

# **Communication Spotlight**

## **Business 1**

### **Tests**

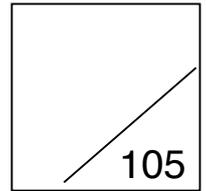
<b>Test 1 (Units 1 to 3)</b>	<b>Page 2 - 5</b>
<b>Test 2 (Units 4 to 6)</b>	<b>Page 6 - 9</b>
<b>Test 3 (Units 7 to 9)</b>	<b>Page 10 - 13</b>
<b>Test 4 (Units 10 to 12)</b>	<b>Page 14 - 17</b>
<b>Answer Key for Test 1</b>	<b>Page 18 - 21</b>
<b>Answer Key for Test 2</b>	<b>Page 22 - 25</b>
<b>Answer Key for Test 3</b>	<b>Page 26 - 29</b>
<b>Answer Key for Test 4</b>	<b>Page 30 - 34</b>

## Communication Spotlight: Business 1: Test 1

Total: 105 Points

Name: \_\_\_\_\_

Student Number: \_\_\_\_\_



**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

<1> Listen to the conversation. Circle the correct answers.

Q1: What is probably true?

- a. Ms. Tambellini is visiting the man's office.
- b. The man is visiting Ms. Tambellini's office.
- c. Karen is introducing herself to her colleague at a different branch.
- d. They've been working together in Oregon and Northern California.

Q2: What is Ms. Tambellini probably NOT responsible for?

- a. Sales in Oregon
- b. Sales in Northern California
- c. Meeting customers
- d. Running Vonn Office Systems

<2> Listen to the conversation. Circle the correct answers.

Q3: What is happening?

- a. Pam is introducing the man to Janice.
- b. Janice is introducing Pam to the man.
- c. The man is introducing Pam to Janice.
- d. Janice will be leaving the company soon.

Q4: What is NOT true?

- a. Janice is meeting Pam for the first time.
- b. The man and Janice know each other.
- c. Pam knows about technical matters.
- d. Pam is Janice's boss.

<3> Listen to the conversation. Circle the correct answers.

Q5: What will most likely happen next?

- a. They are going to take a taxi to the office.
- b. Ms. Ishida is going to drive.
- c. They will take the same flight.
- d. They will take an elevator to the meeting room.

<4> Listen to the conversation. Circle the correct answers.

Q6: What does “monitor” mean in this conversation?

- a. To show and present
- b. To listen and hear
- c. To watch and observe
- d. To keep and maintain

Q7: What does the company NOT do?

- a. Broadcast weather reports
- b. Manufacture machines
- c. Sell products in Mexico
- d. Talk to governments

Q8: How big is the company?

- a. quite big, over 300 employees
- b. medium size, over 130 employees
- c. quite small, under 40 employees
- d. very small, under 13 employees

Q9: What might the other man say next?

- a. “Let me tell you the secret.”
- b. “Ah, right, of course.”
- c. “Sure, if it’s okay with you. ”
- d. “That’s great. Thanks.”

**Part Two: Listen to the following. Fill in the blanks.  
(15 points: 1 point each)**

A: Good morning. River Financial.

B: Uh, good morning. \_\_\_\_\_ speak \_\_\_\_\_ Kelly Fraser?

A: \_\_\_\_\_ sorry. \_\_\_\_\_ beg \_\_\_\_\_ pardon?

B: \_\_\_\_\_ Kelly Fraser \_\_\_\_\_, please?

A: Kelly Fraser? Yes \_\_\_\_\_ . \_\_\_\_\_ calling, \_\_\_\_\_?

B: Uh, Bob Carter.

A: Thank \_\_\_\_\_, Mr. Carter. \_\_\_\_\_ minute, please.

**A Bonus quiz: Read the conversation above. Answer the question.  
(3 points)**

Q. What is probably true?

- a. Kelly knows about money.
- b. Kelly knows about kitchen design.
- c. Kelly knows about bridge design.
- d. Kelly knows about construction.

