrears
- Q9 All I can do now is simply beg your and hope that in time we can get back to where we used to be.
(a) interest (b) interpretation (c) inclination (d) indulgence
- Q10 In their religion as long as they, they will be forgiven their sins.
(a) repent (b) restore (c) repeat (d) request

How to ask the way

- Q1 Am I going in the right for the post office?
(a) route (b) way (c) sign (d) direction
- Q2 Can you tell me please how I to the cinema from here?
(a) come (b) get (c) take (d) fetch
- Q3 Could you please me in the direction of the motorway?
(a) show (b) indicate (c) point (d) deliver
- Q4 I'm making for the M25 motorway — is this road the most route?
(a) straight (b) clear (c) obvious (d) direct
- Q5 Could you tell me please how I am from the town centre?
(a) near (b) far (c) close (d) away
- Q6 Can you help please because I've lost my way and to get to the shops before closing time?
(a) need (b) require (c) request (d) must
- Q7 I'm for the town hall — am I anywhere near?
(a) seeking (b) making (c) seeing (d) trying
- Q8 I took the wrong at the last road junction, can you tell me how I get back on the motorway?
(a) turn (b) turner (c) turned (d) turning
- Q9 to this map I should be near the church. Is it near?
(a) Following (b) After (c) According (d) considering
- Q10 Is this for the railway station?
(a) correct (b) clear (c) fine (d) right

How to complain

- Q1 I'm really not satisfied with the way you have the situation.
(a) dealt (b) handled (c) done (d) fingered
- Q2 I've really had enough of all your excuses, what I want is some
- (a) action (b) acting (c) acted (d) active
- Q3 You've refused to help me now for six months and so I shall now have to take the matter
- (a) on (b) longer (c) far (d) further
- Q4 I must you do something immediately as I've been patient long enough.
(a) persist (b) desist (c) insist (d) consist
- Q5 I now want some kind of compensation for the total of service I've experienced.
(a) lack (b) fail (c) failing (d) missing
- Q6 I'm obviously not getting anywhere with my complaint please let me talk to someone to you.
(a) older (b) above (c) over (d) senior
- Q7 I'm very unhappy with the way I've been No one seems at all interested in my case.
(a) considered (b) treated (c) placed (d) pushed
- Q8 I believe I have very good for suing your company for negligence.
(a) lands (b) terrains (c) grounds (d) areas
- Q9 If you don't do something today, I shall be to take legal action.
(a) held (b) ordered (c) commanded (d) forced
- Q10 You're the tenth person I've been put through to and I'm on the point of losing my
- (a) mood (b) temper (c) state (d) feeling

How to criticize

- Q1 Quite honestly I didn't think of the standard of acting in the play.
(a) lot (b) few (c) little (d) much
- Q2 If you want my opinion, I thought the food tasted revolting.
(a) honoured (b) honourable (c) honest (d) honour
- Q3 To come straight to the I think the management team needs replacing.
(a) summit (b) top (c) topic (d) point
- Q4 There are several matters on which I should like to take concerning your report.
(a) outcome (b) outlook (c) issue (d) outing
- Q5 There's really no virtue in me pussy..... around because I might as well tell you it's awful.
(a) treading (b) footing (c) walking (d) tripping
- Q6 I have a long of things I think are wrong, where shall I start?
(a) story (b) description (c) file (d) list
- Q7 I'm afraid to tell you that your standard of work has fallen well below what we think is
(a) considerable (b) believable (c) acceptable (d) available
- Q8 In all honesty if I said that everything was all right, I'd simply be
(a) lying (b) laying (c) loading (d) letting
- Q9 If you can't improve your level of work, I'm afraid you'll have to look for another job.
(a) anywhere (b) elsewhere (c) nowhere (d) somewhere
- Q10 I'm sick and of always having to put right your mistakes.
(a) weary (b) exhausted (c) fatigued (d) tired

How to disagree

- Q1 I'm sorry but I can't your opinion on that.
(a) take (b) share (c) give (d) find
- Q2 I very much regret that we must company on that issue.
(a) divide (b) devise (c) part (d) leave
- Q3 Let's be honest about it we'll never agree on that because our views are diametrically
(a) apposed (b) imposed (c) supposed (d) opposed
- Q4 We'll never agree, that's clear so let's to differ.
(a) ask (b) bid (c) beg (d) try
- Q5 You can argue with me till the cows come but I can't accept that.
(a) away (b) along (c) back (d) home
- Q6 I really see no point in continuing this argument because we have no ground.
(a) basic (b) own (c) common (d) similar
- Q7 There's absolutely no way I can you on that matter.
(a) meet (b) hold (c) take (d) find
- Q8 Nothing in the world will ever make me change my on that subject.
(a) thought (b) mind (c) idea (d) heart
- Q9 I would love to meet you half way but I'm afraid I can't because with me it's a matter of
(a) principal (b) principles (c) principally (d) principle
- Q10 Let's it, you and I will never see eye to eye on this.
(a) look (b) take (c) face (d) see

How to encourage

- Q1 Well! This is a very good piece of work.
(a) made (b) done (c) finished (d) taken
- Q2 I must congratulate you on your efforts. it up!
(a) Continue (b) Take (c) Keep (d) Hold
- Q3 Don't give up whatever you do. I'm sure you'll it in the end.
(a) acquire (b) get (c) put (d) make
- Q4 I'll by you no matter what happens.
(a) stand (b) keep (c) lean (d) support
- Q5 I'm sure if you, you'll succeed.
(a) pursue (b) proceed (c) propel (d) persevere
- Q6 You've clearly got and it's obvious that you'll get to the top.
(a) control (b) power (c) talent (d) strength
- Q7 I've watched a lot of young people try to make a success of it, but you're the only one I really in.
(a) think (b) trust (c) hold (d) believe
- Q8 I see no why you shouldn't be accepted as an employee.
(a) cause (b) sense (c) reason (d) doubt
- Q9 Never up. That's a good philosophy.
(a) give (b) do (c) take (d) try
- Q10 You mustn't ever be off by a few setbacks.
(a) taken (b) held (c) put (d) pushed

How to make exclamations

- Q1 What a wonderful day to see the mountains!
(a) off (b) by (c) on (d) in
- Q2 How stupid can I get! I my keys in the door overnight.
(a) forgot (b) deserted (c) traced (d) left
- Q3 For goodness sake stop about the weather! It'll stop raining soon.
(a) criticizing (b) telling (c) complaining (d) calling
- Q4 What on earth are you talking about? I can't make head or of it.
(a) tail (b) end (c) finish (d) part
- Q5 How nice of you to come all this just to wish me a happy birthday.
(a) path (b) journey (c) route (d) way
- Q6 What a disaster! I don't believe anything else could go now.
(a) off (b) wrong (c) incorrect (d) false
- Q7 Wow! You've certainly made a good of decorating this room.
(a) job (b) work (c) task (d) duty
- Q8 Well blow me down! I just can't believe I've actually my exam.
(a) succeeded (b) passed (c) caught (d) tackled
- Q9 You could have knocked me down with a feather! You mean to say he's cleaned my car.
(a) certainly (b) surely (c) naturally (d) actually
- Q10 I'll go to the foot of my stairs! It must be at 20 years since we last met.
(a) last (b) length (c) least (d) end

Insurance Policy Vocabulary

- Q1 I took out a life insurance with State Ranch Insurance Company last week.
(a) contract (b) policy (c) agreement (d) deal
- Q2 My insurance are only \$70 per month.
(a) receipts (b) fees (c) premiums (d) payings
- Q3 In the event of my death, the will be my widow.
(a) recipient (b) widow (c) donor (d) beneficiary
- Q4 My insurance does not me if I commit suicide.
(a) collect (b) cover (c) console (d) contribute
- Q5 The amount of money that my wife will get has already been calculated by State Ranch's
(a) manager (b) archivist (c) actuary (d) agent
- Q6 If I decide that I no longer need my insurance, I can cash it in for the amount of its value.
(a) rebate (b) surrender (c) discount (d) return
- Q7 Before I got the insurance, I had to receive a complete physical
(a) investigation (b) injection (c) therapy (d) examination
- Q8 I am feeling great, because the doctor told me that I have a life of 82 years!
(a) length (b) line (c) expectancy (d) experience
- Q9 Even if I am late in paying, the insurance remains in effect for a period of 30 days.
(a) grace (b) satisfaction (c) long (d) latent
- Q10 The insurance is pretty expensive though: I am a policeman, so there are a lot of occupational
(a) troubles (b) involvements (c) hazards (d) duties

Internet Business (1)

- Q1 One of the great advantages of using the Internet is that people can more quickly.
(a) interfere (b) interrupt (c) intervene (d) interact
- Q2 It's no good spending a small fortune on new IT equipment as it's more cost to hire it.
(a) affective (b) addictive (c) effective (d) reductive
- Q3 One of the fashionable ways of saying you've been sacked is to say that your company issizing but you've still lost your job.
(a) down (b) cut (c) out (d) through
- Q4 The important thing to realise is that your service is not a little island on its own because all the services in this company areconnected.
(a) in (b) inter (c) out (d) across
- Q5 Whereas ten years ago we only dealt with customers in this country nowadays we are truly with branches all over the world.
(a) worldly (b) mondial (c) globular (d) global
- Q6 One of the most successful tools in your organisation is that of good because everybody knows what's going on.
(a) communication (b) concentration (c) contemplation (d) consideration
- Q7 Let me just what we have agreed in the agenda so far if nobody minds me going over it all again.
(a) restore (b) retake (c) recap (d) redo
- Q8 You have to realise that not all your clients can reach you online because they don't have to a computer.
(a) address (b) access (c) acceptance (d) approach
- Q9 There are times when you have to force yourself to improve your performance and that's simply called self-.....
(a) movement (b) mastery (c) manifestation (d) motivation
- Q10 You must think big in this business and not just think short but what you hope to do in ten years' time.
(a) term (b) period (c) length (d) time

Internet Business (2)

- Q1 It's all very well having a dream or an idea but you must know where you're going and what your is.
(a) terminus (b) terminal (c) goal (d) tendency
- Q2 Her job in the company was to sort out the relevant information thereby it so that only appropriate material was sent to her directors.
(a) draining (b) filtering (c) cleaning (d) dredging
- Q3 She told him to stop wasting time by coming up with tried and tested ideas and in this way simply re-inventing the
(a) circle (b) round (c) curve (d) wheel
- Q4 The product had been on the market for some years and was selling well but somehow the image was in need of a face lift or
(a) enhancement (b) enthusiasm (c) endeavour (d) enticement
- Q5 In the hope of finding fresh ideas he used the internet to help him by using as many search as he could discover.
(a) gangways (b) portals (c) doorways (d) passages
- Q6 You must increase the sale of this commodity by trying to interest a different age range and by into their society.
(a) dripping (b) floating (c) tapping (d) sailing
- Q7 You'll never make any more money or new income if you keep using that unimaginative marketing logo.
(a) generate (b) generalize (c) germinate (d) engender
- Q8 Now that you've explained the scope and of the market, we are very keen to inject some money into your project.
(a) measurement (b) distance (c) width (d) dimension
- Q9 There is always a risk in any business when your scheme is based on an entirely new concept.
(a) venture (b) journey (c) adventure (d) voyage
- Q10 Get in there first and don't hesitate to act as the boss and take the
(a) place (b) lead (c) leading (d) leader

Interviews and Jobs

- Q1 One of the most important qualities which the panel is looking for in a candidate is the to work with others.
(a) ease (b) case (c) power (d) ability
- Q2 Once the applications have been looked at the usual procedure for the panel is to follow the references of those candidates who have been shortlisted.
(a) across (b) in (c) up (d) along
- Q3 They were so impressed with the way she reacted to their questions that they didn't to offer her the job.
(a) delay (b) hesitate (c) waiver (d) dither
- Q4 As this job was of a very specialist nature an was invited to join the interview panel.
(a) expert (b) exponent (c) exhibitor (d) expedient
- Q5 After the interview one of the candidates phoned the office to see whether he had been successful.
(a) always (b) ever (c) constantly (d) competently
- Q6 She was in such a state of extreme nervousness when she was for the interview that she burst into tears.
(a) called on (b) called in (c) called over (d) called off
- Q7 From the point of view of relevant she was the ideal candidate at least on paper.
(a) reference (b) history (c) family (d) background
- Q8 It is absolutely essential in an interview to give the impression at least that you are full of
- (a) concern (b) continuity (c) confidence (d) confirmation
- Q9 One of the most popular questions asked of interviewees is to explain their strengths and
- (a) weaknesses (b) varieties (c) virtues (d) variables
- Q10 Each candidate was asked to a short account of how they saw the future of the company.
(a) display (b) present (c) show (d) demonstrate

Invoices

- Q1 There is an additional added to the price of the product if you want to have it delivered to your house.
(a) figure (b) charge (c) number (d) charging
- Q2 You should have read the of payment as soon as you received the invoice for the goods.
(a) reasons (b) types (c) lists (d) terms
- Q3 In order to cut down the expenses of compiling and sending out the invoices, you need to employ an administrator.
(a) officious (b) effecting (c) efficient (d) affected
- Q4 It's always a good idea to get an of what the cost of the work will be before the invoice lands on your doormat.
(a) interest (b) estimate (c) esteem (d) actual
- Q5 I do like to get a reply to my letters especially when they are referring to the amount of money I'm supposed to be paying.
(a) prompt (b) private (c) promoted (d) prominent
- Q6 Just as we were about to leave the restaurant, the waiter came running up to apologize there had been a in the bill.
(a) error (b) trip (c) mistake (d) damage
- Q7 The company were very quick to point out it was their fault we had been sent the wrong invoice and they it immediately.
(a) correct (b) rectified (c) stamped (d) righted
- Q8 In view of our previous orders over the last year we were offered a 10% on any future dealings.
(a) discord (b) dispute (c) dislike (d) discount
- Q9 He appreciated the additional welcome and help he received from the department store staff as he had after all been a longstanding
(a) customer (b) courier (c) courtier (d) custom
- Q10 She got quite angry about the size of the invoice until it was pointed out that it was the government who the value added tax.
(a) insisted (b) imposed (c) inserted (d) indented

Job Interview

- Q1 Tell us something about your in the engineering industry?
(a) foreground (b) background (c) knowledge (d) history
- Q2 I see from your form that you have had three different jobs in the last 5 years.
(a) apply (b) applying (c) applied (d) application
- Q3 What sort of of time would you stay with us if we offered you the job?
(a) span (b) duration (c) period (d) long
- Q4 Describe how you would describe in five years' time.
(a) you (b) your (c) yours (d) yourself
- Q5 Give us some idea of what you believe are your and weaknesses.
(a) strength (b) strengths (c) force (d) forces
- Q6 As this is a managerial post, we must ask you how you deal with bad keeping or unpunctuality in an employee.
(a) house (b) space (c) time (d) record
- Q7 Imagine one of your staff loses her temper and shouts at you in front of others, how would you with this?
(a) take (b) do (c) handle (d) deal
- Q8 What would you say to a member of your staff who always his work in late?
(a) delivered (b) handed (c) produced (d) completed
- Q9 I should explain that we would naturally any previous holiday arrangements you have made.
(a) believe (b) show (c) decide (d) honour
- Q10 Finally now that we've asked you several questions, do you want to any to us?
(a) place (b) put (c) offer (d) consider

Legal Expressions

- Q1 If you drive faster than the stated speed limit, you are simply the law.
(a) turning (b) snapping (c) holding (d) breaking
- Q2 However angry you may get at what someone has done to you, the police always advise you not to take the law into your own
(a) fingers (b) hands (c) mind (d) control
- Q3 In London in any underground station it is the law to smoke.
(a) by (b) for (c) through (d) against
- Q4 Even if you think you may have got away with a crime, in most cases the long of the law will catch you.
(a) arm (b) feel (c) stretch (d) reach
- Q5 In that particular industry everyone has to look after themselves because the law of the rules.
(a) animals (b) zoo (c) jungle (d) forest
- Q6 They have no respect for modern conventions and do exactly what they want — they are a law themselves.
(a) unto (b) into (c) outside (d) across
- Q7 Her parents are very strict and frequently down the law about the way she behaves.
(a) lie (b) lies (c) lay (d) lays
- Q8 Although technically his judgement was not according to the of the law, most people thought the judge was right to let the man go free.
(a) print (b) number (c) point (d) letter
- Q9 I get the impression sometimes that she thinks she can never do anything wrong almost as if she is the law.
(a) above (b) over (c) superior (d) higher
- Q10 All governments want people to live in peace and comfort and so they try to promote a sense of law and
(a) ease (b) order (c) correct (d) structure

Letter of Complaint (1)

- Q1 I am writing this letter to you as a sort of last since all my attempts to phone you
(a) result (b) return (c) report (d) resort
- Q2 and to try and make an to meet you and discuss my problem with you have been unsuccessful.
(a) appoint (b) appointee (c) appointment (d) appointing
- Q3 I would like to tell you the story from the beginning.
(a) simple (b) same (c) extreme (d) very
- Q4 In January this year I bought a washing machine from you for which I paid
(a) cash (b) money (c) cheque (d) pounds
- Q5 and made for it to be delivered to my home in Southcote on the following Tuesday.
(a) instigations (b) arrangements (c) alterations (d) confirmations
- Q6 I stayed in all day on as you had informed me that you could not be sure at what time of day the washing machine would arrive.
(a) intention (b) regard (c) purpose (d) plan
- Q7 In the end nobody came that day. When I phoned, I was told it come the following Tuesday.
(a) will (b) shall (c) ought (d) would
- Q8 Again I stayed in all day in and there was no delivery.
(a) vain (b) fault (c) vanity (d) error
- Q9 After six more phone calls I succeeded in settling on a date
(a) eventfully (b) event (c) eventually (d) events
- Q10 and the machine came on Tuesday February 20th — almost 5 weeks after the delivery date.
(a) promising (b) promised (c) promises (d) promise

Letter of Complaint (2)

- Q1 I had the washing machine fitted by a plumber but he was unable to make the thing work.
(a) renowned (b) remarkable (c) reputable (d) respectable
- Q2 one of the components was faulty and he recommended that I get back to you so that a replacement could be fitted.
(a) Appearing (b) Appearance (c) Apparition (d) Apparently
- Q3 When I telephoned your store and explained the to your receptionist,
(a) criterion (b) situation (c) place (d) happening
- Q4 I was with the comment, 'Oh not you again'
(a) told (b) remarked (c) said (d) greeted
- Q5 which I found most especially since throughout the protracted period of waiting for the machine
(a) offended (b) offending (c) offensive (d) offends
- Q6 I remained calm although I believe I have every reason for up a fuss.
(a) hitting (b) kicking (c) knocking (d) striking
- Q7 I eventually got put to the technical department
(a) through (b) over (c) in (d) across
- Q8 who were most hand
(a) to (b) in (c) by (d) off
- Q9 and told me there was that could be done immediately
(a) less (b) little (c) least (d) few
- Q10 since there were a number of people sick.
(a) through (b) for (c) off (d) under

Letter of Complaint (3)

- Q1 We now move on to late March when I imagine that the sick employees were fully
- (a) restored (b) returned (c) retired (d) recovered
- Q2 and one of your technical staff came out to see me with the intention of replacing the part.
- (a) defective (b) deficient (c) defining (d) defeating
- Q3 Unfortunately he had the wrong part with him
- (a) delivered (b) fetched (c) brought (d) picked
- Q4 and was very as to when he would be able to find the right part and get it back to me.
- (a) unable (b) unsure (c) unskilled (d) untrained
- Q5 Another visit took in late April but the engineer, although he had got the right part with him, was unable to make the washing machine work.
- (a) position (b) spot (c) time (d) place
- Q6 It was at this stage that I was seriously considering getting of the machine
- (a) rid (b) riddance (c) hold (d) loose
- Q7 and asking for a
- (a) repeat (b) refund (c) replace (d) return
- Q8 When I this matter with one of your staff
- (a) rose (b) risen (c) arose (d) raised
- Q9 I was informed that this was out of the
- (a) problem (b) concern (c) question (d) hand
- Q10 and they would send someone in the '..... future'.
- (a) near (b) next (c) soon (d) coming

Letter of Complaint (4)

- Q1 At the beginning of May I decided that the only course of action was to a visit to your store
(a) charge (b) settle (c) pay (d) owe
- Q2 and meet you face to face so that the matter could be settled once and for
(a) everything (b) now (c) then (d) all
- Q3 I should have checked first since when I reached the shop I was led to believe that you were out for the day.
(a) Admittedly (b) Admitting (c) Confessing (d) Allowing
- Q4 Throughout this time of course I have been without the of a washing machine
(a) faculty (b) facility (c) ability (d) control
- Q5 and have had to use the local
(a) launder (b) laundering (c) launderette (d) launderer
- Q6 From the end of May until August I have been away on business and was surprised that that period
(a) while (b) attending (c) from (d) during
- Q7 no effort has been made to write to me and keep me to date.
(a) on (b) up (c) in (d) over
- Q8 Since returning in September I have made at least a dozen phone calls and quite frankly I have reached the end of my
(a) tether (b) line (c) rope (d) cord
- Q9 and must that you do something immediately to put the matter right.
(a) persist (b) resist (c) insist (d) desist
- Q10 If I do not hear from you by the end of this week I shall be forced to legal advice.
(a) search (b) find (c) look (d) seek

Money

- Q1 It's useful when you go to an auction if you're ready with cash in
- (a) pocket (b) purse (c) case (d) hand
- Q2 I prefer to deal in cash rather than cheques.
- (a) solid (b) hard (c) real (d) actual
- Q3 Every office has a certain amount of cash to pay for things like tea, coffee or stamps.
- (a) small (b) little (c) tiny (d) petty
- Q4 At the moment we are experiencing some cash problems because little money is coming in.
- (a) fly (b) stream (c) flow (d) run
- Q5 At the casino you can cash your chips at the desk.
- (a) off (b) out (c) up (d) in
- Q6 Whatever she does, she just can't help money.
- (a) doing (b) making (c) massing (d) creating
- Q7 There doesn't seem to be anyone working really hard for the business and yet they all seem to earn money.
- (a) facile (b) simple (c) easy (d) quick
- Q8 If you don't want to use a cheque or postal order, you can always use a money
- (a) order (b) command (c) instruction (d) directive
- Q9 That new invention has been very successful and has proved to be a money for its creator.
- (a) driver (b) worker (c) spinner (d) turner
- Q10 This machine is obviously useless and if I were you I'd get your money
- (a) back (b) again (c) return (d) up

Money Matters (1)

- Q1 Even after their recent heavy expenses, they still found there was a healthy in their bank account.
(a) rest (b) remainder (c) balance (d) basis
- Q2 As the builder wanted cash for the work he had done, she had to go to the bank personally to the money herself.
(a) take off (b) take out (c) take over (d) take in
- Q3 It was considered a very good time to apply for a to buy the house because interest rates were very low.
(a) pledge (b) promise (c) mortgage (d) borrowing
- Q4 Before they could borrow a large sum of money to buy the house, they had to make sure they had enough money to be able to make a payment.
(a) down (b) through (c) low (d) base
- Q5 All the you make on your internet account are recorded so that you can check the details at any time.
(a) movements (b) deals (c) activities (d) transactions
- Q6 I'm afraid this cheque will be of no value until you have put your on it.
(a) signature (b) signs (c) signing (d) signed
- Q7 The bank refused to the money order because the customer had no proof of identity.
(a) receive (b) take (c) accept (d) enter
- Q8 Under the rules laid down by the bank there is a on the amount of money you can get out from a cash machine in any one day.
(a) limiting (b) restriction (c) restricting (d) limitation
- Q9 The bank clerk at the counter did not know the customer and in view of the large amount of money involved was naturally about paying out the sum on the cheque.
(a) concerned (b) careful (c) conscious (d) cautious
- Q10 The bank will simply not let you any money unless you can prove that you have been in regular employment for at least three years.
(a) lend (b) loan (c) borrow (d) remove

Money Matters (2)

- Q1 Good procedures are very important if you want to run a business profitably and successfully.
(a) accounted (b) accounting (c) accounts (d) accountants
- Q2 The company fell heavily into when it took on too many customers and offered them all cheap warranties.
(a) debt (b) debts (c) owing (d) owes
- Q3 Once you have built up your company, you must remember to keep in touch with your original
(a) people (b) contributors (c) clients (d) members
- Q4 Each department within the organisation is given a within which it has to remain for the whole year.
(a) sum (b) money (c) dividend (d) budget
- Q5 When the time came to close the business down, its entire had to be calculated so that the creditors could be paid off.
(a) earnings (b) assets (c) accumulation (d) asset
- Q6 The manager called in her chief clerk because she could not the figures on the monthly spreadsheet.
(a) acquaint (b) resolve (c) reconcile (d) recognize
- Q7 Every year the college finance officer did not look forward to the visit from the government official who came to the accounts.
(a) order (b) regulate (c) control (d) audit
- Q8 It was a great relief to Charlie when he realized that he had come to the end of his agreement with the bank and there was only one payment left.
(a) extraordinary (b) upstanding (c) outstanding (d) standing
- Q9 The building society sent a letter to all its savers and that there would be a reduction in the interest rate.
(a) lenders (b) borrowers (c) loans (d) takers
- Q10 Shortly after the couple had bought their first house, they saw the number of bills rapidly.
(a) accentuate (b) aggravate (c) accumulate (d) access

Money Matters (3)

- Q1 The representative of the financial consultants assured her that the policy of the firm was that of complete
- (a) destiny (b) devotion (c) commitment (d) attention
- Q2 There is no need to worry about the money side of the project because are available from the charity sponsoring us.
- (a) foundations (b) funds (c) findings (d) finds
- Q3 The present finance minister has adopted a very approach towards change and always follows a very cautious policy.
- (a) concerned (b) considering (c) concerning (d) conservative
- Q4 As all advisers always do, she stressed that investing in this particular market had to be considered as a commitment over at least 10 years.
- (a) elongated (b) lengthy (c) long-term (d) longing
- Q5 The best way to develop an income for the future is to invest in a series of companies and in that way to build up a
- (a) suitcase (b) portfolio (c) folder (d) briefcase
- Q6 I strongly recommend investing in these shares because you will get a very good after only a few years.
- (a) reward (b) reprise (c) return (d) response
- Q7 The question is whether it is to sell up all your shares at this stage rather than wait to see how the market is next year.
- (a) wisdom (b) wise (c) wisely (d) wisest
- Q8 There is no question that the most important in that company is its youthful enthusiasm.
- (a) resort (b) resorted (c) resource (d) resorting
- Q9 If you want to make a good job of selling shares to the public, you must have an element of in your approach.
- (a) attacking (b) aggression (c) fighting (d) invasion
- Q10 It's a personal matter whether you choose stock from this company or from that because in the end it's an of mind.
- (a) advance (b) approach (c) attitude (d) angle

Money Matters (4)

- Q1 There is one date you mustn't forget and that's the for sending in details of your earnings to the tax office.
(a) headline (b) deadline (c) mainline (d) offline
- Q2 If you are self-employed, you must make sure that you the form indicating how much you have earned.
(a) fill up (b) fill through (c) fill out (d) fill on
- Q3 If the department agrees that you have paid too much tax in the year, you will receive a in due course.
(a) return (b) reply (c) response (d) refund
- Q4 Each month when you receive your pay, the employer a certain amount to pay towards your pension.
(a) withholds (b) withstands (c) withdraws (d) without
- Q5 When you take out a loan, you have to pay interest on the amount you
- (a) own (b) lend (c) owe (d) take
- Q6 In the tax office there will be a that holds all the documents and papers connected with you.
(a) file (b) box (c) book (d) container
- Q7 There is quite a heavy financial attached to any action that involves late payment of taxes.
(a) punishment (b) pain (c) restriction (d) penalty
- Q8 Under the new regulations you can agree yourself to the tax you have to pay on the income over the previous year.
(a) figure (b) calculate (c) add (d) amount
- Q9 As the couple had a account, the money to pay the mortgage was taken from there.
(a) joint (b) united (c) unified (d) joined
- Q10 You can decide, if you so wish, to your right to take your pension at an earlier date.
(a) give in (b) give up (c) give out (d) give off

Money Slang Expressions

- Q1 Mary: Did you know there are of slang words for money, like bread for example?
 (a) many (b) piles (c) loads (d) buckets
- Q2 John: I suppose there are when you to think about it — like dough, which is similar to your word bread.
 (a) go (b) follow (c) take (d) come
- Q3 Mary: One of my is dosh. I like the sound of it.
 (a) favourites (b) collections (c) favourable (d) specials
- Q4 John: Well if you're to sound. What about spondulicks?
 (a) attending (b) referring (c) resorting (d) trying
- Q5 Mary: Yes, that's excellent. Another short sound that to me is brass.
 (a) attracts (b) adheres (c) appeals (d) attains
- Q6 John: Another one that with jolly is the word lolly.
 (a) sounds (b) strikes (c) hits (d) rhymes
- Q7 Mary: An expression which sounds very of course is filthy lucre.
 (a) decadent (b) down (c) deep (d) divisive
- Q8 John: That's true and then there's that word that also has the same as something that's been stolen — loot.
 (a) intention (b) signification (c) meaning (d) sense
- Q9 Mary: The one that sounds very grand because it in a way the fact that it means money and that's the wherewithal.
 (a) protects (b) hides (c) places (d) holds
- Q10 John: Actually, I'm a little about this but I haven't any money to pay for the bus home. Do you think you could lend me some readies?
 (a) awkward (b) backward (c) unused (d) embarrassed

Online Marketing Campaign

- Q1 She was going to discuss the matter with her colleagues or her family.
(a) but (b) yet (c) neither (d) either
- Q2 Our project team tried hard to think all the possible alternatives before making a decision.
(a) of (b) at (c) by (d) as
- Q3 Timing can be crucial when you're considering launching a new online marketing campaign.
(a) strongly (b) greatly (c) extremely (d) already
- Q4 Are you able to our conditions of delivery in line with our recent invoice?
(a) except (b) expect (c) accept (d) access
- Q5 Fortunately for us we're finding our new internet division is showing an increased
(a) prophet (b) profit (c) profitably (d) profits
- Q6 Following some recent research our engineers that our index system has scope for fast improvement.
(a) fined (b) finding (c) found (d) finds
- Q7 In our line of business it is vital to host our website on our own server of getting someone else to do it.
(a) except (b) but (c) besides (d) instead
- Q8 Before you employ new staff you should carry out a examination of their personal qualities and professional experience.
(a) careful (b) caring (c) carefulness (d) carefully
- Q9 Thanks to the high standards of service we offer our customers, we have been able to establish an excellent
(a) repute (b) reputable (c) reputation (d) reputedly
- Q10 An interactive website can save your organisation amounts of time and money that would otherwise be spent on correspondence.
(a) signify (b) significant (c) significance (d) signification

Pay and Allowances

- Q1 On the of her ten years' service she immediately qualified for the extended annual leave of six weeks.
(a) base (b) basis (c) ground (d) foundation
- Q2 Although he knew it was a sensitive subject, his boss had to ask him the question about his drink problem.
(a) sincere (b) fragile (c) breakable (d) delicate
- Q3 At the interview each applicant was able to the level of remuneration they would be expecting to receive.
(a) negotiate (b) demonstrate (c) apply (d) dispute
- Q4 Under the new arrangements coming into force soon all employees can decide what time to start and when to finish.
(a) malleable (b) shaped (c) flexible (d) bending
- Q5 According to the contract you are not for the new allowance until you have been with the company one year.
(a) allowed (b) illegible (c) selectable (d) eligible
- Q6 The only way you can hope to the level of your pay is to take on greater responsibility.
(a) rise (b) raise (c) arise (d) raze
- Q7 She is trying to get some form of to make up for the poor working conditions she had to put up with for all those years.
(a) cooperation (b) confirmation (c) compensation (d) consideration
- Q8 Of course there is a little extra added to your salary because you will from the inner city allowance.
(a) increase (b) benefit (c) grow (d) develop
- Q9 The hourly for all part time clerical assistants has gone up by 40% since 2000.
(a) wage (b) validity (c) recompense (d) value
- Q10 Remember when you stop work and, you will be able to receive the company pension.
(a) return (b) retreat (c) respite (d) retire

Planning a Business

- Q1 It is essential before starting a business to work on a plan to problems later on.
(a) escape (b) endure (c) avoid (d) enter
- Q2 The biggest in business can be eliminated if you have sufficient capital to start with.
(a) scene (b) risk (c) encounter (d) harm
- Q3 Even when the economic situation is, there is always present the need for planning in a new business.
(a) mighty (b) huge (c) hefty (d) strong
- Q4 Whatever happens in the future there is absolutely no for good market research before you launch a new product.
(a) consideration (b) criterion (c) substitute (d) contemplation
- Q5 Your concern is naturally the plan but don't forget your capital or your premises.
(a) firstly (b) primary (c) primarily (d) initially
- Q6 When people are considering whether to loan your new business a substantial sum, they are going to your potential.
(a) encompass (b) evolve (c) evaluate (d) enquire
- Q7 It is worthwhile as much market research information as possible before you work out your plan.
(a) including (b) snatching (c) grabbing (d) gathering
- Q8 Her next task was to have a meeting with the bank manager to that she had a secure enough plan to warrant a loan.
(a) declare (b) demonstrate (c) state (d) announce
- Q9 There are certain weaknesses in your plan that need to be urgently if you are to succeed.
(a) affixed (b) acquired (c) addressed (d) attended
- Q10 Since the start of the business many new ideas have out of the original plan.
(a) developed (b) shown (c) gained (d) built

Product Improvement

- Q1 Before the product is put on the market, the company must whether it complies with safety standards.
(a) ask (b) calculate (c) ascertain (d) argue
- Q2 It is absolutely essential to do some thorough before you even think of putting a new product on the market.
(a) revision (b) research (c) repeat (d) return
- Q3 You have a to the public to ensure your toy products are suitable for children to play with.
(a) responsibility (b) concern (c) attitude (d) behaviour
- Q4 The company is busy trying to the problems arising from the sudden drop in sales of their cosmetic products.
(a) answer (b) solve (c) discover (d) dissolve
- Q5 The job of the of this particular section is to train the members to deal politely with any complaints from the public.
(a) controller (b) organizer (c) supervisor (d) governor
- Q6 Inspiration has its place in any form of product development but at the same time you also need to adopt some kind of approach.
(a) systematic (b) thematic (c) automatic (d) emblematic
- Q7 A approach to new ideas is to be welcomed but you do need a strong element of imagination as well.
(a) physical (b) fundamental (c) judgmental (d) logical
- Q8 Since 1993 or if you like within the last, there have been many products that have failed because of poor marketing.
(a) period (b) decade (c) scale (d) time
- Q9 We would definitely like to the proposal you have presented to us with a view to including it in our current range of products.
(a) discover (b) uncover (c) examine (d) reflect
- Q10 As we have enough money in our present budget, we are happy to launch this new product in the nature of an
(a) enterprise (b) experiment (c) undertaking (d) exception

Quality Control

- Q1 The reason why I always buy my clothes at this store is because all the they sell are of very high quality.
(a) types (b) species (c) brands (d) standards
- Q2 Before these articles leave the factory to be forwarded to the retailer, each one is thoroughly
(a) seen (b) looked at (c) appraised (d) inspected
- Q3 The advantages of working for this company is that all employees themselves as a member of the team.
(a) believe (b) think (c) perceive (d) hold
- Q4 If for any reason customers do not like the item they have bought, they always and get a refund.
(a) hold it back (b) take it back (c) keep it back (d) give it back
- Q5 The great thing about this particular material is that however much you screw it up, it never
(a) wrinkles (b) twists (c) turns (d) folds
- Q6 The company insists that all their products are in respect of their quality, specification and look.
(a) actual (b) identity (c) typical (d) uniform
- Q7 This is the department for children's clothes and each is marked with the recommended age range.
(a) cloth (b) garment (c) clothing (d) clothe
- Q8 The sole purpose of this jacket is to water and if you wear it in the rain and still get wet, it's useless.
(a) reject (b) repulse (c) repel (d) return
- Q9 The whole look of the shop front is by the introduction of bright colours.
(a) engrossed (b) enlarged (c) enveloped (d) enhanced
- Q10 These pots are being sold as seconds because each one has a slight in the glaze.
(a) defect (b) mistake (c) error (d) faulting

Super Supermarkets

- Q1 If you ask someone for their on supermarkets as opposed to the small corner shop, you will get varying replies.
(a) standing (b) stand (c) stance (d) status
- Q2 The first question you have to ask is who are the customers that they are each trying to
(a) target (b) hit (c) aim (d) deliver
- Q3 When you tell the inhabitants of a small village that the little local store is going to close, many will express
(a) dispute (b) disdain (c) dislike (d) dismay
- Q4 There will naturally be in the various sections of the community as to the benefits or disadvantages of losing the little store.
(a) cuts (b) splits (c) slices (d) pieces
- Q5 Of course we all get with endless leaflets through the door telling us of bargains at the local supermarket.
(a) plagued (b) attacked (c) stormed (d) bothered
- Q6 Big discussions take place in the area as to whether a supermarket will come to the area and waiting for the outcome can be quite for the small shop owner.
(a) nerve killing (b) nerve hurting (c) nerve racking (d) nerve splitting
- Q7 Inquiries are held which seem to go on forever and you only wish that the procedure could be
(a) speeded through (b) speeded along (c) speeded up (d) speeded in
- Q8 Protest meetings are held but invariably they end in a because they are not organized properly.
(a) disgrace (b) shambles (c) chaos (d) fall
- Q9 Then the final result is announced that there is to be a between EASISHOP and GOSHOP, which will then become a super supermarket.
(a) joiner (b) combine (c) link (d) merger
- Q10 The confused customer is now in a terrible because in the old days there was just one brand of butter to buy and now there is a choice of 24.
(a) distress (b) disturb (c) dilemma (d) disturbance

Taxes

- Q1 If you are self-employed, it is your responsibility to how much tax you should legally pay.
(a) consider (b) complete (c) correct (d) calculate
- Q2 I had a letter from the office of the Collector of Taxes telling me that I had to pay back all the money I over the last 3 years.
(a) due (b) indebted (c) owed (d) owned
- Q3 The arrangement they have is that all the money that has to be paid in tax out of their earnings comes from their account.
(a) joined (b) conjoined (c) joined up (d) joint
- Q4 Under the current legislation if you are late in paying your taxes, then you have to face a financial
(a) penalty (b) punishment (c) pain (d) penalize
- Q5 He is in a terrible rush to complete his tax returns by Tuesday otherwise he won't be able to reach the
(a) dead end (b) deadline (c) dead date (d) dead stop
- Q6 It doesn't happen very often but I actually got some money from the tax office and with the I'm going to treat myself.
(a) remake (b) repeat (c) refund (d) respite
- Q7 Before you can claim any money back on overpayment of tax, you have to an application form.
(a) fill for (b) fill out (c) fill through (d) fill with
- Q8 You can elect, if you want, to transfer your tax free allowance to your
(a) spouse (b) sponsor (c) spook (d) spokesperson
- Q9 Until it's clearly established which tax group you are in, your employer will be asked to a certain amount of your pay.
(a) withstand (b) without (c) withhold (d) withal
- Q10 There have been so many queries about his tax situation that there is now a huge containing the details in the office.
(a) full (b) filled (c) filling (d) file

Verbal Communication Skills

- Q1 Remember that this happened first and was to the episode that happened afterwards.
(a) before (b) since (c) prior (d) previous
- Q2 As the police saw the accident themselves, the driver avoided the of having to give a detailed report.
(a) need (b) requirement (c) indictment (d) necessity
- Q3 It's a complete waste of time over who was to blame, the main thing we have to do is decide what to do next.
(a) arguing (b) discussing (c) repeating (d) considering
- Q4 It was easy to realise why the machine had stopped working since it was a direct of his failure to maintain it.
(a) complement (b) concern (c) consequence (d) conviction
- Q5 I am completely confused as to why she did it and so it's not to imagine why other people are mystified, too.
(a) definite (b) difficult (c) debatable (d) decided
- Q6 If you want to try and influence that political party it's best to become a member yourself and then you can argue from the
(a) entrance (b) beginning (c) side (d) inside
- Q7 I have great for them at this time because I have had a similar experience.
(a) sincerity (b) sympathy (c) sorrow (d) sadness
- Q8 Feel free to visit anything of interest to you in the exhibition and also you can of any of the refreshments available.
(a) retake (b) undertake (c) partake (d) intake
- Q9 Many of the people in the crowd were visibly crying because they all with those who had lost relatives in the disaster.
(a) resented (b) regretted (c) rejoined (d) sympathized
- Q10 I assure you that you will have no problem with the task because it's as easy can be.
(a) as (b) than (c) and (d) it

Ways of commenting

- Q1 If you want my honest opinion, I thought the play was
- (a) litter (b) dust (c) waste (d) rubbish
- Q2 It was quite a good film but I thought the characters were a bit like
- (a) paper (b) cardboard (c) plastic (d) material
- Q3 It's quite a nice car but there was not very much in the back.
- (a) area (b) limit (c) room (d) fullness
- Q4 She's pleasant enough but not very pretty. In fact I'd say she was rather
- (a) plain (b) straight (c) simple (d) casual
- Q5 The first time you see the view you can't believe it. It almost takes your breath
- (a) out (b) over (c) under (d) away
- Q6 I sat through the concert feeling really bored and sleepy and had to stop myself from several times.
- (a) gaping (b) yawning (c) stretching (d) crying
- Q7 It was one of the most embarrassing moments of my life and I just wanted the ground to up and swallow me.
- (a) ease (b) throe (c) open (d) crack
- Q8 In my opinion no one in their right mind would ever go and pay to see a play that.
- (a) as (b) same (c) more (d) like
- Q9 The room was good, the bed was comfortable and the service was excellent but the hotel food left a lot to be
- (a) required (b) desired (c) demanded (d) included
- Q10 To be perfectly honest with you I think that this is the best test I've ever taken in my entire
- (a) life (b) days (c) duration (d) stay

Ways of disagreeing

- Q1 I'll have to company with you there, I'm afraid.
(a) separate (b) divide (c) part (d) leave
- Q2 There's no way I can that.
(a) incline (b) consume (c) indicate (d) accept
- Q3 We'll have to agree to over that.
(a) differ (b) differentiate (c) deny (d) decide
- Q4 Don't even think about it! I can't possibly take that on
- (a) deck (b) place (c) board (d) position
- Q5 No matter how you are, I won't change my mind.
(a) perceptive (b) perverse (c) pernicious (d) persuasive
- Q6 You can't talk until the come home. I won't accept that scheme.
(a) dogs (b) cows (c) cats (d) hens
- Q7 Sorry the subject is now
- (a) closed (b) locked (c) done (d) completed
- Q8 I regret I have no choice but to reject the plan out of
- (a) power (b) court (c) hand (d) grip
- Q9 No matter how much you object, I am I am right and you're wrong.
(a) convicted (b) convinced (c) conducted (d) concerned
- Q10 You might as well admit it! You haven't a to stand on.
(a) foot (b) arm (c) hand (d) leg

Ways of disapproving

- Q1 There is no way that I can agree to you early today.
(a) submitting (b) renouncing (c) leaving (d) departing
- Q2 I must object and make it clear that I am totally any measures that suggest changes to the original scheme.
(a) up (b) without (c) against (d) off
- Q3 He has the of always rejecting any idea that will change the current arrangements.
(a) habit (b) custom (c) task (d) job
- Q4 I cannot condone that sort of in my establishment and would ask you to remember that in future.
(a) routine (b) manners (c) going (d) behaviour
- Q5 I have no choice really but to turn your recent proposal because it is completely unworkable.
(a) off (b) over (c) down (d) across
- Q6 They can't possibly go with your suggestions because it will involve too much expenditure.
(a) over (b) along (c) in (d) above
- Q7 Quite honestly I'd have to be out of my to sanction what is a crazy proposition.
(a) sense (b) balance (c) thought (d) mind
- Q8 When her father discovered that his daughter wanted to marry a pop singer, he decided to put every in their way to prevent the marriage.
(a) obstacle (b) burden (c) impediment (d) problem
- Q9 He told me there was definitely no that I would pass my examination until I did some work.
(a) occasion (b) chance (c) opportunity (d) time
- Q10 You could tell by the he refused to smile that he didn't like the story.
(a) method (b) plan (c) way (d) path

Ways of greeting

- Q1 Great to see you again. I haven't seen you ages.
(a) by (b) from (c) of (d) for
- Q2 Welcome to our house. Come in and make yourself
(a) comfortable (b) easy (c) relaxing (d) comforting
- Q3 How do you do? I don't think we've met
(a) after (b) since (c) then (d) before
- Q4 Hi Mary. Where have you been yourself all this time?
(a) discovering (b) hiding (c) finding (d) looking
- Q5 Good morning, sir. I hope you will have an enjoyable in our hotel.
(a) stay (b) halt (c) stop (d) sojourn
- Q6 Good evening to you all. Let me find you a near the window.
(a) corner (b) angle (c) table (d) part
- Q7 How are you, David.? I must you're looking very well.
(a) declare (b) recite (c) state (d) admit
- Q8 Hello there. I just don't believe it. You haven't changed a since we last met.
(a) bit (b) piece (c) little (d) section
- Q9 Ah, you must be Mary's husband. Do come in and everyone.
(a) see (b) look (c) find (d) meet
- Q10 Here you are at last! I hope your here wasn't too horrible.
(a) travel (b) journey (c) trip (d) voyage

Ways of showing anger

- Q1 I've had just as much as I can from you.
(a) find (b) lean (c) stomach (d) point
- Q2 You do that again and I'll your head off.
(a) consume (b) devour (c) munch (d) bite
- Q3 I'm sorry but I can't take any more. I'm afraid I've reached point.
(a) screaming (b) crying (c) howling (d) shouting
- Q4 You just touch that piece of paper and I'll kill you.
(a) attempt (b) dare (c) try (d) endeavour
- Q5 How many more times do I have to it to you, stupid?
(a) restrain (b) render (c) repeat (d) resign
- Q6 I know you find this highly amusing but to me it's no matter.
(a) chortling (b) chuckling (c) grinning (d) laughing
- Q7 I'm warning you. I can take just that much and more.
(a) any (b) no (c) some (d) enough
- Q8 Everybody just get of my way and leave me alone.
(a) out (b) off (c) with (d) over
- Q9 Not another word from either of you. That's
- (a) conclusive (b) final (c) ending (d) concluded
- Q10 Right. I'm leaving. You can do whatever you like. I couldn't care
- (a) more (b) lesser (c) least (d) less

Ways of showing pleasure

- Q1 Now that's what I call absolutely
- (a) perfect (b) finished (c) completed (d) ended
- Q2 You couldn't have made that drink better if you'd
- (a) tested (b) trailed (c) required (d) tried
- Q3 What a delightful those flowers give off when you touch them.
- (a) bloom (b) colour (c) scent (d) smell
- Q4 Words just me when I try to say how happy I am.
- (a) fail (b) miss (c) pass (d) fool
- Q5 I can say that I don't think I've ever enjoyed myself so much before.
- (a) surely (b) safely (c) clearly (d) notably
- Q6 There's really nothing like it, is there when you find you've all the answers to the test right?
- (a) found (b) seen (c) acquired (d) got
- Q7 The only problem with your cooking is that the more I eat, the more I want more.
- (a) any (b) all (c) some (d) no
- Q8 I must be because it's all too good to be true.
- (a) thinking (b) dreaming (c) sleeping (d) dozing
- Q9 Just let me try one more of your delicious chocolates and then I'll not to take any more.
- (a) promise (b) assure (c) confirm (d) affirm
- Q10 It's absolute here. I think I'll stay at this hotel one more week.
- (a) clarity (b) certainty (c) bliss (d) fortune

Ways of thanking

- Q1 Words can't possibly how grateful I am for what you have done.
(a) detail (b) delineate (c) underline (d) express
- Q2 Thank you so much for helping me. I really it.
(a) accept (b) agree (c) appreciate (d) deserve
- Q3 A thousand thanks for all your hard work. I shall never it.
(a) forego (b) forget (c) foretell (d) forbid
- Q4 They showed their great gratitude by sending us a large of money.
(a) sum (b) packet (c) box (d) bundle
- Q5 Thank you for all you've done from the of my heart.
(a) base (b) foundation (c) end (d) bottom
- Q6 I'm sending this bunch of flowers as a small of my thanks and appreciation.
(a) piece (b) token (c) counter (d) emblem
- Q7 How can I thank you enough for all you've done?
(a) entirely (b) probably (c) possibly (d) exactly
- Q8 On the watch they gave him were the words: gratitude for 40 years loyal service.
(a) at (b) of (c) by (d) in
- Q9 It's very difficult for children to their gratitude for what their parents have done for them.
(a) show (b) initiate (c) enclose (d) refer
- Q10 Look upon this as a of thank you present for all your endeavours on our behalf.
(a) type (b) sort (c) sign (d) species

Ways of threatening

- Q1 If I've you once, I've done it a hundred times. Don't do it!
(a) spoken (b) said (c) told (d) mentioned
- Q2 I'll give you just one more and after that, you'll be in real trouble.
(a) go (b) occasion (c) time (d) chance
- Q3 I'm telling you loud and that you really must get it right this time.
(a) bright (b) clear (c) simple (d) obvious
- Q4 She told him that if his manners didn't, he would be sent home.
(a) approve (b) disprove (c) disapprove (d) improve
- Q5 He agreed because he said it was like having a gun held to his
(a) nose (b) eye (c) head (d) foot
- Q6 I'll lend you money for the very last time because after that you're on your
(a) own (b) self (c) side (d) back
- Q7 I can't tell you how lucky you've been this time but just till next time.
(a) attend (b) wait (c) expect (d) delay
- Q8 I'm prepared to your mistake on this occasion but I can't ever do it again.
(a) oversee (b) overtake (c) overhear (d) overlook
- Q9 If you leave me now, you don't to come back.
(a) need (b) require (c) demand (d) order
- Q10 Let me put it simply one more incident like that and you're out on your!
(a) eye (b) nose (c) ear (d) head

Working Well

- Q1 The boss was appointed in the hope that she would be able to results.
(a) find (b) seek (c) achieve (d) manage
- Q2 In the very beginning she had a meeting with all the staff, which turned out to be extremely
(a) productive (b) producing (c) produced (d) production
- Q3 Although many people wanted to remain to her predecessor, they soon started to respect her style of management.
(a) trusting (b) believing (c) attached (d) loyal
- Q4 At the first series of interviews the question was whether to appoint a newcomer or a current employee.
(a) project (b) promote (c) proffer (d) protect
- Q5 The decision was finally taken that appointments should be based purely and simply on
(a) marvel (b) mandate (c) merit (d) mastery
- Q6 There was a new spirit in the company and for the first time in ages staff at last felt they were being
(a) valued (b) valuable (c) valuing (d) valid
- Q7 Employees were beginning to receive for the hard work that they had been doing.
(a) respect (b) referral (c) recognized (d) recognition
- Q8 It soon became apparent that under the new management people were also starting to some of their free time to the company.
(a) donate (b) deliver (c) contribute (d) convert
- Q9 Some of the longest serving staff actually looked to coming into work.
(a) on (b) about (c) through (d) forward
- Q10 At the end of her first year it was to everyone that as the new boss she had been totally accepted.
(a) obvious (b) granted (c) taken (d) thought