**Part Three: Choose the word or phrase that best completes the sentence.  
(60 points: 2 points each)**

1. The company sells safety \_\_\_\_\_.  
a. equipment  
b. production  
c. trade  
d. operation
2. It's been a while, \_\_\_\_\_ it?  
a. doesn't  
b. isn't  
c. wasn't  
d. hasn't
3. I haven't \_\_\_\_\_ her today.  
a. saw  
b. seen  
c. see  
d. seeing
4. Mr. Lee is not in at the \_\_\_\_\_.  
a. time  
b. moment  
c. minute  
d. while
5. I'll give you my number just \_\_\_\_\_ case.  
a. for  
b. at  
c. of  
d. in
6. We have \_\_\_\_\_ offices in Osaka and Shizuoka.  
a. branch  
b. head  
c. abroad  
d. product
7. How \_\_\_\_\_ you been?  
a. are  
b. do  
c. have  
d. were
8. Michael is in \_\_\_\_\_ of marketing research.  
a. responsible  
b. manager  
c. supervise  
d. charge
9. A handshake is a gesture of \_\_\_\_\_.  
a. peace  
b. strong  
c. friendly  
d. business
10. Who \_\_\_\_\_ main customers?  
a. are their  
b. are they  
c. they are  
d. is the
11. \_\_\_\_\_ you spell your name?  
a. How does  
b. How do  
c. What do  
d. What is
12. \_\_\_\_\_ you met Linda, yet?  
a. Did  
b. Do  
c. Are  
d. Have
13. Sorry, but he's \_\_\_\_\_ the other line.  
a. on  
b. at  
c. over  
d. for
14. Hello, may I \_\_\_\_\_ with Mr. Watson, please?  
a. phone  
b. speak  
c. tell  
d. call
15. Our main client is the \_\_\_\_\_.  
a. environment  
b. employment  
c. government  
d. equipment
16. Phone technology has made it easier to stay in \_\_\_\_\_ with people.  
a. close  
b. touch  
c. communicate  
d. call

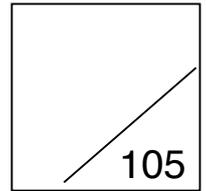
17. Make sure you give a good first \_\_\_\_\_ with a good handshake.  
 a. impression  
 b. feel  
 c. warmth  
 d. confidence
18. It is common to use \_\_\_\_\_ names with Mr. or Ms.  
 a. first  
 b. nick  
 c. last  
 d. given
19. We should be \_\_\_\_\_ of the people around us when we use a cell phone.  
 a. care  
 b. aware  
 c. considered  
 d. attention
20. He's out, I see. Then can I \_\_\_\_\_ a message?  
 a. give  
 b. take  
 c. leave  
 d. say
21. Where \_\_\_\_\_ your company based?  
 a. is  
 b. does  
 c. are  
 d. do
22. Do you know \_\_\_\_\_ mean?  
 a. what  
 b. does that  
 c. what it  
 d. what I
23. We are \_\_\_\_\_ in the same business.  
 a. normal  
 b. basically  
 c. lively  
 d. general
24. This is Lake Property. I'm afraid you have the \_\_\_\_\_ number.  
 a. bad  
 b. correct  
 c. wrong  
 d. different
25. \_\_\_\_\_ you have any problem, give me a call. I'll help you.  
 a. During  
 b. Though  
 c. Since  
 d. If
26. The \_\_\_\_\_ sales meeting is always held on September 1.  
 a. year  
 b. account  
 c. annual  
 d. monthly
27. I'm \_\_\_\_\_ A & B Office Supplies.  
 a. working  
 b. sales  
 c. with  
 d. represent
28. Our main \_\_\_\_\_ is the U. S.  
 a. sales  
 b. good  
 c. market  
 d. branch
29. He's an editor for the Asian \_\_\_\_\_.  
 a. regular  
 b. relate  
 c. remain  
 d. region
30. Could \_\_\_\_\_ your name again?  
 a. you say  
 b. you tell  
 c. you teach  
 d. you speak

## Communication Spotlight: Business 1: Test 2

Total: 105 Points

Name: \_\_\_\_\_

Student Number: \_\_\_\_\_



**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

<1> Listen to the conversation. Circle the correct answers.