A good real estate rental market

- Q1 Ray Alcorn of Park Real Estate Inc remarks that real estate is a capital-intensive industry, and its health rises and falls with capital availability; currently the capital markets are so with cash, they can't find a place for it all.
(a) flood (b) fluid (c) flush (d) full
- Q2 Boom times typically engender oversupply of product, but construction prices have skyrocketed due to natural disasters and rising commodity prices, which has new building in all property types.
(a) ameliorated (b) mollified (c) tempered (d) transformed
- Q3 Rising consumer interest rates will further slow consumer purchasing and the housing market, and may produce the desired soft
- (a) dealing (b) ending (c) landing (d) spending
- Q4 Historically, contractions in capital have a negative effect on valuations, and current from government regulators aiming to trim commercial banks' real estate loan exposure are worrisome.
(a) groundings (b) grumblings (c) ramblings (d) rumblings
- Q5 Global markets are literally awash in capital, all of it seeking yield and stability; fortunately, commercial real estate offers both, and even if banks are constrained there is a of capital to fill the void.
(a) cache (b) niche (c) surfeit (d) surplus
- Q6 Construction costs have gone through the in the past year due to natural disasters and increased commodity prices.
(a) budget (b) gauntlet (c) roof (d) stock
- Q7 High construction costs and condo conversions have reduced new supply and a slowing housing market increases rental demand, so owners can now flex their muscles with rent increases, and those who bought at high valuations may yet get the
- (a) brush off (b) cat's meow (c) door prize (d) last laugh
- Q8 Areas with declining employment and population will experience an acceleration of those trends, and investors will not acquire properties in such markets without good reason to believe a comeback is in the
- (a) off chance (b) offer (c) offering (d) offing
- Q9 Retail properties will suffer as owners rediscover risk as a component of value, but most of these assets are owned by well-capitalized private equity groups that can easily the storm.
(a) keep up with (b) ride out (c) sail into (d) wriggle out of
- Q10 Acquisition of stabilized properties at low cap rates with little potential for rent growth is a sure for below market returns.
(a) receipt (b) recipe (c) recipient (d) reward

A Quick History of Advertising

- Q1 Encarta's History of Advertising notes that have found evidence of advertising dating back to the 3000s BC, among the Babylonians.
(a) anthropologists (b) archaeologists (c) paleontologists (d) prehistorians
- Q2 One of the first known methods of advertising was the outdoor display, usually an sign painted on the wall of a building.
(a) eye-arresting (b) eye-catching (c) eye-stopping (d) eye-taking
- Q3 An outdoor advertisement in Rome offers property for rent, and one found painted on a wall in Pompeii calls the attention of travelers to a tavern.
(a) excavated (b) exhumed (c) extracted (d) extricated
- Q4 In medieval times word-of-mouth praise of products gave rise to a simple but effective form of advertising, the use of so-called town
(a) announcers (b) criers (c) heralds (d) plaintiffs
- Q5 These were citizens who read public notices aloud and were also employed by merchants to shout the of their wares.
(a) places (b) portions (c) praises (d) prices
- Q6 Although graphic forms of advertising appeared early in history, printed advertising made little until the invention of the movable-type printing press by German printer Johannes Gutenberg about 1450.
(a) coverage (b) headway (c) impression (d) profit
- Q7 In the United States, the advertising profession began in Philadelphia, Pennsylvania, in 1841, when Volney B. Palmer up shop as an advertising agent, the forerunner of the advertising agency.
(a) opened (b) set (c) started (d) took
- Q8 The introduction of radio created a new opportunity and by the end of the 1920s, advertising had established itself in radio to such a(n) that advertisers were producing many of their own programs.
(a) amount (b) extent (c) range (d) volume
- Q9 The early 1930s in dozens of radio dramatic series that were known as soap operas because they were sponsored by soap companies.
(a) escorted (b) showed (c) ushered (d) welcomed
- Q10 Television had been introduced in 1940, but because of the high cost of TV sets and the lack of programming, it was not immediately
(a) embraced (b) enjoyed (c) patronized (d) popularized

Accountants

- Q1 Most accounting positions require a bachelor's degree in accounting or a related field or combination of education and experience.
(a) an attained (b) a calculated (c) a curricular (d) an equivalent
- Q2 Many companies want graduates with a master's degree in accounting, or a master's degree in business administration with in accounting.
(a) a concentration (b) an expertise (c) a major (d) a specialty
- Q3 Some schools offer students a chance for hands-on experience with part-time programs in accounting or commercial firms.
(a) internship (b) practice (c) study (d) tutorial
- Q4 Accountants help make sure that a firm is run efficiently, that its records are maintained accurately, and that its taxes are paid properly and in a manner.
(a) controlled (b) courteous (c) formal (d) timely
- Q5 Nowadays, accountants are the services they offer with budget analysis, investment planning, and IT consulting.
(a) broadening (b) lengthening (c) opening (d) reformatting
- Q6 accountants, many of whom are CPAs, generally have their own companies or work for major accounting firms.
(a) Graduate (b) Professional (c) Public (d) Senior
- Q7 Some accountants specialize in accounting — investigating white-collar crimes such as securities fraud and embezzlement.
(a) criminal (b) forensic (c) police (d) undercover
- Q8 Many work closely with law enforcement officers and lawyers during investigations and often appear as witnesses during trials.
(a) expected (b) expert (c) known (d) respected
- Q9 accountants record and analyze the financial information of the firms in which they are employed.
(a) Business (b) Internal (c) Licensed (d) Management
- Q10 Government accountants work in the public, maintaining and monitoring the recordkeeping of government departments and agencies.
(a) arena (b) domain (c) quarter (d) sector

Accounting Information Systems

- Q1 Accounting information systems are a part of an organization's day-to-day operations.
(a) vigorous (b) virtual (c) visceral (d) vital
- Q2 Prices can vary from customized multimillion dollar systems to software that costs less than \$100.
(a) prefabricated (b) preinstalled (c) prepackaged (d) prepared
- Q3 Customization allows for a good fit to the business's needs, smooth with other internal systems, and the ability to implement special security measures.
(a) insertion (b) intercalation (c) interfacing (d) interference
- Q4 Advantages of non-custom software include low cost, immediate availability, quality, documentation on data flow, good compatibility with external systems, and from the vendor.
(a) advice (b) advise (c) support (d) supply
- Q5 Disadvantages include lack of features, paying for features, and risk of vendor availability.
(a) undesirable (b) unexpected (c) unordered (d) unwanted
- Q6 Good accounting systems allow users to run informal reports such as accounts receivable or to keep track of inventory.
(a) aged (b) listed (c) timed (d) unpaid
- Q7 Accounting systems have to track in three business processes: order entry/sales, billing/accounts receivable/cash receipts, and purchasing/accounts payable/cash.
(a) sequences (b) steps (c) transactions (d) transfers
- Q8 The order entry/sales process sales data and records the information.
(a) captures (b) contains (c) controls (d) copies
- Q9 This process starts with a customer order, which initiates a credit
- (a) card (b) check (c) rating (d) report
- Q10 After the customer is approved, the sales order department must let the warehouse know what goods to pick, and the shipping department needs to know that an order has been
- (a) filed (b) initiated (c) placed (d) sent

Agricultural Market Development

- Q1 The Food and Agriculture Organization of the UN advises that an efficient and adequate marketing system is a for agricultural diversification, providing better prices to producers and the availability of competitively priced produce to consumers.
- (a) precondition (b) precursor (c) predecessor (d) preference
- Q2 Physical improvement is usually addressed in two ways: by providing improved market infrastructure (both urban and rural) and by improving rural roads.
- (a) access (b) paved (c) portage (d) state
- Q3 Rural markets form part of a trade network; they are normally arranged on a basis on specific weekdays and are commonly organised at a central place in a village or district centre.
- (a) ad hoc (b) casual (c) irregular (d) periodic
- Q4 Larger rural markets ('assembly markets') are found where greater quantities of produce are traded, either by the producers themselves or by traders, and are normally situated on main highways, or near to ferries and other local transport
- (a) axles (b) cores (c) nodes (d) rims
- Q5 wholesale and semi-wholesale markets are located within or near major cities (usually with populations exceeding 0.5 million).
- (a) Seasonal (b) Subsidized (c) Temporary (d) Terminal
- Q6 Retail markets directly serve consumers in main urban areas; although primarily retail, they may have some semi-wholesale functions, particularly if they allow producers to trade — in which case, they are often called markets.
- (a) direct (b) farmers' (c) open-air (d) produce
- Q7 Internal factors for change include increasing volumes of produce to be handled; alterations to commercial practices and trading patterns; and the of professional specialised wholesalers.
- (a) convergence (b) conveyance (c) emergence (d) reliance
- Q8 The main external causes for change are factors, including increase in population of a city as a result of migration and natural growth, population shifts within cities and moves to the suburbs, and changes in the location and nature of workplaces.
- (a) democratic (b) demographic (c) geocentric (d) geographic
- Q9 A common problem at both wholesale and retail levels is that the markets are viewed as tax rather than as means of facilitating the marketing of local produce: the marketing system is 'kidnapped' by municipalities, with the sole purpose of collecting taxes.
- (a) cattle (b) instruments (c) utensils (d) wells
- Q10 These factors all need to be taken into in identifying the best approach to market development.
- (a) acceptance (b) account (c) calculation (d) considerateness

Annual Report

- Q1 Our annual report was to the shareholders on 31 March.
(a) submerged (b) submitted (c) subordinated (d) subtracted
- Q2 Turnover remained constant through the year.
(a) annual (b) fiscal (c) physical (d) revenue
- Q3 Profits declined sharply with the devaluation of the
(a) banknotes (b) change (c) currency (d) money
- Q4 Sales fell gradually in the first two quarters, but in the second half of the year.
(a) realigned (b) recalled (c) recovered (d) resisted
- Q5 Costs reached in April.
(a) an acme (b) an apex (c) a climax (d) a peak
- Q6 Demand rose sharply after our major competitor went into
(a) bankruptcy (b) export (c) receiver (d) difficulty
- Q7 Overhead levelled off when utility charges were by the government.
(a) cancelled (b) frozen (c) given (d) tapped
- Q8 Prices were raised with the introduction of our new of widgets.
(a) batch (b) line (c) manager (d) team
- Q9 Output up with demand.
(a) followed (b) kept (c) made (d) put
- Q10 Although the company's overall was weak, its bottom line was still in the black.
(a) action (b) activity (c) performance (d) progress

Asset Classes

- Q1 Cathy Smart and the investment analysts at 401k Forum help you get down to the with this article about the different asset classes.
(a) baseline (b) basement (c) basics (d) basis
- Q2 Asset classes are the categories that your different investments into — such as cash, bonds, large-cap stocks, small-cap stocks, and international stocks.
(a) fall (b) fan (c) sift (d) sort
- Q3 Studies have shown that the key to successful investing is to your wealth among different asset classes.
(a) diverge (b) expand (c) range (d) spread
- Q4 Market capitalization (market cap) is a measure of the size and value of a company; to determine this, you simply multiply the number of the company's shares of stock by the market price of one share.
(a) corporate (b) individual (c) open market (d) outstanding
- Q5 Market capitalization is important because history has shown us that the stocks of companies with different market caps differently in terms of return and risk.
(a) behave (b) comply (c) gain (d) operate
- Q6 Cap-size shift: mid-cap stocks may have once been defined as large cap, but fell out of with investors.
(a) concern (b) favor (c) line (d) satisfaction
- Q7 Mid-cap stock performance usually falls somewhere in between the returns of their large- and small-cap
(a) companions (b) counterparts (c) replicas (d) surrogates
- Q8 However, mid- and small-cap stock returns tend to be more than the returns of large-cap stocks.
(a) vaporous (b) volatile (c) voluminous (d) voracious
- Q9 If a smaller company loses a few key executives, or if the economy takes a for the worse, it only takes a few nervous investors to cause the stock to drop drastically.
(a) dive (b) path (c) step (d) turn
- Q10 can reduce your risk and help protect your investment: if one asset class in your portfolio is performing poorly, there's a chance that another asset class within your portfolio will be performing well.
(a) Departmentalization (b) Differentiation (c) Distribution (d) Diversification

Auditing

- Q1 The purpose of an audit is to gather and evaluate evidence in order to form an opinion on the of a company's financial statements.
(a) rationality (b) realization (c) reliability (d) responsibility
- Q2 The audit is usually no more than a page in length and is attached to the financial statements.
(a) report (b) response (c) result (d) review
- Q3 Auditors are not responsible for the of the financial statements of an company.
(a) evaluation (b) examination (c) position (d) preparation
- Q4 In the financial statements, the company implicitly states that all items, account balances and transactions are valid, complete and accurate.
(a) essentially (b) generally (c) materially (d) precisely
- Q5 An error in is committed when the financial statements include an item that should not be included.
(a) accuracy (b) auditing (c) completeness (d) validity
- Q6 An error in is committed when the financial statements do not include an item which should be included.
(a) accuracy (b) auditing (c) completeness (d) validity
- Q7 An error in is committed when the financial statements include incorrect information about an item that should be included.
(a) accuracy (b) auditing (c) completeness (d) validity
- Q8 One of the principal goals of the auditor is to add to this assertion.
(a) credentials (b) credibility (c) creditworthiness (d) credulity
- Q9 Audit risk is the risk that the auditor expresses an inappropriate audit opinion when the financial statements are significantly
(a) misstated (b) overstated (c) restated (d) understated
- Q10 In addition to the financial statements, the auditor also examines the company's internal procedures for effectiveness.
(a) coherence (b) command (c) control (d) correspondence

Auto Leasing

- Q1 LeaseGuide.com author Al Hearn explains that automobile leasing is based entirely on the that you pay for the amount by which a vehicle's value depreciates during the time you're driving it.
(a) concept (b) design (c) image (d) observation
- Q2 Depreciation is the difference between a vehicle's original value and its value at lease-end (..... value), and is the primary factor that determines the cost of leasing.
(a) remnant (b) reserve (c) residual (d) retained
- Q3 Generally, European and Japanese automobile have lower depreciation than American brands.
(a) cars (b) logos (c) makes (d) trademarks
- Q4 Manufacturer's Retail Price (MSRP) is the full price for a vehicle as displayed on its window sticker, including optional packages and destination charges.
(a) Sales (b) Standard (c) Stated (d) Suggested
- Q5 When you and your dealer sit down and agree on a lease price for a car, this becomes the cost, or "cap cost".
(a) capitalized (b) car and package (c) cash projected (d) contract approved
- Q6 Cap cost can be reduced by rebates, factory-to-dealer incentives, trade-in credit, or a cash payment; these are known as cap cost reductions.
(a) down (b) first (c) key (d) prior
- Q7 When you lease, you're the leasing company's money while you're driving their car and they rightfully expect you to pay interest on that money, the same as with a loan.
(a) binding over (b) nailing down (c) running through (d) tying up
- Q8 This interest is expressed as a money factor, sometimes called lease factor, and is specified as a small number such as .00297.
(a) decimal (b) denominator (c) percentile (d) unrounded
- Q9 A good rule of: Lease money factors, converted to an annual interest rate, should be comparable to, if not lower than local new-car loan interest rates.
(a) calculation (b) law (c) measure (d) thumb
- Q10 However, you may not qualify for great money factors unless if you have credit rating.
(a) a guaranteed (b) a relevant (c) a spotless (d) an unremarkable

Basic Electronics

- Q1 Electronics is the study and utilization of systems that function by guiding electron flow in such as semiconductors.
(a) contrivances (b) devices (c) pieces (d) servers
- Q2 Designing and building electronic circuits to solve problems is the mandate of electronics engineering.
(a) parallel (b) practical (c) partial (d) production
- Q3 Research into innovative semiconductor technology and applications is considered a of physics.
(a) branch (b) responsibility (c) segment (d) subsidiary
- Q4 Electronic circuits are mainly used to control, process and distribute information, and for the and distribution of electric power.
(a) commutation (b) contamination (c) conversation (d) conversion
- Q5 These two purposes rely on the creation and detection of electromagnetic and electrical currents.
(a) fields (b) floors (c) grounds (d) surfaces
- Q6 The rapid modern advancement of electronics began in with the introduction of the radio.
(a) earnest (b) enthusiasm (c) secret (d) sincerity
- Q7 There are three divisions to an electronics system, an example of which is a television
(a) box (b) case (c) kit (d) set
- Q8 First, the input is a broadcast signal either received by its antenna or in through a cable.
(a) cued (b) fed (c) led (d) sped
- Q9 Second, processing circuits inside the TV the brightness, colour and audio data from this signal.
(a) contract (b) detract (c) extract (d) retract
- Q10 Third and last, its output apparatus, a cathode ray tube, changes the electronic signals into a image on its screen.
(a) vague (b) valuable (c) viable (d) visible

Basic Investment Types

- Q1 Common shareholders have the right to elect directors, to vote on certain corporate matters, and to share in any assets of the company if it is wound up.
 (a) reclaimed (b) released (c) relevant (d) residual
- Q2 Common shareholders are the last to claim assets in cases of
 (a) dissolution (b) insolvency (c) insurgency (d) resolution
- Q3 Preferred shareholders may have no voting rights, but special features on redemption or of preferred shares into common shares exist in many cases.
 (a) conversion (b) merging (c) morphing (d) transformation
- Q4 U.S. Savings Bonds are backed by the general credit and taxation powers of the federal government, so there is virtually no risk of
 (a) bankruptcy (b) default (c) depression (d) retraction
- Q5 A bond is a loan by an investor to the government or a company, which generally promises to pay a specified rate of interest and to repay a certain amount, the value of the bond, at maturity.
 (a) base (b) face (c) initial (d) official
- Q6 Certificates of Deposit (CDs) are short-term, interest-bearing savings certificates issued by banks or brokers, bearing a maturity date and a specified interest rate; they can be issued in any
 (a) condition (b) denomination (c) jurisdiction (d) nation
- Q7 Money-market mutual funds (MMMF) pool money from large numbers of investors and use it to buy short-term investments, such as T-Bills and commercial
 (a) blocks (b) contracts (c) paper (d) stock
- Q8 The returns on mutual funds depend on the fund's investment objectives, described in its, and its success in achieving them.
 (a) articles of incorporation (b) leaflets
 (c) prospectus (d) submissions
- Q9 funds are much like mutual funds, but shares are not issued or redeemed on an ongoing basis; a set number of shares are issued and then listed on an exchange for trade among investors.
 (a) Closed-end (b) Finite (c) Limited (d) Short-line
- Q10 Options give the holder the right to buy ('call' option) or sell ('.....' option) a security at a specific price for a specific period of time.
 (a) offer (b) place (c) put (d) vend

Budgeting

- Q1 Budgeting is a combination of mathematics and guesswork: some are precisely known, while others are less clear.
(a) factions (b) factors (c) fallacies (d) fractions
- Q2 Every company should prepare a complete budget and constantly its performance against that budget.
(a) match (b) merge (c) mirror (d) monitor
- Q3 Any variation from a budget should be investigated and explained, and action should be taken to correct any problems.
(a) planned (b) potential (c) practiced (d) prompt
- Q4 When you have set a budget, you should to it as much as possible, but revise it when necessary.
(a) stand (b) start (c) stick (d) stretch
- Q5 Budgeting itself can help a company reduce costs, because every item in it must be beforehand.
(a) certified (b) justified (c) ratified (d) rectified
- Q6 The wrong way to prepare a budget is to simply include everything at last year's level plus annual
(a) accrual (b) increment (c) inflation (d) investment
- Q7 Focus first on the largest costs, since they should have the greatest for reduction.
(a) potency (b) potential (c) prediction (d) projection
- Q8 Do not overestimate the sales for the budget period.
(a) conjectural (b) considered (c) determined (d) projected
- Q9 Creating a(n) forecast requires estimating the expected monthly expenditures and matching those against the likely monthly income.
(a) cash flow (b) current account (c) operating (d) turnover
- Q10 Many companies maintain a budget, so that they are continually budgeting for this time next year.
(a) floating (b) moving (c) rolling (d) shifting

Business Law

- Q1 The Commission on European Contract Law recognizes that throughout Europe there is great interest in developing a common European and commercial law.
(a) civil (b) corporate (c) individual (d) personal
- Q2 The efforts and money which it will cost to unify the private law will be repaid when it is there.
(a) amply (b) annually (c) entirely (d) mainly
- Q3 In 1997, the Third Commission began to prepare rules on subjects which are common to contracts, torts and unjust enrichment, such as plurality of creditors and debtors, and of debts and claims.
(a) advisement (b) alignment (c) arrangement (d) assignment
- Q4 With a few exceptions the members of the Commission of European Contract Law have been academics, but many of the academics are also lawyers.
(a) practical (b) practiced (c) practicing (d) practicum
- Q5 The Members have not been representatives of specific political or governmental, and they have all pursued the same objective, to draft the most appropriate contract rules for Europe.
(a) interests (b) liaisons (c) platforms (d) wings
- Q6 The Principles may be compared with the American Restatement of the Law of Contract, which consists of non-binding rules, or ".....".
(a) by law (b) false law (c) near law (d) soft law
- Q7 Some of the Principles of European Contract Law reflect ideas which have not yet in the law of any state.
(a) adopted (b) approached (c) materialised (d) realised
- Q8 The Commission has made an effort to deal with those issues in contract which face business life of today and which may the trade.
(a) adhere (b) advance (c) advertise (d) advise
- Q9 The Council and the Commission of the EU have been invited to prepare new procedural legislation in border cases, in particular on those elements which are instrumental to a smooth judicial co-operation.
(a) beyond (b) both (c) cross (d) over
- Q10 It is envisaged that the general principles of the law of contracts provided in the PECL will be in what may eventually become a European Civil Code.
(a) imagined (b) instigated (c) integrated (d) investigated

Business Letter Basics

- Q1 The first goal in writing a business letter is to get the recipient's
- (a) address (b) attention (c) services (d) trade
- Q2 One fundamental of effective writing is to put the key information at the beginning.
- (a) case (b) example (c) principle (d) situation
- Q3 Avoid down the beginning of the letter with abundant information of which the reader is already aware, however.
- (a) gearing (b) setting (c) weighing (d) writing
- Q4 Effective writing is reading that makes the recipient want to read further.
- (a) affected (b) effortless (c) effusive (d) offensive
- Q5 In writing commercial correspondence, it is important to employ a friendly yet efficient
- (a) feeling (b) mood (c) tense (d) tone
- Q6 Try to aim for a style, but without employing bad grammar, slang, or otherwise questionable English.
- (a) controversial (b) convenient (c) conventional (d) conversational
- Q7 Be merciless in eliminating the that most people put into letters: it wastes the recipient's time and tries his or her patience.
- (a) backing (b) clouding (c) complaining (d) padding
- Q8 A good business letter is simple and straightforward without being simplistic or
- (a) panoramic (b) paternal (c) patriotic (d) patronizing
- Q9 The conclusion or ending paragraph should bring the communication to a polite and close.
- (a) businesslike (b) interminable (c) measurable (d) subtle
- Q10 Unfortunately, the ending paragraphs in much commercial correspondence employ wordy and overused phrases that detract from the letter's
- (a) contact (b) contract (c) extract (d) impact

Business Software Competitors

- Q1 Brian Moran writes in SQL Server Magazine (March 2005) that an interesting battle is taking between Microsoft and Oracle, two titans of the database world, and the prize is business-application software.
(a) form (b) part (c) shape (d) stage
- Q2 Pricing for databases and prices for high-end business-application software can be entwined when a vendor controls both the business layer software and the database.
(a) inevitably (b) inexorably (c) inevitably (d) irrevocably
- Q3 Vendors who sell both have a lot more margin to with and can be a lot more creative about how they price a total package for customers.
(a) control (b) deal (c) play (d) sell
- Q4 Microsoft and Oracle are competitors in the database space; competition in other areas inevitably has an effect on their database competitions.
(a) febrile (b) fiendish (c) fierce (d) fleet
- Q5 Earlier this year, Oracle (the second largest provider of business application software) merged with PeopleSoft (the third largest provider), which had already J. D. Edwards (another major provider) back in 2003.
(a) engorged (b) gulped (c) inhaled (d) swallowed
- Q6 SAP is still the dominant provider, but Oracle's PeopleSoft acquisition is intended to grow the company's application division.
(a) flagging (b) shrinking (c) waxing (d) wilting
- Q7 So a series of acquisitions has led to a(n) in which SAP and Oracle share market leadership in the world of business application software.
(a) cartel (b) consortium (c) monopoly (d) oligopoly
- Q8 At the same time, Microsoft has been slow but steady strides in building its own competitive offerings in this space.
(a) forming (b) making (c) stretching (d) taking
- Q9 Microsoft has been on a buying since its purchase of Great Plains several years ago, acquiring Solomon and several other niche companies to stitch together the Microsoft Business Solutions Business Group.
(a) binge (b) burst (c) spell (d) spree
- Q10 The competition between Microsoft and Oracle isn't only about business software; both companies are to be platform companies.
(a) starving (b) straining (c) stretching (d) striving

Cellular Telephones

- Q1 All the world, cellular telephones are being used more and more.
(a) about (b) around (c) in (d) past
- Q2 Cell phones are hand- devices; they are also called wireless or mobile phones.
(a) carried (b) crafted (c) held (d) made
- Q3 Cell phones are with users because they are small, light and easily transported.
(a) common (b) famous (c) popular (d) well-liked
- Q4 Cellular telephones are actually little different than two- radios.
(a) channel (b) party (c) path (d) way
- Q5 A caller speaks into a cell phone, and it picks his or her voice, transforming the sound into radio waves.
(a) at (b) out (c) over (d) up
- Q6 Then these radio waves are transmitted through the atmosphere until they meet a base station.
(a) near (b) nearby (c) nearly (d) neighborhood
- Q7 The station sends your phone call the standard telephone network, where it eventually reaches the receiver.
(a) among (b) around (c) at (d) through
- Q8 Cell phones provide a vast array of these days, and new ones are being added all the time.
(a) buttons (b) customers (c) duties (d) functions
- Q9 When someone calls you, your cell phone receiver radio waves sent out by the base station.
(a) collects (b) detects (c) elects (d) selects
- Q10 Inside your cell phone, these waves are converted into the sound of the caller's voice.
(a) back (b) backward (c) forth (d) forward

Commercial Property

- Q1 According to NAREIT (Yungmann and Taube, 2001), property insurance coverage should be based on fair value, i.e., valuing assets at their current market values — actual, if available, or, if not.
 (a) comparative (b) previous (c) projected (d) theoretical
- Q2 Much of the fair value debate has had a technical focus on how to place fair values on assets for which no market values
- (a) apply (b) compare (c) exist (d) obtain
- Q3 While the technical issues are important, the real driver should be improving for users of financial statements.
 (a) opacity (b) redundancy (c) translucency (d) transparency
- Q4 A single global standard will increase the of financial presentations, which currently vary considerably.
 (a) completeness (b) comprehension (c) consistency (d) control
- Q5 A comprehensive standard comparability across all types of financial institutions.
 (a) correlates (b) facilitates (c) initiates (d) legislates
- Q6 When accounting values for assets from their underlying market values, some managements take uneconomic actions to protect accounting performance measures.
 (a) detract (b) distract (c) diverge (d) divide
- Q7 For example, during the U.S. savings and loan crisis in the 1980s, many institutions assets with market values above book and continued to hold assets with book values above market.
 (a) sold off (b) sold out (c) underwrote (d) wrote off
- Q8 In hindsight, users of their financial statements were not well served by the accounting system at the time.
 (a) at hand (b) in place (c) on hold (d) underway
- Q9 Fair value argue that measuring financial assets as close as possible to their true underlying economic values removes these perverse incentives.
 (a) presentations (b) proponents (c) propositions (d) protocols
- Q10 Users would also benefit from a clearer picture of the economic of the enterprise.
 (a) breath (b) health (c) heart (d) scene

Company Benefits

- Q1 Company benefits are often a significant portion of the employee's compensation
- (a) package (b) parcel (c) salary (d) set
- Q2 When considering an offer, the candidate should examine any benefits offered by the employer.
- (a) preferred (b) prescriptive (c) progressive (d) prospective
- Q3 Generous benefits can contribute up to 35 or 40 percent to the compensation for a job.
- (a) overage (b) overall (c) overpaid (d) overseen
- Q4 Health insurance is an important benefit; it is less expensive through the employer at rates than when taking it out on one's own.
- (a) department (b) division (c) group (d) team
- Q5 Should the employee become ill or have an accident, his or her medical is adequately covered.
- (a) bandage (b) injury (c) repair (d) treatment
- Q6 Many US employers now help cover the expense of facilities in their communities.
- (a) childcare (b) childhood (c) childish (d) childlike
- Q7 Another important benefit now often offered is flextime, which allows the employee to vary his or her working hours, within, each day.
- (a) hours (b) limits (c) ranges (d) reasons
- Q8 On the other hand, fewer companies are offering pension plans that guarantee a fixed monthly sum to
- (a) employees (b) layoffs (c) retirees (d) seniors
- Q9 Another benefit, the stock ownership plan, permits the employee to buy of the company's stock at subsidized prices.
- (a) sections (b) segments (c) shares (d) slices
- Q10 is a work plan that permits the employee to work from his or her home.
- (a) Telecommunicating (b) Telecommuting (c) Teleconferencing (d) Telejobbing

Conference Advice

- Q1 Being a delegate at conferences and other gatherings is a valuable opportunity whether or not you present a
(a) gift (b) negotiation (c) paper (d) presentation
- Q2 At such events, you will get an accurate of the current direction of the industry.
(a) opinion (b) rationale (c) sense (d) thought
- Q3 And if you are scheduled to give a talk, you will gain increased
(a) action (b) activity (c) honorarium (d) visibility
- Q4 Actually, it is not very important for you to attend any of the exhibitions.
(a) vended (b) vending (c) vendor (d) vent
- Q5 In order for you to be into your industry and its market, it is important for you to go to such events.
(a) plugged (b) posted (c) presented (d) proven
- Q6 The importance of conferences is not the seminars or workshops, but the refreshment breaks and chatting at the bar after the day is
(a) accumulated (b) cancelled (c) discussed (d) done
- Q7 The key feature of a conference is the chance to meet those whom you would not have met.
(a) elsewhere (b) ever (c) otherwise (d) outside
- Q8 Be sure to carry your business cards, and do not hesitate to cards with anyone you meet.
(a) change (b) charge (c) except (d) exchange
- Q9 And finally: do not forget to enjoy your host city: conference information packages often nearby attractions and sightseeing opportunities.
(a) delight (b) enlighten (c) limelight (d) spotlight
- Q10 Well ahead of time, however, you should plan a balance of scheduled conference activities and events that your needs.
(a) align (b) extend (c) measure (d) suit

Consumer Behaviour

- Q1 Dr. Lars Perner explains that as well as the study of how products are purchased, consumer behavior also involves their use and, since many environmental problems result from the latter.
 (a) disposal (b) disturbance (c) perusal (d) reuse
- Q2 Consumer behavior involves services and ideas as well as products.
 (a) durable (b) malleable (c) marketable (d) tangible
- Q3 Product use is often of great interest to the marketer, because this may influence how a product is best or how we can encourage increased consumption.
 (a) inventoried (b) manufactured (c) positioned (d) stationed
- Q4 For example, by understanding that consumers are more to food advertising when they are hungry, we learn to schedule snack advertisements late in the afternoon.
 (a) attendant (b) attractive (c) receptive (d) related
- Q5 The impact of consumer behavior on society is also of relevance; for example, aggressive marketing of high fat foods may have serious for the national health.
 (a) affectations (b) aftereffects (c) repercussions (d) retributions
- Q6 Since new products are usually initially adopted by a few consumers and only spread later and gradually to the rest of the population, companies that introduce new products must be well financed so that they can stay until their products become a commercial success.
 (a) aboard (b) abreast (c) afloat (d) aloft
- Q7 It is important to please initial customers, since they will in turn influence many customers' brand choices.
 (a) consecutive (b) consequent (c) subsequent (d) subservient
- Q8 Common sense suggests that if you buy a 64-ounce bottle of laundry detergent, you should pay less per ounce than if you bought two 32-ounce bottles; in practice, however, you often pay a size by buying the larger quantity.
 (a) discount (b) increase (c) percentile (d) premium
- Q9 Consumer surveys, as any kind of research, are vulnerable to: the wording of a question can influence the outcome a great deal.
 (a) ambiguity (b) bias (c) bigotry (d) weighting
- Q10 measures are occasionally used to examine consumer response; for example, advertisers may want to measure a consumer's level of arousal during various parts of an advertisement.
 (a) Paramedical (b) Physiological (c) Psychiatric (d) Psychotic

Contracts and agreements

- Q1 A contract is a agreement that is reached between two individuals or parties.
(a) bound (b) bounded (c) binding (d) boundary
- Q2 A contract between an individual and his or her employer is for the services s/he will provide in exchange for getting
(a) paid (b) serviced (c) employed (d) accrued
- Q3 a rental agreement to live in an apartment for one year is a kind of contract.
(a) Writing (b) Sketching (c) Signing (d) Stamping
- Q4 The tenant promises to pay a amount of rent, and in return, the realty agent promises to supply the accommodation.
(a) large (b) certain (c) sum (d) leased
- Q5 A customer into a contract each time s/he makes a purchase.
(a) goes (b) joins (c) becomes (d) enters
- Q6 A contract is initiated when a person makes an offer to buy something and the seller his or her offer.
(a) agrees (b) includes (c) accepts (d) signs
- Q7 In order for a contract to be completed, something of needs to be exchanged.
(a) worth (b) value (c) goods (d) interest
- Q8 A contract has been created when both the buyer and the seller have agreed that there will be some kind of
(a) consideration (b) service (c) application (d) business
- Q9 Any contract that is made to buy or sell something that is is not enforceable under law.
(a) illogical (b) illegible (c) illegal (d) illegitimate
- Q10 A contract is required to be made by those who are legally capable, a condition called
(a) capaciousness (b) capacity (c) credence (d) credibility

Corporate Taxation

- Q1 Rob Norton, of eCompany Now and Fortune magazines, notes in the article quoted below that corporate taxes are among the least efficient and least of taxes.
(a) avoidable (b) defeatable (c) defensible (d) reprehensible
- Q2 The tax is popular with the man, who believes, incorrectly, that it is paid by corporations.
(a) in the shop (b) in the street (c) on the block (d) on the job
- Q3 The federal corporate income tax applies only to some businesses — those chartered as corporations — and not to partnerships or proprietorships.
(a) simple (b) single (c) sole (d) strict
- Q4 The federal tax is levied at three different rates on different of income: 15 percent on taxable income under \$50,000; 25 percent on income between \$50,000 and \$75,000; and 34 percent on income above that.
(a) brackets (b) components (c) portions (d) segments
- Q5 A good reason that state and local corporate income taxes remain low is that corporations could easily out of states that imposed unusually high taxes.
(a) reinstate (b) relegate (c) relocate (d) replace
- Q6 Except for emergency taxes in wartime, corporate profits were first taxed in 1909, when Congress a 1 percent tax on corporation income.
(a) decided (b) enacted (c) proscribed (d) retracted
- Q7 The Tax Reform Act of 1986 was designed to increase the share of federal revenues collected via the corporate income tax and to decrease the share from the income tax.
(a) individual (b) personnel (c) private (d) single
- Q8 While the top corporate tax rate was cut, deductions for capital expenditures were severely, and as a result the effective tax rate for many corporations rose.
(a) amended (b) curtailed (c) examined (d) extended
- Q9 The central problem with the corporate income tax from an economic point of view is that, ultimately, only can pay taxes.
(a) entities (b) companies (c) people (d) some
- Q10 As early as the 17th century, Sir William Petty, one of the of modern economics, argued that a tax on the production and sale of commodities would eventually be shifted by producers to consumers, who would pay it in the form of higher prices.
(a) planners (b) precursors (c) predecessors (d) progenitors

Detecting Competition

- Q1 Mark Hennricks in Entrepreneur magazine (December 1999) warns that you should not count on friendly competition; if you do, your rivals might just steal your customers from under your
- (a) feet (b) files (c) nose (d) table
- Q2 Potential competitors for Sparks.com, an online retailer of real greeting cards, run the, from the corner gift shop to Amazon.com.
- (a) gambit (b) gamut (c) gannet (d) gauntlet
- Q3 That awareness was home during a recent meeting with executives of another company, supposedly to explore setting up a strategic alliance with Lindau's 70-person firm.
- (a) brought (b) carried (c) sent (d) taken
- Q4 "One of them laid down a briefcase and out popped one of our business plans from a year ago, which they had clearly obtained through we had not intended," recalls Lindau.
- (a) angles (b) channels (c) doors (d) mediums
- Q5 "Someone to whom we had given a copy of our business plan had shared it with our competition."
- (a) clandestine (b) confidential (c) critical (d) cryptic
- Q6 Query vendors, customers, consultants and others who business with companies in and around your field to find out if and when new competitors are likely to emerge.
- (a) do (b) have (c) make (d) talk
- Q7 Lindau says venture capitalists represent a fruitful source for competitive information for her because due requires investors to research related businesses before backing a company.
- (a) deportment (b) determination (c) diligence (d) discernment
- Q8 Companies that occupy spots on your value chain often understand your business and customers well enough to become rivals.
- (a) patent (b) patterned (c) positive (d) potent
- Q9 Carefully firms that have mastered technology similar to yours, even if they appear to operate in distant sectors.
- (a) castigate (b) circumvent (c) excoriate (d) scrutinize
- Q10 No one wins every sale, but if you start to lose sales to companies you've never heard of, you may be the birth of new and unexpected competitors, and your early warning system may be faulty.
- (a) feeling (b) noticing (c) undergoing (d) witnessing

Dotcom Retail Stores

- Q1 Melissa Campanelli, a marketing and technology writer in Brooklyn, comments on the reasons for dotcoms to open a physical store to extend their life
- (a) lengths (b) lines (c) spans (d) streams
- Q2 In the traditional realm of business, you open a retail store first and then launch a website, but since the dotcom revolution, many surviving dotcoms that skipped that first step are realizing the benefits of opening a location.
- (a) brick-and-mortar (b) plaster-of-paris (c) rock-solid (d) set-in-stone
- Q3 Anyone that has a business plan with a goal of e-commerce needs to that business plan with a retail reality.
- (a) augment (b) engineer (c) generate (d) offset
- Q4 "We realized very early that we could not exist purely as a dotcom," says Sal Perisano, of iParty Corp, "We knew we needed some terrestrial link, some reality other than a virtual company, to what we were doing."
- (a) belay (b) belie (c) bolster (d) brook
- Q5 Physical stores give your customers a more convenient way to return goods and try out products — two options analysts say are missing from Net stores.
- (a) rashly (b) roughly (c) sorely (d) stiffly
- Q6 Owning a store offers a natural flow into and out of the store, which allows an entrepreneur to gather names and begin direct-to-consumer marketing programs.
- (a) goods (b) pedestrian (c) physical (d) traffic
- Q7 However, opening a retail store is an expensive
- (a) exploration (b) exposition (c) imposition (d) proposition
- Q8 For those of you who lack the funding needed to open a retail store right now, try renting a in a local shopping mall.
- (a) barrow (b) hut (c) kiosk (d) table
- Q9 If you do want to set up, you should do whatever you can to learn about launching and running a traditional retail business before you do so.
- (a) business (b) operation (c) shop (d) store
- Q10 Your best is to determine ahead of time whether a multichannel strategy is a good move for your dotcom.
- (a) bet (b) chance (c) effort (d) thought

Electronic Commerce

- Q1 This paper by Derek Miers received critical when it was published in 1996, and the issues highlighted are just as relevant today.
(a) acclaim (b) applause (c) attention (d) awareness
- Q2 Over recent years information technology has experienced an unprecedented degree of change, enabling the transformation of the basic of business.
(a) machinations (b) machines (c) mechanics (d) mechanisms
- Q3 Within the next years we will see the emergence of secure, cost-effective electronic payment systems to these technologies.
(a) accent (b) accept (c) augment (d) augur
- Q4 Those waiting for clear signs of this new age before acting will forever be destined to observe from the
(a) back seat (b) bleachers (c) caboose (d) sidelines
- Q5 The fundamental opportunity offered by the Internet is for suppliers to gain direct access to consumers without the attendant costs associated with the maintenance of physical distribution channels-- people, bricks and
(a) bats (b) concrete (c) mortar (d) sticks
- Q6 Markets and marketing concepts will change radically, driven by those companies who successfully the challenge.
(a) forge through (b) rise to (c) set up (d) take in
- Q7 11th-century Europe saw the emergence of credit-based banking systems and financial instruments such as bills of exchange, and these concepts remain with us, in their modified form,
(a) day after day (b) nowadays (c) to this day (d) up until today
- Q8 These basic concepts all modern forms of commerce.
(a) overhaul (b) overspread (c) underpin (d) underscore
- Q9 The rise of the Internet since the of the World Wide Web has provided an easy-to-use communication channel for businesses to contact current and potential customers.
(a) advent (b) convention (c) event (d) provenance
- Q10 The emergence of the Internet as a general communication channel has also given to the possibility of widespread electronic commerce.
(a) hope (b) rise (c) thought (d) voice

Email Do's and Don't's

- Q1 Joan Lloyd, of Joan Lloyd & Associates, writes that email is a medium of communication for sheer convenience.
(a) uncompered (b) undivided (c) unequal (d) unparalleled
- Q2 However, she warns that it also carries many and even dangers in the office environment.
(a) deadfalls (b) freefalls (c) pitfalls (d) pratfalls
- Q3 Delivering a negative message is difficult, even when it is spoken face-to-face; is almost guaranteed when it's received by email.
(a) decisiveness (b) defensiveness (c) derisiveness (d) discursiveness
- Q4 What's worse, email can be printed and saved: both parties will often haul out their "documentation" to prove how the other party has them.
(a) decried (b) missed (c) reviled (d) wronged
- Q5 If you receive an email that you off, and your first reaction is to counterattack, don't; close it and wait 24 hours before you respond.
(a) checks (b) fires (c) seizes (d) ticks
- Q6 Because the tone and are missing, it is more important to use friendly language, descriptive adjectives and carefully chosen words.
(a) inflection (b) intention (c) reflection (d) retraction
- Q7 If you don't consider how it will sound on the other end and take steps to shape the delivery so the meaning is understood, you could be doing control later.
(a) communication (b) courtesy (c) damage (d) passion
- Q8 When I get a sloppy email, with poor punctuation, misspelled words or in lower case letters, it tells me the person just doesn't realize that what and how they write their credibility to others.
(a) denies (b) exaggerates (c) telegraphs (d) underlines
- Q9 Email feels private, but it's anything
(a) at all (b) available (c) but (d) public
- Q10 Write every email for your boss's eyes: it's a great way to keep you honest and sensitive.
(a) politically (b) positively (c) practically (d) probably

GAAP

- Q1 Generally Accepted Accounting Principles are a set of accounting approved by the professional accounting industry.
(a) standards (b) suggestions (c) syllabuses (d) systems
- Q2 GAAP are a combination of rules set by policy boards and the commonly accepted ways of recording and reporting financial information.
(a) authoritative (b) guideline (c) optional (d) overriding
- Q3 They can become accepted either as a result of due or as a result of long term practice.
(a) placement (b) polling (c) procedure (d) process
- Q4 Accountants cannot express the opinion that financial statements are "in conformity with generally accepted accounting principles" if such information includes any from these principles.
(a) departures (b) duplications (c) projections (d) quotations
- Q5 After the Stock Market of 1929, the American Institute of Accountants introduced five broad principles of accounting which have won fairly general acceptance.
(a) Bubble (b) Bust (c) Crash (d) Plunge
- Q6 It is relatively unimportant to investors what reporting method is used by a company, so long as they are assured that it is followed every year.
(a) conclusively (b) consistently (c) constantly (d) cooperatively
- Q7 In 1934, the U.S. Congress created the Securities and Commission (SEC), giving it the authority to prescribe the methods used in preparing financial statements.
(a) Earnings (b) Economic (c) Evaluation (d) Exchange
- Q8 In 1938, Congress permitted companies to use a new method, *lifo*, for income tax purposes.
(a) inclusive (b) introductory (c) inventory (d) investment
- Q9 In 1939, the AIA recommended the phrasing, "present fairly in conformity with generally accepted accounting principles" in the standard form of the report.
(a) auditor's (b) financial (c) management (d) stockholders'
- Q10 The P & L monograph of 1940 promulgated the "..... principle", which places primary emphasis on the correspondence of costs with the revenues that they produce.
(a) alignment (b) approximation (c) concord (d) matching

Internal Communications

- Q1 According to the Government Communication Network (GCN), a plan for internal communications should be into every communication strategy.
 (a) initiated (b) integrated (c) interwoven (d) involved
- Q2 Winning the support of internal can be as important as reaching key external audiences, and will be vital to the success of your communication programme.
 (a) jobholders (b) placeholders (c) stakeholders (d) stockholders
- Q3 Internal communications need exactly the same kind of analysis and strategy as external communications: there will be distinct audience groups who should be, and the same processes of information collection and insight generation apply to internal as to external groups.
 (a) sectioned (b) segmented (c) segregated (d) sequestered
- Q4 Far from being the poor of external communication, internal communication performs a crucial role within government.
 (a) neighbor (b) offspring (c) relative (d) sibling
- Q5 By staff with the departmental vision and values so that they can apply them in their day-to-day work, it creates a culture that does two things: it improves policy delivery and it increases the chance of meeting departmental objectives.
 (a) endearing (b) engaging (c) inducing (d) inoculating
- Q6 Organisations that have a strong communications function frequently those that don't; private sector companies that communicate effectively have a 19.4 per cent higher market premium than companies that do not.
 (a) outperform (b) outrank (c) overdo (d) overrule
- Q7 As with external communications, it is not enough to have a tactical approach; every department should have an internal communications strategy that is developed, implemented and monitored according to industry practice and the needs of staff.
 (a) best (b) in (c) made (d) style
- Q8 Printed or online surveys might be your first port of when it comes to understanding communication needs within your department.
 (a) action (b) call (c) entry (d) resort
- Q9 Before selecting a research method, produce a that sets out clear objectives and explains what you are trying to achieve.
 (a) brief (b) draft (c) mission (d) portfolio
- Q10 You might also need to set up a different dialogue with each team within your department to take on cultural differences.
 (a) board (b) other (c) serious (d) viewing

TOEIC Preparation

(Answer Keys)

Bearing Information

- A1 Try and be a little more cheerful because if you don't bear up soon, you'll make everyone else miserable.
answer: (c) up
- A2 We were in a small rowing boat and were terrified that the steamer hadn't seen us as it was bearing down on us.
answer: (a) down
- A3 I fully understand your comments and bearing those in mind, I have made the appropriate decision.
answer: (b) mind
- A4 As we have all worked very hard this year, I'm hoping that our efforts will bear fruit.
answer: (d) fruit
- A5 We all have our crosses to bear so I should be grateful if you would stop complaining all the time.
answer: (c) crosses
- A6 There is really nothing much you can do to stop it and I'm afraid you'll just have to grin and bear it.
answer: (b) grin
- A7 I hope you can be patient for a little longer and bear with me while I try and solve the problem.
answer: (d) with
- A8 She has been proved right in everything she did as the report quite clearly bears out.
answer: (a) out
- A9 The judge dismissed the new evidence completely because it had no bearing on the trial.
answer: (b) on
- A10 Quite honestly the two cases are so completely different that they really don't bear comparison.
answer: (d) comparison

Cinemas

- A1 Her latest film attained its object in a very short space of time, which was to shock.
answer: (c) attained
- A2 The critics continue to praise the work of this director whatever films he makes.
answer: (b) continue
- A3 The film was the first to show conditions in which poor people lived and as such was to influence future directors.
answer: (a) influence
- A4 The only reason for them going to the cinema on that day was to find some form of entertainment.
answer: (d) entertainment
- A5 The director's intention in making the film was to try and represent simplicity as seen by a child.
answer: (c) represent
- A6 The fans outside the cinema on the first showing of the film were unwilling to disperse until all the stars had gone home.
answer: (d) disperse
- A7 The delay in releasing the film to the general public was because certain scenes were considered tasteless.
answer: (c) releasing
- A8 The theme of the second film is quite simply a continuation of the first.
answer: (b) continuation
- A9 In the making of the film the direction is quite separate from the financing of the project.
answer: (a) separate
- A10 Very often someone will give a description of a film and when you see it for yourself, it's quite different.
answer: (d) description

Cliches

- A1 She's got the kind of job that seems to keep her occupied all the time — 24-7.
answer: (d) 7
- A2 Absolutely, I couldn't agree with you more.
answer: (d) Absolutely
- A3 I really think we should talk about the subject we wanted to in the first place and address the issue.
answer: (c) address
- A4 It's difficult to say exactly how many people are involved but I would say around 50.
answer: (a) around
- A5 It was one of those sights that you never forget it was awesome.
answer: (b) awesome
- A6 We don't know precisely how much it will cost but I could give a ball park figure of 6 million dollars.
answer: (c) ball park
- A7 I agree with what you say, basically but ...
answer: (b) basically
- A8 You fill in those forms on a weekly basis.
answer: (d) basis
- A9 I hope you will be patient and bear with me a minute.
answer: (c) bear
- A10 It's difficult to see how to get out of this situation because we're between a rock and a hard place.
answer: (b) hard

Mistaken Identity

- A1 Interviewer: Perhaps you could start by telling us why you've applied for this job.
answer: (b) applied for this job
- A2 Candidate: I think the main reason is because I like working in the open air.
answer: (d) the open air
- A3 Interviewer: You mean you like the idea of an office with air conditioning.
answer: (c) air conditioning
- A4 Candidate: I'm sorry I don't understand what you're on about.
answer: (b) on about
- A5 Interviewer: I should have thought this was pretty obvious.
answer: (c) pretty obvious
- A6 Candidate: Not to me, it isn't.
answer: (a) it isn't
- A7 Interviewer: I think there must be a mistake, I take it you're Mr Johnson.
answer: (b) take it you're Mr Johnson
- A8 Candidate: I'm Mr Jensen. I'm afraid it's a case of mistaken identity.
answer: (d) mistaken identity
- A9 Interviewer: So you're not after the job of guardian, I presume.
answer: (a) I presume
- A10 Candidate: No, sorry as I said I like working outside, I want to be a gardener, if you don't mind.
answer: (c) if you don't mind

Speaking: At the Station

- A1 The train now standing at the platform 6 is the 10.45 for London.
answer: (b) standing
- A2 Unfortunately it is now 11 o'clock and so there is a delay of 15 minutes already.
answer: (d) delay
- A3 The train at platform 14 cannot leave because there is a power failure on that particular line...
answer: (a) failure
- A4 The train for London at platform 6 is still there and is not expected to leave for at least 20 minutes.
answer: (b) expected
- A5 The small cafe situated near platform 6 is now offering free cups of tea to those waiting for the London train.
answer: (c) offering
- A6 Severe storms last night together with heavy rainfall means that some of the lines of the station are now waterlogged.
answer: (a) waterlogged
- A7 We thought for a moment that the 10.45 for London might be about to catch fire but it was a false alarm.
answer: (b) false
- A8 This is a general notice for all passengers: the restaurant in the main concourse is now open.
answer: (c) concourse
- A9 There was in fact a small fire in the train on platform 6 but we're glad to tell you that the flames have been extinguished.
answer: (d) extinguished
- A10 We regret to announce that the 10.45 for London is now out of service because the driver is having a nervous breakdown.
answer: (a) breakdown

Speaking: At the Supermarket

- A1 Will the driver of the blue Ford Fiesta XYZ 343 please move their car.
answer: (b) move
- A2 The reason for this is that the Fiesta is preventing our delivery lorry from leaving the premises.
answer: (c) preventing
- A3 We ask the owner of this vehicle to go back to their car as soon as possible and park their car in another space.
answer: (d) owner
- A4 This is a customer announcement. We have a special offer at the moment on bananas.
answer: (b) announcement
- A5 For the next hour it will be possible to buy just one bunch of bananas and get one more free.
answer: (a) bunch
- A6 Further to our request for the Ford Fiesta to be reparked, this matter is now very urgent. Our lorry cannot get out.
answer: (c) request
- A7 We have to inform our customers that the store will be closing in half an hour's time.
answer: (b) time
- A8 We would like to remind our customers that over the Christmas period we will be closing an hour earlier than usual.
answer: (d) remind
- A9 There are now only ten minutes remaining for you to make your purchases and go to the checkout.
answer: (a) purchases
- A10 A final message for the driver of the Ford Fiesta: there is no need now to repark as our delivery lorry has done that for you!
answer: (b) message

Speaking: At the Theatre

- A1 Ladies and gentlemen, I want to thank you for your appreciation of our performance.
answer: (b) appreciation
- A2 We have done this play many times in different towns but your applause has been the greatest so far.
answer: (d) applause
- A3 We will always remember the way you stood up and clapped at some of the speeches in the play.
answer: (a) clapped
- A4 Our leading actor is unable to come on the stage at the moment because he is overcome with emotion.
answer: (c) overcome
- A5 Don't worry I'm sure it's only temporary and that he'll soon recover before the next performance.
answer: (b) temporary
- A6 That is the reason why I am standing here and making this short speech.
answer: (d) speech
- A7 The leading lady is also absent from our stage and you can probably hear her sobbing her heart out as I speak.
answer: (a) sobbing
- A8 I think that the main reason for all this emotion is probably the way you have reacted to the play.
answer: (b) reason
- A9 You see throughout our current season we have never received so much laughter as we have from you.
answer: (c) current
- A10 The reason for this is possibly that you thought it was a comedy but in fact it is a tragedy.
answer: (b) comedy

Speaking: The Broadcast

- A1 Welcome to Radio News and now over to our reporter who's covering the procession this morning.
answer: (b) reporter
- A2 Hi listeners, I should explain that I have a bird's eye view of this magnificent sight as the parade passes underneath me.
answer: (c) bird's
- A3 To tell you the truth I shouldn't be perched up here on top of this large statue of Field Marshal Smith.
answer: (d) perched
- A4 There is a long line of soldiers on horseback marching to the sound of a brass band.
answer: (b) brass
- A5 It really is quite uncomfortable up here and there's a policeman staring at me, which I don't like.
answer: (c) staring
- A6 After the soldiers I can see a group of circus performers who are jumping and dancing as they go.
answer: (d) performers
- A7 Next I can see some pensioners slowly moving along the road and some can't walk and are in wheelchairs.
answer: (c) wheelchairs
- A8 That policeman is getting out his notebook and walking near the statue I'm sitting on.
answer: (a) notebook
- A9 It has started to rain and I shall get soaked to the skin if I stay much longer up here.
answer: (d) soaked
- A10 Oh dear, listeners, I shall have to return you to the studio because the policeman says he is going to arrest me.
answer: (b) arrest

What comes next (the bill)

A1 This is most embarrassing. I can't pay the bill for my meal. I'm afraid I've left my wallet at home.

answer: (b) I've left my wallet at home

A2 I would be most obliged if you allow me to pay later.

answer: (c) allow me to pay later

A3 The other thing I could do is leave my watch as a deposit.

answer: (d) leave my watch as a deposit

A4 I can see by the expression on your face you don't really like the idea.

answer: (c) you don't really like the idea

A5 I could phone someone to bring me the money.

answer: (b) bring me the money

A6 I see. So what you are saying is I'm holding up your trade.

answer: (a) I'm holding up your trade

A7 Well, I did say I was sorry and I think you're being very unreasonable.

answer: (d) you're being very unreasonable

A8 You say you have no choice but to call the manager.

answer: (b) call the manager

A9 That sounds a good idea. I'm sure he'll sympathise.

answer: (c) sympathise

A10 All right, all right Mr manager. Just as you say, of course I'll wash the dishes in the kitchen.

answer: (a) of course I'll wash the dishes in the kitchen

Accounts

- A1 In order to check all the telephone calls made during the month I want the account to be itemized.
answer: (d) itemized
- A2 All the representatives are allowed to spend money for entertaining with their expense account.
answer: (c) expense
- A3 To spread the cost of spending on articles you buy many big departments let you open a credit.
answer: (b) credit
- A4 Once you are earning money and you want to keep it safe, you can always open an account with a bank.
answer: (a) open
- A5 At the end of thirty days the company will ask you to settle the account.
answer: (d) settle
- A6 The finance director is responsible for keeping the accounts for the business.
answer: (b) keeping
- A7 At the end of the financial year it is the responsibility of the chief finance officer to publish the accounts.
answer: (c) publish
- A8 Before they got married, they decided to open a joint account.
answer: (b) joint
- A9 If you have saved some money, it is a good idea to put the money into a deposit account.
answer: (d) deposit
- A10 However hard I try, I find it impossible to account for this missing sum of money.
answer: (c) for

Advertising

- A1 In order to make a sensible comparison among the different vacuum cleaners available, it is important to do some research.
answer: (b) comparison
- A2 The local department store has to make a sustained effort at this time of the year to satisfy customer demand for summer clothing.
answer: (a) satisfy
- A3 A good team leader must be able to inspire his colleagues to face the challenge of a downturn in business.
answer: (d) inspire
- A4 The current trend in children's desire to wear designer label clothes should be exploited.
answer: (b) current
- A5 You have to convince the public that it is in their own interest to read the instructions on all our medicines.
answer: (c) convince
- A6 In order to survive in this business you must adopt a competitive stance.
answer: (d) competitive
- A7 The consumption of alcohol is not allowed in any of the company's premises in order to present a clean image.
answer: (b) consumption
- A8 When you are setting out to attract new customers in an advertisement, choose the right words.
answer: (c) attract
- A9 The really effective television commercial is the one that persuades you of its authenticity.
answer: (a) persuades
- A10 I can strongly recommend this product as the best available on the market today.
answer: (b) product

Agreements

- A1 The contract was signed by the three partners who thus agreed to abide by terms and conditions contained in it.
answer: (c) abide
- A2 There was nothing in the contract that specified who would be responsible in the event that one of the partners became seriously ill.
answer: (b) specified
- A3 An independent adviser was called in after the collapse of the company to resolve some of the issues that were not clear.
answer: (d) resolve
- A4 One of the parties mentioned in the original agreement has decided that she does not want to continue with the profit-sharing scheme.
answer: (d) parties
- A5 In view of the serious problems associated with the takeover the newspaper company has decided to cancel its offer of financial help.
answer: (c) cancel
- A6 The main problem was that the newly formed organisation was not attracting enough work and so they decided to engage the services of a public relations expert.
answer: (b) engage
- A7 That company has been in business for over 100 years and in fact was established in 1899.
answer: (b) established
- A8 After the complaint had been received from the customer about poor service, she was given a written assurance that the matter would be put right.
answer: (c) assurance
- A9 They were very careful to make sure in the original agreement that provision would be made to pay for staff redundancies.
answer: (d) provision
- A10 We decided to employ a solicitor who would be able to determine the extent of our liability in this matter.
answer: (d) determine

Applying for that Job

A1 I would be very interested in applying for that job.

answer: (c) applying

A2 Do you want to stand as a candidate in the local elections?

answer: (a) stand

A3 They are completely fed up with all the noise in the centre of town.

answer: (b) fed

A4 The reason there are no buses is because the drivers are on strike.

answer: (c) strike

A5 The government has changed its policy and had a complete change of heart.

answer: (d) heart

A6 This supermarket is trying to target young shoppers by offering fashionable clothes.

answer: (a) target

A7 You should have bought up those shares when they were cheap.

answer: (c) bought up

A8 You must try and hurry up because my patience is running out.

answer: (a) running

A9 Have you ever tried your hand at running a business?

answer: (c) hand

A10 After all these years she has decided to take early retirement.

answer: (d) retirement

Are You in Debt?

- A1 Going on a spending spree with your credit card and no concern about how you pay back the money you borrow, is a growing habit these days.
answer: (b) spree
- A2 There is a popular demand for the system that allows credit companies to offer unlimited credit to young people to be overhauled.
answer: (a) overhauled
- A3 It has been disclosed by a government agency that the percentage of under 25 year olds owing large sums to companies is on the increase.
answer: (d) disclosed
- A4 One director of a major credit company has already been forced to step down because of the bad publicity his company has attracted.
answer: (c) step down
- A5 One solution that has been suggested to control credit is to step up the regulations to make it more difficult to get credit in the first place.
answer: (b) step up
- A6 The main problem is that a debt culture has developed recently believing that it is cool to owe large sums of money.
answer: (d) culture
- A7 Recent reports have revealed that being in debt is not now looked upon as a disgrace but rather as an attractive way of life.
answer: (a) revealed
- A8 In reality it's a very long haul to get from owing to paying off all your debts.
answer: (c) haul
- A9 There are frequently clashes in the family home between parents and children about whether you should enter into credit agreements.
answer: (b) clashes
- A10 What concerns people most are the mounting fears among governments that it will take at least a generation for us to be rid of excessive debt.
answer: (c) fears

At the Computer

- A1 Without the right software I'm afraid you can't access that particular program.
answer: (b) access
- A2 The aim of the office manager is to allocate enough room on the building plans so that each employee can have space for a personal computer.
answer: (c) allocate
- A3 Remember that before you leave your workstation, always shut down your computer.
answer: (d) shut down
- A4 It's quite easy if you want to find folders and files on the computer, all you do is click here and it immediately starts searching.
answer: (b) searching
- A5 I have tried and tried again and again and no matter what I do it still shows "error" — I just can't figure out what's wrong.
answer: (c) figure out
- A6 I spent hours writing that report and checking all the information was correct and then without thinking I pressed the 'delete' button.
answer: (b) 'delete'
- A7 It's a really clever piece of software because it enables you to display on your screen all the information in columns.
answer: (c) display
- A8 Unfortunately this program is not compatible with the operating system on my computer.
answer: (b) compatible
- A9 When you see that particular symbol on the screen, you have to take that as a warning that something is wrong.
answer: (d) warning
- A10 With this program you can always check your spelling and grammar and if you don't want to accept what it shows, you simply press 'ignore'.
answer: (a) 'ignore'

At the Office (1)

- A1 Concern was expressed by the office manager that the company would buy an affordable financial package.
answer: (b) affordable
- A2 The main provider of stationery for the office suddenly announced there would be an overall increase in their prices.
answer: (d) provider
- A3 The chief administrative officer disliked lack of attention to detail and insisted that such mistakes should never recur.
answer: (a) recur
- A4 Once again the company has had to make a reduction in the number of office staff to try and recoup their losses.
answer: (b) reduction
- A5 The stock of zip discs in the office is running dangerously low.
answer: (c) stock
- A6 If the managers want to stay employed, they will have to learn how to stay on top of their jobs.
answer: (b) top
- A7 It's not worth paying for an annual service when you can simply call the supplier on an as-needed basis.
answer: (a) needed
- A8 The new office manager will be in charge of all the IT requirements that the company uses.
answer: (d) charge
- A9 Currently there is a shortage of clerical staff but it is hoped that by the end of the year they will be up to full capacity.
answer: (b) capacity
- A10 Staff are always encouraged to work by themselves and whenever they meet a problem, they should use their own initiative.
answer: (a) initiative

At the Office (2)

- A1 On her retirement she was given a substantial cheque in appreciation of all the work she had done over the last 20 years.
answer: (c) appreciation
- A2 Having attended the office procedures course all employees were expected to reinforce what they had learned and introduce it into their daily routine.
answer: (a) reinforce
- A3 Visiting clients had commented on the casual dress code of most of the clerical staff.
answer: (d) code
- A4 The practice of staff doing physical exercises before the start of the day is well established in Japanese companies.
answer: (c) practice
- A5 There is a lengthy procedure used in this office for staff who have produced shoddy work and it begins with a verbal warning.
answer: (b) verbal
- A6 There was no fixed agenda for that particular day as it was to be regarded simply as a casual meeting.
answer: (d) casual
- A7 At the interview all the candidates were shown round the building but could only really catch a glimpse of the sort of work being carried out.
answer: (c) glimpse
- A8 They really need to keep a check on the stationery supplies as they've run out of A4 paper once again.
answer: (c) out of
- A9 Managers prefer to select people who have been exposed to many different types of office environments.
answer: (b) exposed
- A10 A troubleshooter was brought into the office from another firm to get rid of some very outdated procedures.
answer: (a) outdated

At the Shops

- A1 We got there early so that we could get the best bargains in the sale before anyone else.
answer: (c) bargains
- A2 If you bear with me, I'll go and see whether we have that in your size.
answer: (c) bear
- A3 The trouble with these huge superstores is that they don't have enough checkouts to deal with customers at busy times.
answer: (d) checkouts
- A4 It started off as a small street corner shop over 30 years ago but it has now expanded into a massive department store.
answer: (a) expanded
- A5 Take a good look at the receipt when you leave so that you can see that all the items have been listed.
answer: (b) items
- A6 Whenever I go to the old part of a city, I like to explore all the shops selling antiques.
answer: (d) explore
- A7 Are you aware of the latest trend in children's clothing?
answer: (b) trend
- A8 They're quite strict in their policy of not giving refunds without a receipt in this store.
answer: (c) strict
- A9 They have a mandatory restriction in the shop with regard to the number of items of clothing that you can try on at one time.
answer: (d) mandatory
- A10 The extent of the merchandise available in this one store is more than you can possibly imagine.
answer: (a) merchandise

Business

- A1 I was pleased to receive your response to my proposal but there are one or two points that need clarification.
answer: (c) clarification
- A2 A report has just been published that gives details of the causes of this trend towards informality in the business sector.
answer: (a) published
- A3 According to the findings in the report it is clear that employees under the age of 35 prefer to dress casually at work.
answer: (c) findings
- A4 Thirty years ago this kind of informality would not have been tolerated.
answer: (d) tolerated
- A5 All employees are kindly requested to refrain from smoking in the presence of customers.
answer: (c) refrain
- A6 The meeting went on for three hours and as a result there was no time left to discuss all the topics on the agenda.
answer: (d) agenda
- A7 There's really no point in hoping to add important topics right at the end of the meeting under the heading of any other business.
answer: (a) business
- A8 The chairman was obliged to bring the meeting to a halt because a fire broke out in the adjoining room.
answer: (d) halt
- A9 It is absolutely essential that the clerk takes care to minute any decisions that have been reached during the meeting.
answer: (b) minute
- A10 As so few members had turned up at the meeting, it was decided to postpone it until further notice.
answer: (c) postpone

Business Expressions (1)

- A1 I heard of a new company today with which we should co-operate and do business with.
answer: (d) do
- A2 Shortly after he was dismissed from the firm he decided to set himself up in his own business.
answer: (b) set
- A3 They went into business shortly after their children had left home and got married.
answer: (c) into
- A4 As soon as they heard what had happened, they made it their business to find out the truth.
answer: (a) made
- A5 I would ask you kindly not to interfere with what I'm doing as in all honesty it's none of your business.
answer: (c) none
- A6 Despite all the alternations that are taking place in the department store, the management wanted to explain it was business as usual.
answer: (d) usual
- A7 She knew that there was some kind of funny business going on because strange things were happening.
answer: (c) funny
- A8 We really can't delay any more with our plans and must get down to business as soon as possible.
answer: (b) get
- A9 When the bomb went off, most of the injured were just ordinary people going about their business.
answer: (a) about
- A10 Although they had high hopes that they would be successful, they went out of business within six months.
answer: (c) went

Business Expressions (2)

A1 I've warned you before that you shouldn't get involved in this matter and you have no business discussing it.

answer: (c) no

A2 That's really not my concern at all and I'm certainly not in the business of telling others what to do.

answer: (a) in

A3 She was very enthusiastic about her new job and was making rapid progress like nobody's business.

answer: (d) like

A4 I really wouldn't joke about it because these people are deadly serious and mean business.

answer: (b) mean

A5 He didn't hesitate to tell me that I wasn't wanted and just told me to mind my own business.

answer: (d) mind

A6 I'm afraid it won't be possible to talk to the boss today because he's away on business till Tuesday.

answer: (b) on

A7 He was very keen that we kept in touch and for that reason he handed me his business card.

answer: (c) card

A8 This is the really important part of the machine and that's why we call it the business end.

answer: (b) end

A9 The whole site has nothing but offices and administration centres and that's why we call it a business park.

answer: (d) park

A10 All the famous film stars, actors, directors and writers were at the festival representing the world of show business.

answer: (c) show

Code of Practice

- A1 The company had its own code of practice in these matters.
answer: (b) practice
- A2 This is a prime example of what not to do.
answer: (d) prime
- A3 Plans have already been drawn up to deal with such situations.
answer: (c) up
- A4 Thousands of subscribers are already signing up for this new telephone service.
answer: (b) subscribers
- A5 Job losses are mainly in the blue-collar sectors of the industry.
answer: (a) blue-collar
- A6 The circular will contain key financial information to help investors.
answer: (a) key
- A7 The report is likely to show better than expected results.
answer: (d) likely
- A8 So many of these animals have been shot over the years that they are now classed as endangered species.
answer: (b) endangered
- A9 Some people are reluctant to learn a foreign language.
answer: (c) reluctant
- A10 It was a big sacrifice for her to give up her acting career to look after her family.
answer: (b) sacrifice

Computers

- A1 My computer is not capable of saving material on a separate disc because it has no floppy drive.
answer: (c) disc
- A2 I understand that I can make it possible for both my computers to share the same programs by means of networking.
answer: (d) networking
- A3 I had only had my computer for three weeks when I had to have the hard drive replaced.
answer: (a) replaced
- A4 Laptop computers are becoming more and more popular in the business world.
answer: (b) popular
- A5 You have to have a really sharp mind in order to get your head round today's computing technology.
answer: (d) sharp
- A6 The great advantage of having an external zip drive is that you can use it as an extra means of storage.
answer: (d) storage
- A7 They tried very hard to install the new components on the computer but the language in the manual was too technical for them to understand.
answer: (a) technical
- A8 When you look at the modern office today you could compare the changes with those that took place in the industrial revolution in the 19th century.
answer: (b) revolution
- A9 In order to facilitate the method by which staff pay is calculated the company has bought a new software package.
answer: (d) facilitate
- A10 Obviously a computer can take all the hard work out of processing a large mass of data.
answer: (c) processing

Credit Card Holders

A1 The stock market has hit new lows this year.

answer: (a) lows

A2 The government has decided to hold an enquiry into the latest financial scandal.

answer: (b) enquiry

A3 The animal rights organisation has launched a new campaign to make people aware of cruelty to animals.

answer: (a) launched

A4 I was totally unaware of the increased taxes.

answer: (d) unaware

A5 The price of petrol has risen again.

answer: (b) risen

A6 The ordinary person is again being asked to stump up to pay for dental treatment.

answer: (a) stump up

A7 This car is intended for the export market only.

answer: (c) export

A8 Credit card holders struggle very hard to reduce the amount they owe.

answer: (a) reduce

A9 This charity was set up to collect money for the poor.

answer: (a) collect

A10 Everything turned out all right in the end.

answer: (d) turned out

Employment and Training

- A1 We're paying for a stand at the new industrial exhibition with a view to generating interest among potential employees in our company.
answer: (b) generating
- A2 For the first three months of your employment with the firm you will be under the care of a mentor.
answer: (d) mentor
- A3 Although she was very tempted to accept the job she was offered, she had to reject the offer because the salary would have been insufficient.
answer: (b) reject
- A4 A university education is of course important but it is essential that all employees undergo a period of intensive training.
answer: (c) training
- A5 A newsletter is sent out every ten days to all the staff so that they receive a regular update on recent appointments.
answer: (a) update
- A6 Part of the ongoing training is to ensure that a regular time and place are set up for department heads to meet their staff.
answer: (c) set up
- A7 The head of department acknowledged that the success of the section was largely due to high quality support staff.
answer: (a) success
- A8 The pace of change in that industry is so fast that staff find it hard to keep up with the latest developments.
answer: (d) keep up with
- A9 It is the policy of the company to conduct all interviews for new recruits with a member of the trade union present.
answer: (b) conduct
- A10 In view of the excessive workload you have at the moment I won't expect you to keep on track during the next few days.
answer: (c) on track

Finance

- A1 It's a gamble at the moment whether the company will make profit in its second year but that nevertheless is the desired aim.
answer: (c) desired
- A2 Each year the Chancellor of the Exchequer stands up in the House of Commons and gives a forecast of what is seen as the economic outlook for the country.
answer: (a) forecast
- A3 I think that your financial optimism is not really justified and you should adopt a more realistic attitude.
answer: (d) realistic
- A4 If you want to increase sales of a particular product, you must be sure that you are targeting the right customers.
answer: (c) targeting
- A5 The idea caught on very quickly and people were queuing up to buy the goods so that year the company's investment yielded substantial profits.
answer: (b) yielded
- A6 Overall it has not been a bad year as our costs are well down on last year's.
answer: (a) Overall
- A7 Managers complained bitterly at the Annual General Meeting that levels of production had dropped to an all time low.
answer: (d) levels
- A8 You have to accept that this kind of expenditure is quite typical in an enterprise of this kind.
answer: (b) typical
- A9 The figures that have just been published by the company's accountants will give management some kind of perspective on how sales are going.
answer: (d) perspective
- A10 Whenever a member of staff makes a claim for travel expenses, they have to provide a detailed account of their journeys.
answer: (a) detailed

Finance (1)

- A1 The one big fear of all world economies is that of recession.
answer: (c) recession
- A2 You are never too young to start investing some money in a savings account.
answer: (d) investing
- A3 If ever you find you have an unexpected expense, you can always withdraw some money from your savings.
answer: (d) withdraw
- A4 At certain times of the year your shares will yield a good profit but you must also be prepared for them to go down in value.
answer: (a) yield
- A5 You can cut the cost of insuring your car if you keep it in a garage.
answer: (c) cut
- A6 We got a very good deal when we bought that three piece suite for half its usual price.
answer: (a) deal
- A7 Now that the summer has started, big department stores are hoping that sales of holiday items will take off.
answer: (c) take off
- A8 The two companies have decided to merge because they believe that their combined resources will produce greater profits.
answer: (a) merge
- A9 When someone dies and their assets reach a certain figure, their family has to pay an additional tax.
answer: (c) assets
- A10 The loan you have taken out is for a fixed term, which in your case is 5 years.
answer: (b) fixed

Finance (2)

- A1 When you go to an auction and you want to buy a particular item, you can simply make a bid for it.
answer: (d) bid
- A2 The larger company did not really want to join with the smaller one because it was more interested in a takeover.
answer: (d) takeover
- A3 Trading on the stockmarket just before Christmas is usually very slow.
answer: (b) Trading
- A4 This sport centre has largely been funded by money that has come from the national lottery.
answer: (d) funded
- A5 The reason for the slowdown in the economy is because there is a great deal of uncertainty at the moment.
answer: (c) slowdown
- A6 The upturn in the market was seen as a positive sign that the recession was over.
answer: (a) upturn
- A7 The order books for manufacturers of small cars are now full following the rise in petrol.
answer: (b) order
- A8 The future of his job was at stake when he made the decision to invest in new machinery.
answer: (c) stake
- A9 After their house had been valued, they decided to sell it and buy a bigger one.
answer: (a) valued
- A10 Fifty people were made redundant when the company suffered a severe financial shock.
answer: (d) redundant

Finance (3)

- A1 If you cannot get a job and remain unemployed for a long period, you can claim some money from the state.
answer: (c) unemployed
- A2 The great thing about this guarantee is that there is never any doubt and there is no quibble about getting your money back.
answer: (c) quibble
- A3 There is a substantial shortfall between the money you have available and the amount you need to spend.
answer: (b) shortfall
- A4 When you retire, you should get a pension and a lump sum from your employers.
answer: (a) lump
- A5 Investors are people who put money into a business in the hope of making a profit.
answer: (d) Investors
- A6 When you take out a large loan over many years, you don't start paying off the capital for some time.
answer: (c) capital
- A7 We will make no charge for the catalogue, which you can take with our compliments.
answer: (c) charge
- A8 It may seem a long way into the future but in the end you will get some benefit from your investment.
answer: (b) benefit
- A9 There is still an outstanding balance on that account, which must be paid in 30 days.
answer: (a) balance
- A10 Interest rates are at their lowest level since the 1950's.
answer: (b) rates

Guarantees and Warranties

- A1 If you go to an unauthorized garage to have your car serviced, the consequence is that your warranty will be invalid.
answer: (a) consequence
- A2 The guarantee, as I understood it, implied that everything was covered.
answer: (b) implied
- A3 I regret to inform you that as your guarantee expired last week, we can't help you.
answer: (c) expired
- A4 A warranty is to be looked on as a sort of promise between the manufacturer and you.
answer: (d) promise
- A5 Sometimes people don't bother about guarantees because the reputation of the manufacturer is enough for them.
answer: (d) reputation
- A6 Certain warranties require the purchaser to have the item serviced at regular intervals.
answer: (c) require
- A7 You will find that such warranties are not worth buying because the cover provided is frequently not worth the extra expense.
answer: (b) frequently
- A8 This kind of legislation is in existence to protect the customer from worthless warranties.
answer: (b) protect
- A9 You sometimes have to consider very seriously whether to buy a second hand car which has no guarantee.
answer: (a) consider
- A10 Sometimes you get a one year warranty, a two year one or even a six month one — they all vary.
answer: (d) vary

How to agree

A1 You can be absolutely sure I'm on your side.

answer: (d) side

A2 You can rely on me for your support.

answer: (b) rely

A3 Our views clearly coincide at this point I'm pleased to say.

answer: (d) coincide

A4 Fortunately the leader and all her members were singing from the same hymn sheet.

answer: (a) hymn

A5 It's good that we both have the same way of looking at things.

answer: (c) looking

A6 I'm pleased to say that we speak on this matter with one voice.

answer: (d) voice

A7 I certainly won't raise any objection when you make your proposal.

answer: (b) raise

A8 I'm with you all the way as far as that's concerned.

answer: (a) with

A9 I'm happy to endorse those sentiments and wish you every success.

answer: (c) endorse

A10 When it comes to the vote I'm willing to put my hand up and support you.

answer: (d) hand

How to apologize

- A1 Please forgive me for interrupting you, I didn't realize you were busy with someone else.
answer: (d) forgive
- A2 I'm very sorry that I'm late but there is a train strike on at the moment.
answer: (b) sorry
- A3 Please send my apologies to the meeting as I shan't be able to attend.
answer: (a) apologies
- A4 There's really no excuse for my behaviour last night. I can only think that I'd had too much to drink.
answer: (c) excuse
- A5 I know I shouldn't have made those remarks about your work and I hope you now know how deeply I regret what I said.
answer: (b) regret
- A6 I must beg your pardon, I mistook you for somebody else.
answer: (d) beg
- A7 If it helps to put things right, please let me take back everything I said earlier.
answer: (b) back
- A8 Please accept this small present as my way of making amends for all the trouble I've caused.
answer: (c) amends
- A9 All I can do now is simply beg your indulgence and hope that in time we can get back to where we used to be.
answer: (d) indulgence
- A10 In their religion as long as they repent, they will be forgiven their sins.
answer: (a) repent

How to ask the way

A1 Am I going in the right direction for the post office?

answer: (d) direction

A2 Can you tell me please how I get to the cinema from here?

answer: (b) get

A3 Could you please point me in the direction of the motorway?

answer: (c) point

A4 I'm making for the M25 motorway — is this road the most direct route?

answer: (d) direct

A5 Could you tell me please how far I am from the town centre?

answer: (b) far

A6 Can you help please because I've lost my way and need to get to the shops before closing time?

answer: (a) need

A7 I'm making for the town hall — am I anywhere near?

answer: (b) making

A8 I took the wrong turning at the last road junction, can you tell me how I get back on the motorway?

answer: (d) turning

A9 According to this map I should be near the church. Is it near?

answer: (c) According

A10 Is this right for the railway station?

answer: (d) right

How to complain

- A1 I'm really not satisfied with the way you have handled the situation.
answer: (b) handled
- A2 I've really had enough of all your excuses, what I want is some action.
answer: (a) action
- A3 You've refused to help me now for six months and so I shall now have to take the matter further.
answer: (d) further
- A4 I must insist you do something immediately as I've been patient long enough.
answer: (c) insist
- A5 I now want some kind of compensation for the total lack of service I've experienced.
answer: (a) lack
- A6 I'm obviously not getting anywhere with my complaint please let me talk to someone senior to you.
answer: (d) senior
- A7 I'm very unhappy with the way I've been treated. No one seems at all interested in my case.
answer: (b) treated
- A8 I believe I have very good grounds for suing your company for negligence.
answer: (c) grounds
- A9 If you don't do something today, I shall be forced to take legal action.
answer: (d) forced
- A10 You're the tenth person I've been put through to and I'm on the point of losing my temper.
answer: (b) temper

How to criticize

- A1 Quite honestly I didn't think much of the standard of acting in the play.
answer: (d) much
- A2 If you want my honest opinion, I thought the food tasted revolting.
answer: (c) honest
- A3 To come straight to the point I think the management team needs replacing.
answer: (d) point
- A4 There are several matters on which I should like to take issue concerning your report.
answer: (c) issue
- A5 There's really no virtue in me pussyfooting around because I might as well tell you it's awful.
answer: (b) footing
- A6 I have a long list of things I think are wrong, where shall I start?
answer: (d) list
- A7 I'm afraid to tell you that your standard of work has fallen well below what we think is acceptable.
answer: (c) acceptable
- A8 In all honesty if I said that everything was all right, I'd simply be lying.
answer: (a) lying
- A9 If you can't improve your level of work, I'm afraid you'll have to look elsewhere for another job.
answer: (b) elsewhere
- A10 I'm sick and tired of always having to put right your mistakes.
answer: (d) tired

How to disagree

A1 I'm sorry but I can't share your opinion on that.

answer: (b) share

A2 I very much regret that we must part company on that issue.

answer: (c) part

A3 Let's be honest about it we'll never agree on that because our views are diametrically opposed.

answer: (d) opposed

A4 We'll never agree, that's clear so let's beg to differ.

answer: (c) beg

A5 You can argue with me till the cows come home but I can't accept that.

answer: (d) home

A6 I really see no point in continuing this argument because we have no common ground.

answer: (c) common

A7 There's absolutely no way I can meet you on that matter.

answer: (a) meet

A8 Nothing in the world will ever make me change my mind on that subject.

answer: (b) mind

A9 I would love to meet you half way but I'm afraid I can't because with me it's a matter of principle.

answer: (d) principle

A10 Let's face it, you and I will never see eye to eye on this.

answer: (c) face

How to encourage

A1 Well done! This is a very good piece of work.

answer: (b) done

A2 I must congratulate you on your efforts. Keep it up!

answer: (c) Keep

A3 Don't give up whatever you do. I'm sure you'll make it in the end.

answer: (d) make

A4 I'll stand by you no matter what happens.

answer: (a) stand

A5 I'm sure if you persevere, you'll succeed.

answer: (d) persevere

A6 You've clearly got talent and it's obvious that you'll get to the top.

answer: (c) talent

A7 I've watched a lot of young people try to make a success of it, but you're the only one I really believe in.

answer: (d) believe

A8 I see no reason why you shouldn't be accepted as an employee.

answer: (c) reason

A9 Never give up. That's a good philosophy.

answer: (a) give

A10 You mustn't ever be put off by a few setbacks.

answer: (c) put

How to make exclamations

- A1 What a wonderful day to see the mountains on!
answer: (c) on
- A2 How stupid can I get! I left my keys in the door overnight.
answer: (d) left
- A3 For goodness sake stop complaining about the weather! It'll stop raining soon.
answer: (c) complaining
- A4 What on earth are you talking about? I can't make head or tail of it.
answer: (a) tail
- A5 How nice of you to come all this way just to wish me a happy birthday.
answer: (d) way
- A6 What a disaster! I don't believe anything else could go wrong now.
answer: (b) wrong
- A7 Wow! You've certainly made a good job of decorating this room.
answer: (a) job
- A8 Well blow me down! I just can't believe I've actually passed my exam.
answer: (b) passed
- A9 You could have knocked me down with a feather! You mean to say he's actually cleaned my car.
answer: (d) actually
- A10 I'll go to the foot of my stairs! It must be at least 20 years since we last met.
answer: (c) least

Insurance Policy Vocabulary

A1 I took out a life insurance policy with State Ranch Insurance Company last week.

answer: (b) policy

A2 My insurance premiums are only \$70 per month.

answer: (c) premiums

A3 In the event of my death, the beneficiary will be my widow.

answer: (d) beneficiary

A4 My insurance does not cover me if I commit suicide.

answer: (b) cover

A5 The amount of money that my wife will get has already been calculated by State Ranch's actuary.

answer: (c) actuary

A6 If I decide that I no longer need my insurance, I can cash it in for the amount of its return value.

answer: (d) return

A7 Before I got the insurance, I had to receive a complete physical examination.

answer: (d) examination

A8 I am feeling great, because the doctor told me that I have a life expectancy of 82 years!

answer: (c) expectancy

A9 Even if I am late in paying, the insurance remains in effect for a grace period of 30 days.

answer: (a) grace

A10 The insurance is pretty expensive though: I am a policeman, so there are a lot of occupational hazards.

answer: (c) hazards

Internet Business (1)

- A1 One of the great advantages of using the Internet is that people can interact more quickly.
answer: (d) interact
- A2 It's no good spending a small fortune on new IT equipment as it's more cost effective to hire it.
answer: (c) effective
- A3 One of the fashionable ways of saying you've been sacked is to say that your company is downsizing but you've still lost your job.
answer: (a) down
- A4 The important thing to realise is that your service is not a little island on its own because all the services in this company are interconnected.
answer: (b) inter
- A5 Whereas ten years ago we only dealt with customers in this country nowadays we are truly global with branches all over the world.
answer: (d) global
- A6 One of the most successful tools in your organisation is that of good communication because everybody knows what's going on.
answer: (a) communication
- A7 Let me just recap what we have agreed in the agenda so far if nobody minds me going over it all again.
answer: (c) recap
- A8 You have to realise that not all your clients can reach you online because they don't have access to a computer.
answer: (b) access
- A9 There are times when you have to force yourself to improve your performance and that's simply called self-motivation.
answer: (d) motivation
- A10 You must think big in this business and not just think short term but what you hope to do in ten years' time.
answer: (a) term

Internet Business (2)

- A1 It's all very well having a dream or an idea but you must know where you're going and what your goal is.
answer: (c) goal
- A2 Her job in the company was to sort out the relevant information thereby filtering it so that only appropriate material was sent to her directors.
answer: (b) filtering
- A3 She told him to stop wasting time by coming up with tried and tested ideas and in this way simply re-inventing the wheel.
answer: (d) wheel
- A4 The product had been on the market for some years and was selling well but somehow the image was in need of a face lift or enhancement.
answer: (a) enhancement
- A5 In the hope of finding fresh ideas he used the internet to help him by using as many search portals as he could discover.
answer: (b) portals
- A6 You must increase the sale of this commodity by trying to interest a different age range and by tapping into their society.
answer: (c) tapping
- A7 You'll never make any more money or generate new income if you keep using that unimaginative marketing logo.
answer: (a) generate
- A8 Now that you've explained the scope and dimension of the market, we are very keen to inject some money into your project.
answer: (d) dimension
- A9 There is always a risk in any business venture when your scheme is based on an entirely new concept.
answer: (a) venture
- A10 Get in there first and don't hesitate to act as the boss and take the lead.
answer: (b) lead

Interviews and Jobs

- A1 One of the most important qualities which the panel is looking for in a candidate is the ability to work with others.
answer: (d) ability
- A2 Once the applications have been looked at the usual procedure for the panel is to follow up the references of those candidates who have been shortlisted.
answer: (c) up
- A3 They were so impressed with the way she reacted to their questions that they didn't hesitate to offer her the job.
answer: (b) hesitate
- A4 As this job was of a very specialist nature an expert was invited to join the interview panel.
answer: (a) expert
- A5 After the interview one of the candidates constantly phoned the office to see whether he had been successful.
answer: (c) constantly
- A6 She was in such a state of extreme nervousness when she was called in for the interview that she burst into tears.
answer: (b) called in
- A7 From the point of view of relevant background she was the ideal candidate at least on paper.
answer: (d) background
- A8 It is absolutely essential in an interview to give the impression at least that you are full of confidence.
answer: (c) confidence
- A9 One of the most popular questions asked of interviewees is to explain their strengths and weaknesses.
answer: (a) weaknesses
- A10 Each candidate was asked to present a short account of how they saw the future of the company.
answer: (b) present

Invoices

- A1 There is an additional charge added to the price of the product if you want to have it delivered to your house.
answer: (b) charge
- A2 You should have read the terms of payment as soon as you received the invoice for the goods.
answer: (d) terms
- A3 In order to cut down the expenses of compiling and sending out the invoices, you need to employ an efficient administrator.
answer: (c) efficient
- A4 It's always a good idea to get an estimate of what the cost of the work will be before the invoice lands on your doormat.
answer: (b) estimate
- A5 I do like to get a prompt reply to my letters especially when they are referring to the amount of money I'm supposed to be paying.
answer: (a) prompt
- A6 Just as we were about to leave the restaurant, the waiter came running up to apologize there had been a mistake in the bill.
answer: (c) mistake
- A7 The company were very quick to point out it was their fault we had been sent the wrong invoice and they rectified it immediately.
answer: (b) rectified
- A8 In view of our previous orders over the last year we were offered a 10% discount on any future dealings.
answer: (d) discount
- A9 He appreciated the additional welcome and help he received from the department store staff as he had after all been a longstanding customer.
answer: (a) customer
- A10 She got quite angry about the size of the invoice until it was pointed out that it was the government who imposed the value added tax.
answer: (b) imposed

Job Interview

- A1 Tell us something about your background in the engineering industry?
answer: (b) background
- A2 I see from your application form that you have had three different jobs in the last 5 years.
answer: (d) application
- A3 What sort of period of time would you stay with us if we offered you the job?
answer: (c) period
- A4 Describe how you would describe yourself in five years' time.
answer: (d) yourself
- A5 Give us some idea of what you believe are your strengths and weaknesses.
answer: (b) strengths
- A6 As this is a managerial post, we must ask you how you deal with bad time keeping or unpunctuality in an employee.
answer: (c) time
- A7 Imagine one of your staff loses her temper and shouts at you in front of others, how would you deal with this?
answer: (d) deal
- A8 What would you say to a member of your staff who always handed his work in late?
answer: (b) handed
- A9 I should explain that we would naturally honour any previous holiday arrangements you have made.
answer: (d) honour
- A10 Finally now that we've asked you several questions, do you want to put any to us?
answer: (b) put

Legal Expressions

- A1 If you drive faster than the stated speed limit, you are simply breaking the law.
answer: (d) breaking
- A2 However angry you may get at what someone has done to you, the police always advise you not to take the law into your own hands.
answer: (b) hands
- A3 In London in any underground station it is against the law to smoke.
answer: (d) against
- A4 Even if you think you may have got away with a crime, in most cases the long arm of the law will catch you.
answer: (a) arm
- A5 In that particular industry everyone has to look after themselves because the law of the jungle rules.
answer: (c) jungle
- A6 They have no respect for modern conventions and do exactly what they want — they are a law unto themselves.
answer: (a) unto
- A7 Her parents are very strict and frequently lay down the law about the way she behaves.
answer: (c) lay
- A8 Although technically his judgement was not according to the letter of the law, most people thought the judge was right to let the man go free.
answer: (d) letter
- A9 I get the impression sometimes that she thinks she can never do anything wrong almost as if she is above the law.
answer: (a) above
- A10 All governments want people to live in peace and comfort and so they try to promote a sense of law and order.
answer: (b) order

Letter of Complaint (1)

- A1 I am writing this letter to you as a sort of last resort since all my attempts to phone you
answer: (d) resort
- A2 and to try and make an appointment to meet you and discuss my problem with you have been unsuccessful.
answer: (c) appointment
- A3 I would like to tell you the story from the very beginning.
answer: (d) very
- A4 In January this year I bought a washing machine from you for which I paid cash
answer: (a) cash
- A5 and made arrangements for it to be delivered to my home in Southcote on the following Tuesday.
answer: (b) arrangements
- A6 I stayed in all day on purpose as you had informed me that you could not be sure at what time of day the washing machine would arrive.
answer: (c) purpose
- A7 In the end nobody came that day. When I phoned, I was told it would come the following Tuesday.
answer: (d) would
- A8 Again I stayed in all day in vain and there was no delivery.
answer: (a) vain
- A9 After six more phone calls I eventually succeeded in settling on a date
answer: (c) eventually
- A10 and the machine came on Tuesday February 20th — almost 5 weeks after the promised delivery date.
answer: (b) promised

Letter of Complaint (2)

A1 I had the washing machine fitted by a reputable plumber but he was unable to make the thing work.

answer: (c) reputable

A2 Apparently one of the components was faulty and he recommended that I get back to you so that a replacement could be fitted.

answer: (d) Apparently

A3 When I telephoned your store and explained the situation to your receptionist,

answer: (b) situation

A4 I was greeted with the comment, 'Oh not you again'

answer: (d) greeted

A5 which I found most offensive especially since throughout the protracted period of waiting for the machine

answer: (c) offensive

A6 I remained calm although I believe I have every reason for kicking up a fuss.

answer: (b) kicking

A7 I eventually got put through to the technical department

answer: (a) through

A8 who were most off hand

answer: (d) off

A9 and told me there was little that could be done immediately

answer: (b) little

A10 since there were a number of people off sick.

answer: (c) off

Letter of Complaint (3)

- A1 We now move on to late March when I imagine that the sick employees were fully recovered
answer: (d) recovered
- A2 and one of your technical staff came out to see me with the intention of replacing the defective part.
answer: (a) defective
- A3 Unfortunately he had brought the wrong part with him
answer: (c) brought
- A4 and was very unsure as to when he would be able to find the right part and get it back to me.
answer: (b) unsure
- A5 Another visit took place in late April but the engineer, although he had got the right part with him, was unable to make the washing machine work.
answer: (d) place
- A6 It was at this stage that I was seriously considering getting rid of the machine
answer: (a) rid
- A7 and asking for a refund
answer: (b) refund
- A8 When I raised this matter with one of your staff
answer: (d) raised
- A9 I was informed that this was out of the question
answer: (c) question
- A10 and they would send someone in the 'near future'.
answer: (a) near

Letter of Complaint (4)

- A1 At the beginning of May I decided that the only course of action was to pay a visit to your store
answer: (c) pay
- A2 and meet you face to face so that the matter could be settled once and for all.
answer: (d) all
- A3 Admittedly I should have checked first since when I reached the shop I was led to believe that you were out for the day.
answer: (a) Admittedly
- A4 Throughout this time of course I have been without the facility of a washing machine
answer: (b) facility
- A5 and have had to use the local launderette.
answer: (c) launderette
- A6 From the end of May until August I have been away on business and was surprised that during that period
answer: (d) during
- A7 no effort has been made to write to me and keep me up to date.
answer: (b) up
- A8 Since returning in September I have made at least a dozen phone calls and quite frankly I have reached the end of my tether.
answer: (a) tether
- A9 and must insist that you do something immediately to put the matter right.
answer: (c) insist
- A10 If I do not hear from you by the end of this week I shall be forced to seek legal advice.
answer: (d) seek

Money

A1 It's useful when you go to an auction if you're ready with cash in hand.

answer: (d) hand

A2 I prefer to deal in hard cash rather than cheques.

answer: (b) hard

A3 Every office has a certain amount of petty cash to pay for things like tea, coffee or stamps.

answer: (d) petty

A4 At the moment we are experiencing some cash flow problems because little money is coming in.

answer: (c) flow

A5 At the casino you can cash in your chips at the desk.

answer: (d) in

A6 Whatever she does, she just can't help making money.

answer: (b) making

A7 There doesn't seem to be anyone working really hard for the business and yet they all seem to earn easy money.

answer: (c) easy

A8 If you don't want to use a cheque or postal order, you can always use a money order.

answer: (a) order

A9 That new invention has been very successful and has proved to be a money spinner for its creator.

answer: (c) spinner

A10 This machine is obviously useless and if I were you I'd get your money back.

answer: (a) back

Money Matters (1)

- A1 Even after their recent heavy expenses, they still found there was a healthy balance in their bank account.
answer: (c) balance
- A2 As the builder wanted cash for the work he had done, she had to go to the bank personally to take out the money herself.
answer: (b) take out
- A3 It was considered a very good time to apply for a mortgage to buy the house because interest rates were very low.
answer: (c) mortgage
- A4 Before they could borrow a large sum of money to buy the house, they had to make sure they had enough money to be able to make a down payment.
answer: (a) down
- A5 All the transactions you make on your internet account are recorded so that you can check the details at any time.
answer: (d) transactions
- A6 I'm afraid this cheque will be of no value until you have put your signature on it.
answer: (a) signature
- A7 The bank refused to accept the money order because the customer had no proof of identity.
answer: (c) accept
- A8 Under the rules laid down by the bank there is a restriction on the amount of money you can get out from a cash machine in any one day.
answer: (b) restriction
- A9 The bank clerk at the counter did not know the customer and in view of the large amount of money involved was naturally cautious about paying out the sum on the cheque.
answer: (d) cautious
- A10 The bank will simply not let you borrow any money unless you can prove that you have been in regular employment for at least three years.
answer: (c) borrow

Money Matters (2)

- A1 Good accounting procedures are very important if you want to run a business profitably and successfully.
answer: (b) accounting
- A2 The company fell heavily into debt when it took on too many customers and offered them all cheap warranties.
answer: (a) debt
- A3 Once you have built up your company, you must remember to keep in touch with your original clients.
answer: (c) clients
- A4 Each department within the organisation is given a budget within which it has to remain for the whole year.
answer: (d) budget
- A5 When the time came to close the business down, its entire assets had to be calculated so that the creditors could be paid off.
answer: (b) assets
- A6 The manager called in her chief clerk because she could not reconcile the figures on the monthly spreadsheet.
answer: (c) reconcile
- A7 Every year the college finance officer did not look forward to the visit from the government official who came to audit the accounts.
answer: (d) audit
- A8 It was a great relief to Charlie when he realized that he had come to the end of his agreement with the bank and there was only one outstanding payment left.
answer: (c) outstanding
- A9 The building society sent a letter to all its savers and borrowers that there would be a reduction in the interest rate.
answer: (b) borrowers
- A10 Shortly after the couple had bought their first house, they saw the number of bills accumulate rapidly.
answer: (c) accumulate

Money Matters (3)

- A1 The representative of the financial consultants assured her that the policy of the firm was that of complete commitment.
answer: (c) commitment
- A2 There is no need to worry about the money side of the project because funds are available from the charity sponsoring us.
answer: (b) funds
- A3 The present finance minister has adopted a very conservative approach towards change and always follows a very cautious policy.
answer: (d) conservative
- A4 As all advisers always do, she stressed that investing in this particular market had to be considered as a long-term commitment over at least 10 years.
answer: (c) long-term
- A5 The best way to develop an income for the future is to invest in a series of companies and in that way to build up a portfolio.
answer: (b) portfolio
- A6 I strongly recommend investing in these shares because you will get a very good return after only a few years.
answer: (c) return
- A7 The question is whether it is wise to sell up all your shares at this stage rather than wait to see how the market is next year.
answer: (b) wise
- A8 There is no question that the most important resource in that company is its youthful enthusiasm.
answer: (c) resource
- A9 If you want to make a good job of selling shares to the public, you must have an element of aggression in your approach.
answer: (b) aggression
- A10 It's a personal matter whether you choose stock from this company or from that because in the end it's an attitude of mind.
answer: (c) attitude

Money Matters (4)

- A1 There is one date you mustn't forget and that's the deadline for sending in details of your earnings to the tax office.
answer: (b) deadline
- A2 If you are self-employed, you must make sure that you fill out the form indicating how much you have earned.
answer: (c) fill out
- A3 If the department agrees that you have paid too much tax in the year, you will receive a refund in due course.
answer: (d) refund
- A4 Each month when you receive your pay, the employer withholds a certain amount to pay towards your pension.
answer: (a) withholds
- A5 When you take out a loan, you have to pay interest on the amount you owe.
answer: (c) owe
- A6 In the tax office there will be a file that holds all the documents and papers connected with you.
answer: (a) file
- A7 There is quite a heavy financial penalty attached to any action that involves late payment of taxes.
answer: (d) penalty
- A8 Under the new regulations you can agree yourself to calculate the tax you have to pay on the income over the previous year.
answer: (b) calculate
- A9 As the couple had a joint account, the money to pay the mortgage was taken from there.
answer: (a) joint
- A10 You can decide, if you so wish, to give up your right to take your pension at an earlier date.
answer: (b) give up

Money Slang Expressions

- A1 Mary: Did you know there are loads of slang words for money, like bread for example?
answer: (c) loads
- A2 John: I suppose there are when you come to think about it — like dough, which is similar to your word bread.
answer: (d) come
- A3 Mary: One of my favourites is dosh. I like the sound of it.
answer: (a) favourites
- A4 John: Well if you're referring to sound. What about spondulicks?
answer: (b) referring
- A5 Mary: Yes, that's excellent. Another short sound that appeals to me is brass.
answer: (c) appeals
- A6 John: Another one that rhymes with jolly is the word lolly.
answer: (d) rhymes
- A7 Mary: An expression which sounds very decadent of course is filthy lucre.
answer: (a) decadent
- A8 John: That's true and then there's that word that also has the same meaning as something that's been stolen — loot.
answer: (c) meaning
- A9 Mary: The one that sounds very grand because it in a way hides the fact that it means money and that's the wherewithal.
answer: (b) hides
- A10 John: Actually, I'm a little embarrassed about this but I haven't any money to pay for the bus home. Do you think you could lend me some readies?
answer: (d) embarrassed

Online Marketing Campaign

- A1 She was going to discuss the matter either with her colleagues or her family.
answer: (d) either
- A2 Our project team tried hard to think of all the possible alternatives before making a decision.
answer: (a) of
- A3 Timing can be extremely crucial when you're considering launching a new online marketing campaign.
answer: (c) extremely
- A4 Are you able to accept our conditions of delivery in line with our recent invoice?
answer: (c) accept
- A5 Fortunately for us we're finding our new internet division is showing an increased profit.
answer: (b) profit
- A6 Following some recent research our engineers found that our index system has scope for fast improvement.
answer: (c) found
- A7 In our line of business it is vital to host our website on our own server instead of getting someone else to do it.
answer: (d) instead
- A8 Before you employ new staff you should carry out a careful examination of their personal qualities and professional experience.
answer: (a) careful
- A9 Thanks to the high standards of service we offer our customers, we have been able to establish an excellent reputation.
answer: (c) reputation
- A10 An interactive website can save your organisation significant amounts of time and money that would otherwise be spent on correspondence.
answer: (b) significant

Pay and Allowances

- A1 On the basis of her ten years' service she immediately qualified for the extended annual leave of six weeks.
answer: (b) basis
- A2 Although he knew it was a sensitive subject, his boss had to ask him the delicate question about his drink problem.
answer: (d) delicate
- A3 At the interview each applicant was able to negotiate the level of remuneration they would be expecting to receive.
answer: (a) negotiate
- A4 Under the new flexible arrangements coming into force soon all employees can decide what time to start and when to finish.
answer: (c) flexible
- A5 According to the contract you are not eligible for the new allowance until you have been with the company one year.
answer: (d) eligible
- A6 The only way you can hope to raise the level of your pay is to take on greater responsibility.
answer: (b) raise
- A7 She is trying to get some form of compensation to make up for the poor working conditions she had to put up with for all those years.
answer: (c) compensation
- A8 Of course there is a little extra added to your salary because you will benefit from the inner city allowance.
answer: (b) benefit
- A9 The hourly wage for all part time clerical assistants has gone up by 40% since 2000.
answer: (a) wage
- A10 Remember when you stop work and retire, you will be able to receive the company pension.
answer: (d) retire

Planning a Business

- A1 It is essential before starting a business to work on a plan to avoid problems later on.
answer: (c) avoid
- A2 The biggest risk in business can be eliminated if you have sufficient capital to start with.
answer: (b) risk
- A3 Even when the economic situation is strong, there is always present the need for planning in a new business.
answer: (d) strong
- A4 Whatever happens in the future there is absolutely no substitute for good market research before you launch a new product.
answer: (c) substitute
- A5 Your primary concern is naturally the plan but don't forget your capital or your premises.
answer: (b) primary
- A6 When people are considering whether to loan your new business a substantial sum, they are going to evaluate your potential.
answer: (c) evaluate
- A7 It is worthwhile gathering as much market research information as possible before you work out your plan.
answer: (d) gathering
- A8 Her next task was to have a meeting with the bank manager to demonstrate that she had a secure enough plan to warrant a loan.
answer: (b) demonstrate
- A9 There are certain weaknesses in your plan that need to be addressed urgently if you are to succeed.
answer: (c) addressed
- A10 Since the start of the business many new ideas have developed out of the original plan.
answer: (a) developed

Product Improvement

- A1 Before the product is put on the market, the company must ascertain whether it complies with safety standards.
answer: (c) ascertain
- A2 It is absolutely essential to do some thorough research before you even think of putting a new product on the market.
answer: (b) research
- A3 You have a responsibility to the public to ensure your toy products are suitable for children to play with.
answer: (a) responsibility
- A4 The company is busy trying to solve the problems arising from the sudden drop in sales of their cosmetic products.
answer: (b) solve
- A5 The job of the organizer of this particular section is to train the members to deal politely with any complaints from the public.
answer: (b) organizer
- A6 Inspiration has its place in any form of product development but at the same time you also need to adopt some kind of systematic approach.
answer: (a) systematic
- A7 A logical approach to new ideas is to be welcomed but you do need a strong element of imagination as well.
answer: (d) logical
- A8 Since 1993 or if you like within the last decade, there have been many products that have failed because of poor marketing.
answer: (b) decade
- A9 We would definitely like to examine the proposal you have presented to us with a view to including it in our current range of products.
answer: (c) examine
- A10 As we have enough money in our present budget, we are happy to launch this new product in the nature of an experiment.
answer: (b) experiment

Quality Control

- A1 The reason why I always buy my clothes at this store is because all the brands they sell are of very high quality.
answer: (c) brands
- A2 Before these articles leave the factory to be forwarded to the retailer, each one is thoroughly inspected.
answer: (d) inspected
- A3 The advantages of working for this company is that all employees perceive themselves as a member of the team.
answer: (c) perceive
- A4 If for any reason customers do not like the item they have bought, they always take it back and get a refund.
answer: (b) take it back
- A5 The great thing about this particular material is that however much you screw it up, it never wrinkles.
answer: (a) wrinkles
- A6 The company insists that all their products are uniform in respect of their quality, specification and look.
answer: (d) uniform
- A7 This is the department for children's clothes and each garment is marked with the recommended age range.
answer: (b) garment
- A8 The sole purpose of this jacket is to repel water and if you wear it in the rain and still get wet, it's useless.
answer: (c) repel
- A9 The whole look of the shop front is enhanced by the introduction of bright colours.
answer: (d) enhanced
- A10 These pots are being sold as seconds because each one has a slight defect in the glaze.
answer: (a) defect

Super Supermarkets

- A1 If you ask someone for their stance on supermarkets as opposed to the small corner shop, you will get varying replies.
answer: (c) stance
- A2 The first question you have to ask is who are the customers that they are each trying to target.
answer: (a) target
- A3 When you tell the inhabitants of a small village that the little local store is going to close, many will express dismay.
answer: (d) dismay
- A4 There will naturally be splits in the various sections of the community as to the benefits or disadvantages of losing the little store.
answer: (b) splits
- A5 Of course we all get plagued with endless leaflets through the door telling us of bargains at the local supermarket.
answer: (a) plagued
- A6 Big discussions take place in the area as to whether a supermarket will come to the area and waiting for the outcome can be quite nerve racking for the small shop owner.
answer: (c) nerve racking
- A7 Inquiries are held which seem to go on forever and you only wish that the procedure could be speeded up.
answer: (c) speeded up
- A8 Protest meetings are held but invariably they end in a shambles because they are not organized properly.
answer: (b) shambles
- A9 Then the final result is announced that there is to be a merger between EASISHOP and GOSHOP, which will then become a super supermarket.
answer: (d) merger
- A10 The confused customer is now in a terrible dilemma because in the old days there was just one brand of butter to buy and now there is a choice of 24.
answer: (c) dilemma

Taxes

- A1 If you are self-employed, it is your responsibility to calculate how much tax you should legally pay.
answer: (d) calculate
- A2 I had a letter from the office of the Collector of Taxes telling me that I had to pay back all the money I owed over the last 3 years.
answer: (c) owed
- A3 The arrangement they have is that all the money that has to be paid in tax out of their earnings comes from their joint account.
answer: (d) joint
- A4 Under the current legislation if you are late in paying your taxes, then you have to face a financial penalty.
answer: (a) penalty
- A5 He is in a terrible rush to complete his tax returns by Tuesday otherwise he won't be able to reach the deadline.
answer: (b) deadline
- A6 It doesn't happen very often but I actually got some money from the tax office and with the refund I'm going to treat myself.
answer: (c) refund
- A7 Before you can claim any money back on overpayment of tax, you have to fill out an application form.
answer: (b) fill out
- A8 You can elect, if you want, to transfer your tax free allowance to your spouse.
answer: (a) spouse
- A9 Until it's clearly established which tax group you are in, your employer will be asked to withhold a certain amount of your pay.
answer: (c) withhold
- A10 There have been so many queries about his tax situation that there is now a huge file containing the details in the office.
answer: (d) file

Verbal Communication Skills

- A1 Remember that this happened first and was prior to the episode that happened afterwards.
answer: (c) prior
- A2 As the police saw the accident themselves, the driver avoided the necessity of having to give a detailed report.
answer: (d) necessity
- A3 It's a complete waste of time arguing over who was to blame, the main thing we have to do is decide what to do next.
answer: (a) arguing
- A4 It was easy to realise why the machine had stopped working since it was a direct consequence of his failure to maintain it.
answer: (c) consequence
- A5 I am completely confused as to why she did it and so it's not difficult to imagine why other people are mystified, too.
answer: (b) difficult
- A6 If you want to try and influence that political party it's best to become a member yourself and then you can argue from the inside.
answer: (d) inside
- A7 I have great sympathy for them at this time because I have had a similar experience.
answer: (b) sympathy
- A8 Feel free to visit anything of interest to you in the exhibition and also you can partake of any of the refreshments available.
answer: (c) partake
- A9 Many of the people in the crowd were visibly crying because they all sympathized with those who had lost relatives in the disaster.
answer: (d) sympathized
- A10 I assure you that you will have no problem with the task because it's as easy as can be.
answer: (a) as

Ways of commenting

- A1 If you want my honest opinion, I thought the play was rubbish.
answer: (d) rubbish
- A2 It was quite a good film but I thought the characters were a bit like cardboard.
answer: (b) cardboard
- A3 It's quite a nice car but there was not very much room in the back.
answer: (c) room
- A4 She's pleasant enough but not very pretty. In fact I'd say she was rather plain.
answer: (a) plain
- A5 The first time you see the view you can't believe it. It almost takes your breath away.
answer: (d) away
- A6 I sat through the concert feeling really bored and sleepy and had to stop myself from yawning several times.
answer: (b) yawning
- A7 It was one of the most embarrassing moments of my life and I just wanted the ground to open up and swallow me.
answer: (c) open
- A8 In my opinion no one in their right mind would ever go and pay to see a play like that.
answer: (d) like
- A9 The room was good, the bed was comfortable and the service was excellent but the hotel food left a lot to be desired.
answer: (b) desired
- A10 To be perfectly honest with you I think that this is the best test I've ever taken in my entire life.
answer: (a) life

Ways of disagreeing

- A1 I'll have to part company with you there, I'm afraid.
answer: (c) part
- A2 There's no way I can accept that.
answer: (d) accept
- A3 We'll have to agree to differ over that.
answer: (a) differ
- A4 Don't even think about it! I can't possibly take that on board.
answer: (c) board
- A5 No matter how persuasive you are, I won't change my mind.
answer: (d) persuasive
- A6 You can't talk until the cows come home. I won't accept that scheme.
answer: (b) cows
- A7 Sorry the subject is now closed.
answer: (a) closed
- A8 I regret I have no choice but to reject the plan out of hand.
answer: (c) hand
- A9 No matter how much you object, I am convinced I am right and you're wrong.
answer: (b) convinced
- A10 You might as well admit it! You haven't a leg to stand on.
answer: (d) leg

Ways of disapproving

- A1 There is no way that I can agree to you leaving early today.
answer: (c) leaving
- A2 I must object and make it clear that I am totally against any measures that suggest changes to the original scheme.
answer: (c) against
- A3 He has the habit of always rejecting any idea that will change the current arrangements.
answer: (a) habit
- A4 I cannot condone that sort of behaviour in my establishment and would ask you to remember that in future.
answer: (d) behaviour
- A5 I have no choice really but to turn down your recent proposal because it is completely unworkable.
answer: (c) down
- A6 They can't possibly go along with your suggestions because it will involve too much expenditure.
answer: (b) along
- A7 Quite honestly I'd have to be out of my mind to sanction what is a crazy proposition.
answer: (d) mind
- A8 When her father discovered that his daughter wanted to marry a pop singer, he decided to put every obstacle in their way to prevent the marriage.
answer: (a) obstacle
- A9 He told me there was definitely no chance that I would pass my examination until I did some work.
answer: (b) chance
- A10 You could tell by the way he refused to smile that he didn't like the story.
answer: (c) way

Ways of greeting

- A1 Great to see you again. I haven't seen you for ages.
answer: (d) for
- A2 Welcome to our house. Come in and make yourself comfortable.
answer: (a) comfortable
- A3 How do you do? I don't think we've met before.
answer: (d) before
- A4 Hi Mary. Where have you been hiding yourself all this time?
answer: (b) hiding
- A5 Good morning, sir. I hope you will have an enjoyable stay in our hotel.
answer: (a) stay
- A6 Good evening to you all. Let me find you a table near the window.
answer: (c) table
- A7 How are you, David.? I must admit you're looking very well.
answer: (d) admit
- A8 Hello there. I just don't believe it. You haven't changed a bit since we last met.
answer: (a) bit
- A9 Ah, you must be Mary's husband. Do come in and meet everyone.
answer: (d) meet
- A10 Here you are at last! I hope your journey here wasn't too horrible.
answer: (b) journey

Ways of showing anger

A1 I've had just as much as I can stomach from you.

answer: (c) stomach

A2 You do that again and I'll bite your head off.

answer: (d) bite

A3 I'm sorry but I can't take any more. I'm afraid I've reached screaming point.

answer: (a) screaming

A4 You just dare touch that piece of paper and I'll kill you.

answer: (b) dare

A5 How many more times do I have to repeat it to you, stupid?

answer: (c) repeat

A6 I know you find this highly amusing but to me it's no laughing matter.

answer: (d) laughing

A7 I'm warning you. I can take just that much and no more.

answer: (b) no

A8 Everybody just get out of my way and leave me alone.

answer: (a) out

A9 Not another word from either of you. That's final.

answer: (b) final

A10 Right. I'm leaving. You can do whatever you like. I couldn't care less.

answer: (d) less

Ways of showing pleasure

A1 Now that's what I call absolutely perfect.

answer: (a) perfect

A2 You couldn't have made that drink better if you'd tried.

answer: (d) tried

A3 What a delightful scent those flowers give off when you touch them.

answer: (c) scent

A4 Words just fail me when I try to say how happy I am.

answer: (a) fail

A5 I can safely say that I don't think I've ever enjoyed myself so much before.

answer: (b) safely

A6 There's really nothing like it, is there when you find you've got all the answers to the test right?

answer: (d) got

A7 The only problem with your cooking is that the more I eat, the more I want some more.

answer: (c) some

A8 I must be dreaming because it's all too good to be true.

answer: (b) dreaming

A9 Just let me try one more of your delicious chocolates and then I'll promise not to take any more.

answer: (a) promise

A10 It's absolute bliss here. I think I'll stay at this hotel one more week.

answer: (c) bliss

Ways of thanking

- A1 Words can't possibly express how grateful I am for what you have done.
answer: (d) express
- A2 Thank you so much for helping me. I really appreciate it.
answer: (c) appreciate
- A3 A thousand thanks for all your hard work. I shall never forget it.
answer: (b) forget
- A4 They showed their great gratitude by sending us a large sum of money.
answer: (a) sum
- A5 Thank you for all you've done from the bottom of my heart.
answer: (d) bottom
- A6 I'm sending this bunch of flowers as a small token of my thanks and appreciation.
answer: (b) token
- A7 How can I possibly thank you enough for all you've done?
answer: (c) possibly
- A8 On the watch they gave him were the words: in gratitude for 40 years loyal service.
answer: (d) in
- A9 It's very difficult for children to enclose their gratitude for what their parents have done for them.
answer: (c) enclose
- A10 Look upon this as a sort of thank you present for all your endeavours on our behalf.
answer: (b) sort

Ways of threatening

- A1 If I've told you once, I've done it a hundred times. Don't do it!
answer: (c) told
- A2 I'll give you just one more chance and after that, you'll be in real trouble.
answer: (d) chance
- A3 I'm telling you loud and clear that you really must get it right this time.
answer: (b) clear
- A4 She told him that if his manners didn't improve, he would be sent home.
answer: (d) improve
- A5 He agreed because he said it was like having a gun held to his head.
answer: (c) head
- A6 I'll lend you money for the very last time because after that you're on your own.
answer: (a) own
- A7 I can't tell you how lucky you've been this time but just wait till next time.
answer: (b) wait
- A8 I'm prepared to overlook your mistake on this occasion but I can't ever do it again.
answer: (d) overlook
- A9 If you leave me now, you don't need to come back.
answer: (a) need
- A10 Let me put it simply one more incident like that and you're out on your ear!
answer: (c) ear

Working Well

- A1 The boss was appointed in the hope that she would be able to achieve results.
answer: (c) achieve
- A2 In the very beginning she had a meeting with all the staff, which turned out to be extremely productive.
answer: (a) productive
- A3 Although many people wanted to remain loyal to her predecessor, they soon started to respect her style of management.
answer: (d) loyal
- A4 At the first series of interviews the question was whether to appoint a newcomer or promote a current employee.
answer: (b) promote
- A5 The decision was finally taken that appointments should be based purely and simply on merit.
answer: (c) merit
- A6 There was a new spirit in the company and for the first time in ages staff at last felt they were being valued.
answer: (a) valued
- A7 Employees were beginning to receive recognition for the hard work that they had been doing.
answer: (d) recognition
- A8 It soon became apparent that under the new management people were also starting to contribute some of their free time to the company.
answer: (c) contribute
- A9 Some of the longest serving staff actually looked forward to coming into work.
answer: (d) forward
- A10 At the end of her first year it was obvious to everyone that as the new boss she had been totally accepted.
answer: (a) obvious

A good real estate rental market

- A1 Ray Alcorn of Park Real Estate Inc remarks that real estate is a capital-intensive industry, and its health rises and falls with capital availability; currently the capital markets are so flush with cash, they can't find a place for it all.
answer: (c) flush
- A2 Boom times typically engender oversupply of product, but construction prices have skyrocketed due to natural disasters and rising commodity prices, which has tempered new building in all property types.
answer: (c) tempered
- A3 Rising consumer interest rates will further slow consumer purchasing and the housing market, and may produce the desired soft landing.
answer: (c) landing
- A4 Historically, contractions in capital have a negative effect on valuations, and current rumbblings from government regulators aiming to trim commercial banks' real estate loan exposure are worrisome.
answer: (d) rumbblings
- A5 Global markets are literally awash in capital, all of it seeking yield and stability; fortunately, commercial real estate offers both, and even if banks are constrained there is a surfeit of capital to fill the void.
answer: (c) surfeit
- A6 Construction costs have gone through the roof in the past year due to natural disasters and increased commodity prices.
answer: (c) roof
- A7 High construction costs and condo conversions have reduced new supply and a slowing housing market increases rental demand, so owners can now flex their muscles with rent increases, and those who bought at high valuations may yet get the last laugh.
answer: (d) last laugh
- A8 Areas with declining employment and population will experience an acceleration of those trends, and investors will not acquire properties in such markets without good reason to believe a comeback is in the offing.
answer: (d) offing
- A9 Retail properties will suffer as owners rediscover risk as a component of value, but most of these assets are owned by well-capitalized private equity groups that can easily ride out the storm.
answer: (b) ride out
- A10 Acquisition of stabilized properties at low cap rates with little potential for rent growth is a sure recipe for below market returns.
answer: (b) recipe

A Quick History of Advertising

- A1 Encarta's History of Advertising notes that archaeologists have found evidence of advertising dating back to the 3000s BC, among the Babylonians.
answer: (b) archaeologists
- A2 One of the first known methods of advertising was the outdoor display, usually an eye-catching sign painted on the wall of a building.
answer: (b) eye-catching
- A3 An outdoor advertisement excavated in Rome offers property for rent, and one found painted on a wall in Pompeii calls the attention of travelers to a tavern.
answer: (a) excavated
- A4 In medieval times word-of-mouth praise of products gave rise to a simple but effective form of advertising, the use of so-called town criers.
answer: (b) criers
- A5 These were citizens who read public notices aloud and were also employed by merchants to shout the praises of their wares.
answer: (c) praises
- A6 Although graphic forms of advertising appeared early in history, printed advertising made little headway until the invention of the movable-type printing press by German printer Johannes Gutenberg about 1450.
answer: (b) headway
- A7 In the United States, the advertising profession began in Philadelphia, Pennsylvania, in 1841, when Volney B. Palmer set up shop as an advertising agent, the forerunner of the advertising agency.
answer: (b) set
- A8 The introduction of radio created a new opportunity and by the end of the 1920s, advertising had established itself in radio to such a(n) extent that advertisers were producing many of their own programs.
answer: (b) extent
- A9 The early 1930s ushered in dozens of radio dramatic series that were known as soap operas because they were sponsored by soap companies.
answer: (c) ushered
- A10 Television had been introduced in 1940, but because of the high cost of TV sets and the lack of programming, it was not immediately embraced.
answer: (a) embraced

Accountants

- A1 Most accounting positions require a bachelor's degree in accounting or a related field or an equivalent combination of education and experience.
answer: (d) an equivalent
- A2 Many companies want graduates with a master's degree in accounting, or a master's degree in business administration with a concentration in accounting.
answer: (a) a concentration
- A3 Some schools offer students a chance for hands-on experience with part-time internship programs in accounting or commercial firms.
answer: (a) internship
- A4 Accountants help make sure that a firm is run efficiently, that its records are maintained accurately, and that its taxes are paid properly and in a timely manner.
answer: (d) timely
- A5 Nowadays, accountants are broadening the services they offer with budget analysis, investment planning, and IT consulting.
answer: (a) broadening
- A6 Public accountants, many of whom are CPAs, generally have their own companies or work for major accounting firms.
answer: (c) Public
- A7 Some accountants specialize in forensic accounting — investigating white-collar crimes such as securities fraud and embezzlement.
answer: (b) forensic
- A8 Many work closely with law enforcement officers and lawyers during investigations and often appear as expert witnesses during trials.
answer: (b) expert
- A9 Management accountants record and analyze the financial information of the firms in which they are employed.
answer: (d) Management
- A10 Government accountants work in the public sector, maintaining and monitoring the recordkeeping of government departments and agencies.
answer: (d) sector

Accounting Information Systems

- A1 Accounting information systems are a vital part of an organization's day-to-day operations.
answer: (d) vital
- A2 Prices can vary from customized multimillion dollar systems to prepackaged software that costs less than \$100.
answer: (c) prepackaged
- A3 Customization allows for a good fit to the business's needs, smooth interfacing with other internal systems, and the ability to implement special security measures.
answer: (c) interfacing
- A4 Advantages of non-custom software include low cost, immediate availability, quality, documentation on data flow, good compatibility with external systems, and support from the vendor.
answer: (c) support
- A5 Disadvantages include lack of features, paying for unwanted features, and risk of vendor availability.
answer: (d) unwanted
- A6 Good accounting systems allow users to run informal reports such as aged accounts receivable or to keep track of inventory.
answer: (a) aged
- A7 Accounting systems have to track transactions in three business processes: order entry/sales, billing/accounts receivable/cash receipts, and purchasing/accounts payable/cash.
answer: (c) transactions
- A8 The order entry/sales process captures sales data and records the information.
answer: (a) captures
- A9 This process starts with a customer order, which initiates a credit check.
answer: (b) check
- A10 After the customer is approved, the sales order department must let the warehouse know what goods to pick, and the shipping department needs to know that an order has been placed.
answer: (c) placed

Agricultural Market Development

- A1 The Food and Agriculture Organization of the UN advises that an efficient and adequate marketing system is a precondition for agricultural diversification, providing better prices to producers and the availability of competitively priced produce to consumers.
answer: (a) precondition
- A2 Physical improvement is usually addressed in two ways: by providing improved market infrastructure (both urban and rural) and by improving rural access roads.
answer: (a) access
- A3 Rural markets form part of a trade network; they are normally arranged on a periodic basis on specific weekdays and are commonly organised at a central place in a village or district centre.
answer: (d) periodic
- A4 Larger rural markets ('assembly markets') are found where greater quantities of produce are traded, either by the producers themselves or by traders, and are normally situated on main highways, or near to ferries and other local transport nodes.
answer: (c) nodes
- A5 Terminal wholesale and semi-wholesale markets are located within or near major cities (usually with populations exceeding 0.5 million).
answer: (d) Terminal
- A6 Retail markets directly serve consumers in main urban areas; although primarily retail, they may have some semi-wholesale functions, particularly if they allow producers to trade — in which case, they are often called farmers' markets.
answer: (b) farmers'
- A7 Internal factors for change include increasing volumes of produce to be handled; alterations to commercial practices and trading patterns; and the emergence of professional specialised wholesalers.
answer: (c) emergence
- A8 The main external causes for change are demographic factors, including increase in population of a city as a result of migration and natural growth, population shifts within cities and moves to the suburbs, and changes in the location and nature of workplaces.
answer: (b) demographic
- A9 A common problem at both wholesale and retail levels is that the markets are viewed as tax instruments rather than as means of facilitating the marketing of local produce: the marketing system is 'kidnapped' by municipalities, with the sole purpose of collecting taxes.
answer: (b) instruments
- A10 These factors all need to be taken into account in identifying the best approach to market development.
answer: (b) account

Annual Report

A1 Our annual report was submitted to the shareholders on 31 March.

answer: (b) submitted

A2 Turnover remained constant through the fiscal year.

answer: (b) fiscal

A3 Profits declined sharply with the devaluation of the currency.

answer: (c) currency

A4 Sales fell gradually in the first two quarters, but recovered in the second half of the year.

answer: (c) recovered

A5 Costs reached a peak in April.

answer: (d) a peak

A6 Demand rose sharply after our major competitor went into bankruptcy.

answer: (a) bankruptcy

A7 Overhead levelled off when utility charges were frozen by the government.

answer: (b) frozen

A8 Prices were raised with the introduction of our new line of widgets.

answer: (b) line

A9 Output kept up with demand.

answer: (b) kept

A10 Although the company's overall performance was weak, its bottom line was still in the black.

answer: (c) performance

Asset Classes

- A1 Cathy Smart and the investment analysts at 401k Forum help you get down to the basics with this article about the different asset classes.
answer: (c) basics
- A2 Asset classes are the categories that your different investments fall into — such as cash, bonds, large-cap stocks, small-cap stocks, and international stocks.
answer: (a) fall
- A3 Studies have shown that the key to successful investing is to spread your wealth among different asset classes.
answer: (d) spread
- A4 Market capitalization (market cap) is a measure of the size and value of a company; to determine this, you simply multiply the number of the company's outstanding shares of stock by the market price of one share.
answer: (d) outstanding
- A5 Market capitalization is important because history has shown us that the stocks of companies with different market caps behave differently in terms of return and risk.
answer: (a) behave
- A6 Cap-size shift: mid-cap stocks may have once been defined as large cap, but fell out of favor with investors.
answer: (b) favor
- A7 Mid-cap stock performance usually falls somewhere in between the returns of their large- and small-cap counterparts.
answer: (b) counterparts
- A8 However, mid- and small-cap stock returns tend to be more volatile than the returns of large-cap stocks.
answer: (b) volatile
- A9 If a smaller company loses a few key executives, or if the economy takes a turn for the worse, it only takes a few nervous investors to cause the stock to drop drastically.
answer: (d) turn
- A10 Diversification can reduce your risk and help protect your investment: if one asset class in your portfolio is performing poorly, there's a chance that another asset class within your portfolio will be performing well.
answer: (d) Diversification

Auditing

- A1 The purpose of an audit is to gather and evaluate evidence in order to form an opinion on the reliability of a company's financial statements.
answer: (c) reliability
- A2 The audit report is usually no more than a page in length and is attached to the financial statements.
answer: (a) report
- A3 Auditors are not responsible for the preparation of the financial statements of an company.
answer: (d) preparation
- A4 In the financial statements, the company implicitly states that all items, account balances and transactions are materially valid, complete and accurate.
answer: (c) materially
- A5 An error in validity is committed when the financial statements include an item that should not be included.
answer: (d) validity
- A6 An error in completeness is committed when the financial statements do not include an item which should be included.
answer: (c) completeness
- A7 An error in accuracy is committed when the financial statements include incorrect information about an item that should be included.
answer: (a) accuracy
- A8 One of the principal goals of the auditor is to add credibility to this assertion.
answer: (b) credibility
- A9 Audit risk is the risk that the auditor expresses an inappropriate audit opinion when the financial statements are significantly misstated.
answer: (a) misstated
- A10 In addition to the financial statements, the auditor also examines the company's internal control procedures for effectiveness.
answer: (c) control

Auto Leasing

- A1 LeaseGuide.com author Al Hearn explains that automobile leasing is based entirely on the concept that you pay for the amount by which a vehicle's value depreciates during the time you're driving it.
answer: (a) concept
- A2 Depreciation is the difference between a vehicle's original value and its value at lease-end (residual value), and is the primary factor that determines the cost of leasing.
answer: (c) residual
- A3 Generally, European and Japanese automobile makes have lower depreciation than American brands.
answer: (c) makes
- A4 Manufacturer's Suggested Retail Price (MSRP) is the full price for a vehicle as displayed on its window sticker, including optional packages and destination charges.
answer: (d) Suggested
- A5 When you and your dealer sit down and agree on a lease price for a car, this becomes the capitalized cost, or "cap cost".
answer: (a) capitalized
- A6 Cap cost can be reduced by rebates, factory-to-dealer incentives, trade-in credit, or a cash down payment; these are known as cap cost reductions.
answer: (a) down
- A7 When you lease, you're tying up the leasing company's money while you're driving their car and they rightfully expect you to pay interest on that money, the same as with a loan.
answer: (d) tying up
- A8 This interest is expressed as a money factor, sometimes called lease factor, and is specified as a small decimal number such as .00297.
answer: (a) decimal
- A9 A good rule of thumb: Lease money factors, converted to an annual interest rate, should be comparable to, if not lower than local new-car loan interest rates.
answer: (d) thumb
- A10 However, you may not qualify for great money factors unless if you have a spotless credit rating.
answer: (c) a spotless

Basic Electronics

- A1 Electronics is the study and utilization of systems that function by guiding electron flow in devices such as semiconductors.
answer: (b) devices
- A2 Designing and building electronic circuits to solve practical problems is the mandate of electronics engineering.
answer: (b) practical
- A3 Research into innovative semiconductor technology and applications is considered a branch of physics.
answer: (a) branch
- A4 Electronic circuits are mainly used to control, process and distribute information, and for the conversion and distribution of electric power.
answer: (d) conversion
- A5 These two purposes rely on the creation and detection of electromagnetic fields and electrical currents.
answer: (a) fields
- A6 The rapid modern advancement of electronics began in earnest with the introduction of the radio.
answer: (a) earnest
- A7 There are three divisions to an electronics system, an example of which is a television set.
answer: (d) set
- A8 First, the input is a broadcast signal either received by its antenna or fed in through a cable.
answer: (b) fed
- A9 Second, processing circuits inside the TV extract the brightness, colour and audio data from this signal.
answer: (c) extract
- A10 Third and last, its output apparatus, a cathode ray tube, changes the electronic signals into a visible image on its screen.
answer: (d) visible

Basic Investment Types

- A1 Common shareholders have the right to elect directors, to vote on certain corporate matters, and to share in any residual assets of the company if it is wound up.
answer: (d) residual
- A2 Common shareholders are the last to claim assets in cases of insolvency.
answer: (b) insolvency
- A3 Preferred shareholders may have no voting rights, but special features on redemption or conversion of preferred shares into common shares exist in many cases.
answer: (a) conversion
- A4 U.S. Savings Bonds are backed by the general credit and taxation powers of the federal government, so there is virtually no risk of default.
answer: (b) default
- A5 A bond is a loan by an investor to the government or a company, which generally promises to pay a specified rate of interest and to repay a certain amount, the face value of the bond, at maturity.
answer: (b) face
- A6 Certificates of Deposit (CDs) are short-term, interest-bearing savings certificates issued by banks or brokers, bearing a maturity date and a specified interest rate; they can be issued in any denomination.
answer: (b) denomination
- A7 Money-market mutual funds (MMMF) pool money from large numbers of investors and use it to buy short-term investments, such as T-Bills and commercial paper.
answer: (c) paper
- A8 The returns on mutual funds depend on the fund's investment objectives, described in its prospectus, and its success in achieving them.
answer: (c) prospectus
- A9 Closed-end funds are much like mutual funds, but shares are not issued or redeemed on an ongoing basis; a set number of shares are issued and then listed on an exchange for trade among investors.
answer: (a) Closed-end
- A10 Options give the holder the right to buy ('call' option) or sell ('put' option) a security at a specific price for a specific period of time.
answer: (c) put

Budgeting

- A1 Budgeting is a combination of mathematics and guesswork: some factors are precisely known, while others are less clear.
answer: (b) factors
- A2 Every company should prepare a complete budget and constantly monitor its performance against that budget.
answer: (d) monitor
- A3 Any variation from a budget should be investigated and explained, and prompt action should be taken to correct any problems.
answer: (d) prompt
- A4 When you have set a budget, you should stick to it as much as possible, but revise it when necessary.
answer: (c) stick
- A5 Budgeting itself can help a company reduce costs, because every item in it must be justified beforehand.
answer: (b) justified
- A6 The wrong way to prepare a budget is to simply include everything at last year's level plus annual inflation.
answer: (c) inflation
- A7 Focus first on the largest costs, since they should have the greatest potential for reduction.
answer: (b) potential
- A8 Do not overestimate the projected sales for the budget period.
answer: (d) projected
- A9 Creating a(n) cash flow forecast requires estimating the expected monthly expenditures and matching those against the likely monthly income.
answer: (a) cash flow
- A10 Many companies maintain a rolling budget, so that they are continually budgeting for this time next year.
answer: (c) rolling

Business Law

- A1 The Commission on European Contract Law recognizes that throughout Europe there is great interest in developing a common European civil and commercial law.
answer: (a) civil
- A2 The efforts and money which it will cost to unify the private law will be amply repaid when it is there.
answer: (a) amply
- A3 In 1997, the Third Commission began to prepare rules on subjects which are common to contracts, torts and unjust enrichment, such as plurality of creditors and debtors, and assignment of debts and claims.
answer: (d) assignment
- A4 With a few exceptions the members of the Commission of European Contract Law have been academics, but many of the academics are also practicing lawyers.
answer: (c) practicing
- A5 The Members have not been representatives of specific political or governmental interests, and they have all pursued the same objective, to draft the most appropriate contract rules for Europe.
answer: (a) interests
- A6 The Principles may be compared with the American Restatement of the Law of Contract, which consists of non-binding rules, or "soft law".
answer: (d) soft law
- A7 Some of the Principles of European Contract Law reflect ideas which have not yet materialised in the law of any state.
answer: (c) materialised
- A8 The Commission has made an effort to deal with those issues in contract which face business life of today and which may advance the trade.
answer: (b) advance
- A9 The Council and the Commission of the EU have been invited to prepare new procedural legislation in cross border cases, in particular on those elements which are instrumental to a smooth judicial co-operation.
answer: (c) cross
- A10 It is envisaged that the general principles of the law of contracts provided in the PECL will be integrated in what may eventually become a European Civil Code.
answer: (c) integrated

Business Letter Basics

- A1 The first goal in writing a business letter is to get the recipient's attention.
answer: (b) attention
- A2 One fundamental principle of effective writing is to put the key information at the beginning.
answer: (c) principle
- A3 Avoid weighing down the beginning of the letter with abundant information of which the reader is already aware, however.
answer: (c) weighing
- A4 Effective writing is effortless reading that makes the recipient want to read further.
answer: (b) effortless
- A5 In writing commercial correspondence, it is important to employ a friendly yet efficient tone.
answer: (d) tone
- A6 Try to aim for a conversational style, but without employing bad grammar, slang, or otherwise questionable English.
answer: (d) conversational
- A7 Be merciless in eliminating the padding that most people put into letters: it wastes the recipient's time and tries his or her patience.
answer: (d) padding
- A8 A good business letter is simple and straightforward without being simplistic or patronizing.
answer: (d) patronizing
- A9 The conclusion or ending paragraph should bring the communication to a polite and businesslike close.
answer: (a) businesslike
- A10 Unfortunately, the ending paragraphs in much commercial correspondence employ wordy and overused phrases that detract from the letter's impact.
answer: (d) impact

Business Software Competitors

- A1 Brian Moran writes in SQL Server Magazine (March 2005) that an interesting battle is taking shape between Microsoft and Oracle, two titans of the database world, and the prize is business-application software.
answer: (c) shape
- A2 Pricing for databases and prices for high-end business-application software can be inexorably entwined when a vendor controls both the business layer software and the database.
answer: (b) inexorably
- A3 Vendors who sell both have a lot more margin to play with and can be a lot more creative about how they price a total package for customers.
answer: (c) play
- A4 Microsoft and Oracle are fierce competitors in the database space; competition in other areas inevitably has an effect on their database competitions.
answer: (c) fierce
- A5 Earlier this year, Oracle (the second largest provider of business application software) merged with PeopleSoft (the third largest provider), which had already swallowed J. D. Edwards (another major provider) back in 2003.
answer: (d) swallowed
- A6 SAP is still the dominant provider, but Oracle's PeopleSoft acquisition is intended to grow the company's flagging application division.
answer: (a) flagging
- A7 So a series of acquisitions has led to a(n) oligopoly in which SAP and Oracle share market leadership in the world of business application software.
answer: (d) oligopoly
- A8 At the same time, Microsoft has been making slow but steady strides in building its own competitive offerings in this space.
answer: (b) making
- A9 Microsoft has been on a buying spree since its purchase of Great Plains several years ago, acquiring Solomon and several other niche companies to stitch together the Microsoft Business Solutions Business Group.
answer: (d) spree
- A10 The competition between Microsoft and Oracle isn't only about business software; both companies are striving to be platform companies.
answer: (d) striving

Cellular Telephones

- A1 All around the world, cellular telephones are being used more and more.
answer: (b) around
- A2 Cell phones are hand- held devices; they are also called wireless or mobile phones.
answer: (c) held
- A3 Cell phones are popular with users because they are small, light and easily transported.
answer: (c) popular
- A4 Cellular telephones are actually little different than two- way radios.
answer: (d) way
- A5 A caller speaks into a cell phone, and it picks up his or her voice, transforming the sound into radio waves.
answer: (d) up
- A6 Then these radio waves are transmitted through the atmosphere until they meet a nearby base station.
answer: (b) nearby
- A7 The station sends your phone call through the standard telephone network, where it eventually reaches the receiver.
answer: (d) through
- A8 Cell phones provide a vast array of functions these days, and new ones are being added all the time.
answer: (d) functions
- A9 When someone calls you, your cell phone receiver detects radio waves sent out by the base station.
answer: (b) detects
- A10 Inside your cell phone, these waves are converted back into the sound of the caller's voice.
answer: (a) back

Commercial Property

- A1 According to NAREIT (Yungmann and Taube, 2001), property insurance coverage should be based on fair value, i.e., valuing assets at their current market values — actual, if available, or theoretical, if not.
answer: (d) theoretical
- A2 Much of the fair value debate has had a technical focus on how to place fair values on assets for which no market values exist.
answer: (c) exist
- A3 While the technical issues are important, the real driver should be improving transparency for users of financial statements.
answer: (d) transparency
- A4 A single global standard will increase the consistency of financial presentations, which currently vary considerably.
answer: (c) consistency
- A5 A comprehensive standard facilitates comparability across all types of financial institutions.
answer: (b) facilitates
- A6 When accounting values for assets diverge from their underlying market values, some managements take uneconomic actions to protect accounting performance measures.
answer: (c) diverge
- A7 For example, during the U.S. savings and loan crisis in the 1980s, many institutions sold off assets with market values above book and continued to hold assets with book values above market.
answer: (a) sold off
- A8 In hindsight, users of their financial statements were not well served by the accounting system in place at the time.
answer: (b) in place
- A9 Fair value proponents argue that measuring financial assets as close as possible to their true underlying economic values removes these perverse incentives.
answer: (b) proponents
- A10 Users would also benefit from a clearer picture of the economic health of the enterprise.
answer: (b) health

Company Benefits

- A1 Company benefits are often a significant portion of the employee's compensation package.
answer: (a) package
- A2 When considering an offer, the candidate should examine any benefits offered by the prospective employer.
answer: (d) prospective
- A3 Generous benefits can contribute up to 35 or 40 percent to the overall compensation for a job.
answer: (b) overall
- A4 Health insurance is an important benefit; it is less expensive through the employer at group rates than when taking it out on one's own.
answer: (c) group
- A5 Should the employee become ill or have an accident, his or her medical treatment is adequately covered.
answer: (d) treatment
- A6 Many US employers now help cover the expense of childcare facilities in their communities.
answer: (a) childcare
- A7 Another important benefit now often offered is flextime, which allows the employee to vary his or her working hours, within limits, each day.
answer: (b) limits
- A8 On the other hand, fewer companies are offering pension plans that guarantee a fixed monthly sum to retirees.
answer: (c) retirees
- A9 Another benefit, the stock ownership plan, permits the employee to buy shares of the company's stock at subsidized prices.
answer: (c) shares
- A10 Telecommuting is a work plan that permits the employee to work from his or her home.
answer: (b) Telecommuting

Conference Advice

- A1 Being a delegate at conferences and other gatherings is a valuable opportunity whether or not you present a paper.
answer: (c) paper
- A2 At such events, you will get an accurate sense of the current direction of the industry.
answer: (c) sense
- A3 And if you are scheduled to give a talk, you will gain increased visibility.
answer: (d) visibility
- A4 Actually, it is not very important for you to attend any of the vendor exhibitions.
answer: (c) vendor
- A5 In order for you to be plugged into your industry and its market, it is important for you to go to such events.
answer: (a) plugged
- A6 The importance of conferences is not the seminars or workshops, but the refreshment breaks and chatting at the bar after the day is done.
answer: (d) done
- A7 The key feature of a conference is the chance to meet those whom you would not otherwise have met.
answer: (c) otherwise
- A8 Be sure to carry your business cards, and do not hesitate to exchange cards with anyone you meet.
answer: (d) exchange
- A9 And finally: do not forget to enjoy your host city: conference information packages often spotlight nearby attractions and sightseeing opportunities.
answer: (d) spotlight
- A10 Well ahead of time, however, you should plan a balance of scheduled conference activities and events that suit your needs.
answer: (d) suit

Consumer Behaviour

- A1 Dr. Lars Perner explains that as well as the study of how products are purchased, consumer behavior also involves their use and disposal, since many environmental problems result from the latter.
answer: (a) disposal
- A2 Consumer behavior involves services and ideas as well as tangible products.
answer: (d) tangible
- A3 Product use is often of great interest to the marketer, because this may influence how a product is best positioned or how we can encourage increased consumption.
answer: (c) positioned
- A4 For example, by understanding that consumers are more receptive to food advertising when they are hungry, we learn to schedule snack advertisements late in the afternoon.
answer: (c) receptive
- A5 The impact of consumer behavior on society is also of relevance; for example, aggressive marketing of high fat foods may have serious repercussions for the national health.
answer: (c) repercussions
- A6 Since new products are usually initially adopted by a few consumers and only spread later and gradually to the rest of the population, companies that introduce new products must be well financed so that they can stay afloat until their products become a commercial success.
answer: (c) afloat
- A7 It is important to please initial customers, since they will in turn influence many subsequent customers' brand choices.
answer: (c) subsequent
- A8 Common sense suggests that if you buy a 64-ounce bottle of laundry detergent, you should pay less per ounce than if you bought two 32-ounce bottles; in practice, however, you often pay a size premium by buying the larger quantity.
answer: (d) premium
- A9 Consumer surveys, as any kind of research, are vulnerable to bias: the wording of a question can influence the outcome a great deal.
answer: (b) bias
- A10 Physiological measures are occasionally used to examine consumer response; for example, advertisers may want to measure a consumer's level of arousal during various parts of an advertisement.
answer: (b) Physiological

Contracts and agreements

- A1 A contract is a binding agreement that is reached between two individuals or parties.
answer: (c) binding
- A2 A contract between an individual and his or her employer is for the services s/he will provide in exchange for getting paid.
answer: (a) paid
- A3 Signing a rental agreement to live in an apartment for one year is a kind of contract.
answer: (c) Signing
- A4 The tenant promises to pay a certain amount of rent, and in return, the realty agent promises to supply the accommodation.
answer: (b) certain
- A5 A customer enters into a contract each time s/he makes a purchase.
answer: (d) enters
- A6 A contract is initiated when a person makes an offer to buy something and the seller accepts his or her offer.
answer: (c) accepts
- A7 In order for a contract to be completed, something of value needs to be exchanged.
answer: (b) value
- A8 A contract has been created when both the buyer and the seller have agreed that there will be some kind of consideration.
answer: (a) consideration
- A9 Any contract that is made to buy or sell something that is illegal is not enforceable under law.
answer: (c) illegal
- A10 A contract is required to be made by those who are legally capable, a condition called capacity.
answer: (b) capacity

Corporate Taxation

- A1 Rob Norton, of eCompany Now and Fortune magazines, notes in the article quoted below that corporate taxes are among the least efficient and least defensible of taxes.
answer: (c) defensible
- A2 The tax is popular with the man in the street, who believes, incorrectly, that it is paid by corporations.
answer: (b) in the street
- A3 The federal corporate income tax applies only to some businesses — those chartered as corporations — and not to partnerships or sole proprietorships.
answer: (c) sole
- A4 The federal tax is levied at three different rates on different brackets of income: 15 percent on taxable income under \$50,000; 25 percent on income between \$50,000 and \$75,000; and 34 percent on income above that.
answer: (a) brackets
- A5 A good reason that state and local corporate income taxes remain low is that corporations could easily relocate out of states that imposed unusually high taxes.
answer: (c) relocate
- A6 Except for emergency taxes in wartime, corporate profits were first taxed in 1909, when Congress enacted a 1 percent tax on corporation income.
answer: (b) enacted
- A7 The Tax Reform Act of 1986 was designed to increase the share of federal revenues collected via the corporate income tax and to decrease the share from the individual income tax.
answer: (a) individual
- A8 While the top corporate tax rate was cut, deductions for capital expenditures were severely curtailed, and as a result the effective tax rate for many corporations rose.
answer: (b) curtailed
- A9 The central problem with the corporate income tax from an economic point of view is that, ultimately, only people can pay taxes.
answer: (c) people
- A10 As early as the 17th century, Sir William Petty, one of the progenitors of modern economics, argued that a tax on the production and sale of commodities would eventually be shifted by producers to consumers, who would pay it in the form of higher prices.
answer: (d) progenitors

Detecting Competition

- A1 Mark Hennricks in Entrepreneur magazine (December 1999) warns that you should not count on friendly competition; if you do, your rivals might just steal your customers from under your nose.
answer: (c) nose
- A2 Potential competitors for Sparks.com, an online retailer of real greeting cards, run the gamut, from the corner gift shop to Amazon.com.
answer: (b) gamut
- A3 That awareness was brought home during a recent meeting with executives of another company, supposedly to explore setting up a strategic alliance with Lindau's 70-person firm.
answer: (a) brought
- A4 "One of them laid down a briefcase and out popped one of our business plans from a year ago, which they had clearly obtained through channels we had not intended," recalls Lindau.
answer: (b) channels
- A5 "Someone to whom we had given a confidential copy of our business plan had shared it with our competition."
answer: (b) confidential
- A6 Query vendors, customers, consultants and others who do business with companies in and around your field to find out if and when new competitors are likely to emerge.
answer: (a) do
- A7 Lindau says venture capitalists represent a fruitful source for competitive information for her because due diligence requires investors to research related businesses before backing a company.
answer: (c) diligence
- A8 Companies that occupy spots on your value chain often understand your business and customers well enough to become potent rivals.
answer: (d) potent
- A9 Carefully scrutinize firms that have mastered technology similar to yours, even if they appear to operate in distant sectors.
answer: (d) scrutinize
- A10 No one wins every sale, but if you start to lose sales to companies you've never heard of, you may be witnessing the birth of new and unexpected competitors, and your early warning system may be faulty.
answer: (d) witnessing

Dotcom Retail Stores

- A1 Melissa Campanelli, a marketing and technology writer in Brooklyn, comments on the reasons for dotcoms to open a physical store to extend their life spans.
answer: (c) spans
- A2 In the traditional realm of business, you open a retail store first and then launch a website, but since the dotcom revolution, many surviving dotcoms that skipped that first step are realizing the benefits of opening a brick-and-mortar location.
answer: (a) brick-and-mortar
- A3 Anyone that has a business plan with a goal of e-commerce needs to augment that business plan with a retail reality.
answer: (a) augment
- A4 "We realized very early that we could not exist purely as a dotcom," says Sal Perisano, of iParty Corp, "We knew we needed some terrestrial link, some reality other than a virtual company, to bolster what we were doing."
answer: (c) bolster
- A5 Physical stores give your customers a more convenient way to return goods and try out products — two options analysts say are sorely missing from Net stores.
answer: (c) sorely
- A6 Owning a store offers a natural traffic flow into and out of the store, which allows an entrepreneur to gather names and begin direct-to-consumer marketing programs.
answer: (d) traffic
- A7 However, opening a retail store is an expensive proposition.
answer: (d) proposition
- A8 For those of you who lack the funding needed to open a retail store right now, try renting a kiosk in a local shopping mall.
answer: (c) kiosk
- A9 If you do want to set up shop, you should do whatever you can to learn about launching and running a traditional retail business before you do so.
answer: (c) shop
- A10 Your best bet is to determine ahead of time whether a multichannel strategy is a good move for your dotcom.
answer: (a) bet

Electronic Commerce

- A1 This paper by Derek Miers received critical acclaim when it was published in 1996, and the issues highlighted are just as relevant today.
answer: (a) acclaim
- A2 Over recent years information technology has experienced an unprecedented degree of change, enabling the transformation of the basic mechanisms of business.
answer: (d) mechanisms
- A3 Within the next years we will see the emergence of secure, cost-effective electronic payment systems to augment these technologies.
answer: (c) augment
- A4 Those waiting for clear signs of this new age before acting will forever be destined to observe from the sidelines.
answer: (d) sidelines
- A5 The fundamental opportunity offered by the Internet is for suppliers to gain direct access to consumers without the attendant costs associated with the maintenance of physical distribution channels-- people, bricks and mortar.
answer: (c) mortar
- A6 Markets and marketing concepts will change radically, driven by those companies who successfully rise to the challenge.
answer: (b) rise to
- A7 11th-century Europe saw the emergence of credit-based banking systems and financial instruments such as bills of exchange, and these concepts remain with us, in their modified form, to this day.
answer: (c) to this day
- A8 These basic concepts underpin all modern forms of commerce.
answer: (c) underpin
- A9 The rise of the Internet since the advent of the World Wide Web has provided an easy-to-use communication channel for businesses to contact current and potential customers.
answer: (a) advent
- A10 The emergence of the Internet as a general communication channel has also given rise to the possibility of widespread electronic commerce.
answer: (b) rise

Email Do's and Don't's

- A1 Joan Lloyd, of Joan Lloyd & Associates, writes that email is a medium of communication unparalleled for sheer convenience.
answer: (d) unparalleled
- A2 However, she warns that it also carries many pitfalls and even dangers in the office environment.
answer: (c) pitfalls
- A3 Delivering a negative message is difficult, even when it is spoken face-to-face; defensiveness is almost guaranteed when it's received by email.
answer: (b) defensiveness
- A4 What's worse, email can be printed and saved: both parties will often haul out their "documentation" to prove how the other party has wronged them.
answer: (d) wronged
- A5 If you receive an email that ticks you off, and your first reaction is to counterattack, don't; close it and wait 24 hours before you respond.
answer: (d) ticks
- A6 Because the tone and inflection are missing, it is more important to use friendly language, descriptive adjectives and carefully chosen words.
answer: (a) inflection
- A7 If you don't consider how it will sound on the other end and take steps to shape the delivery so the meaning is understood, you could be doing damage control later.
answer: (c) damage
- A8 When I get a sloppy email, with poor punctuation, misspelled words or in lower case letters, it tells me the person just doesn't realize that what and how they write telegraphs their credibility to others.
answer: (c) telegraphs
- A9 Email feels private, but it's anything but.
answer: (c) but
- A10 Write every email for your boss's eyes: it's a great way to keep you honest and politically sensitive.
answer: (a) politically

GAAP

- A1 Generally Accepted Accounting Principles are a set of accounting standards approved by the professional accounting industry.
answer: (a) standards
- A2 GAAP are a combination of authoritative rules set by policy boards and the commonly accepted ways of recording and reporting financial information.
answer: (a) authoritative
- A3 They can become accepted either as a result of due process or as a result of long term practice.
answer: (d) process
- A4 Accountants cannot express the opinion that financial statements are "in conformity with generally accepted accounting principles" if such information includes any departures from these principles.
answer: (a) departures
- A5 After the Stock Market Crash of 1929, the American Institute of Accountants introduced five broad principles of accounting which have won fairly general acceptance.
answer: (c) Crash
- A6 It is relatively unimportant to investors what reporting method is used by a company, so long as they are assured that it is followed consistently every year.
answer: (b) consistently
- A7 In 1934, the U.S. Congress created the Securities and Exchange Commission (SEC), giving it the authority to prescribe the methods used in preparing financial statements.
answer: (d) Exchange
- A8 In 1938, Congress permitted companies to use a new inventory method, *lifo*, for income tax purposes.
answer: (c) inventory
- A9 In 1939, the AIA recommended the phrasing, "present fairly in conformity with generally accepted accounting principles" in the standard form of the auditor's report.
answer: (a) auditor's
- A10 The P & L monograph of 1940 promulgated the "matching principle", which places primary emphasis on the correspondence of costs with the revenues that they produce.
answer: (d) matching

Internal Communications

- A1 According to the Government Communication Network (GCN), a plan for internal communications should be integrated into every communication strategy.
answer: (b) integrated
- A2 Winning the support of internal stakeholders can be as important as reaching key external audiences, and will be vital to the success of your communication programme.
answer: (c) stakeholders
- A3 Internal communications need exactly the same kind of analysis and strategy as external communications: there will be distinct audience groups who should be segmented, and the same processes of information collection and insight generation apply to internal as to external groups.
answer: (b) segmented
- A4 Far from being the poor relative of external communication, internal communication performs a crucial role within government.
answer: (c) relative
- A5 By engaging staff with the departmental vision and values so that they can apply them in their day-to-day work, it creates a culture that does two things: it improves policy delivery and it increases the chance of meeting departmental objectives.
answer: (b) engaging
- A6 Organisations that have a strong communications function frequently outperform those that don't; private sector companies that communicate effectively have a 19.4 per cent higher market premium than companies that do not.
answer: (a) outperform
- A7 As with external communications, it is not enough to have a tactical approach; every department should have an internal communications strategy that is developed, implemented and monitored according to industry best practice and the needs of staff.
answer: (a) best
- A8 Printed or online surveys might be your first port of call when it comes to understanding communication needs within your department.
answer: (b) call
- A9 Before selecting a research method, produce a brief that sets out clear objectives and explains what you are trying to achieve.
answer: (a) brief
- A10 You might also need to set up a different dialogue with each team within your department to take on board cultural differences.
answer: (a) board