Q1: What is the woman in charge of?

- a. Sending and receiving goods internationally.
- b. Making and controlling the schedule of boats and ships
- c. Importing and exporting boats and ships
- d. Counting the inventory at warehouses in overseas

Q2: What does she probably NOT do?

- a. Exchange emails with the warehouse manager
- b. Check when the goods arrive in port
- c. Talk to new customers overseas
- d. Get quotes from different shipping companies

<2> Listen to the conversation. Circle the correct answers.

Q3: What time does he go to work?

- a. 5:30
- b. 6:00
- c. 6:30
- d. 7:00

Q4: What does he do?

- a. He makes electronic products.
- b. He works alone to repair products.
- c. He is in charge of online customer service.
- d. He fixes the assembly line.

Q5: What does his company definitely NOT make?

- a. Mobile phones
- b. Blu-ray disc players
- c. Printers
- d. Bookshelves

<3> Listen to the conversation. Circle the correct answers.

Q6: What can be inferred?

- a. The man and woman don't know each other.
- b. The temperature is too high to enjoy.
- c. The weather report is sometimes incorrect.
- d. The man likes the rain.

Q7: What is NOT true about today's weather?

- a. It will rain.
- b. It is sunny.
- c. It is perfect.
- d. It is nice.

<4> Listen to the conversation. Circle the correct answers.

Q8: What is NOT true?

- a. Karen saw Mary on Saturday.
- b. Bobby met Karen for the first time on Saturday.
- c. Bobby will soon be taller than John.
- d. John and Karen know each other.

Q9: What can be inferred?

- a. Bobby works with John.
- b. It rained yesterday.
- c. John doesn't know Mary.
- d. Karen hadn't seen Bobby for a while.

**Part Two: Listen to the following. Fill in the blanks.  
(15 points: 1 point each)**

A: What \_\_\_\_\_ do?

B: \_\_\_\_\_ courier.

A: A courier. \_\_\_\_\_?

B: I deliver things, \_\_\_\_\_ example, packages, important \_\_\_\_\_ ,  
documents \_\_\_\_\_ .

A: You deliver documents?

B: Well, yeah, I \_\_\_\_\_ up \_\_\_\_\_ deliver them.

**A Bonus quiz: Read the conversation above. Answer the question.  
(3 points)**

Q. What does he NOT do?

- a. Collects packages
- b. Corrects important documents
- c. Delivers parcels
- d. Delivers documents

**Part Three: Choose the word or phrase that best completes the sentence.  
(60 points: 2 points each)**

1. Architects \_\_\_\_\_ buildings and bridges.
  - a. plans
  - b. design
  - c. bother
  - d. draw
2. The working hour for a taxi driver can be \_\_\_\_\_.
  - a. regularly
  - b. exist
  - c. irregular
  - d. hardly
3. The doctors work \_\_\_\_\_.
  - a. in shifts
  - b. long times
  - c. to shift
  - d. long time
4. She often works \_\_\_\_\_ 7:00 am to 7:00 pm
  - a. at
  - b. from
  - c. after
  - d. with
5. What \_\_\_\_\_ appropriate mean?
  - a. do
  - b. does
  - c. is
  - d. are
6. What is your \_\_\_\_\_ weekend like?
  - a. last
  - b. usually
  - c. daily
  - d. typical
7. He has coffee \_\_\_\_\_ he starts work.
  - a. before
  - b. just
  - c. at
  - d. during
8. Etiquette is similar in meaning to \_\_\_\_\_.
  - a. habits
  - b. attitudes
  - c. manners
  - d. actions
9. It is too \_\_\_\_\_ and I don't quite understand.
  - a. emphasize
  - b. complicated
  - c. appropriate
  - d. applied
10. After many failures, he lost his \_\_\_\_\_.
  - a. confidential
  - b. confident
  - c. confidence
  - d. conflict
11. He designed a few houses \_\_\_\_\_ here.
  - a. round
  - b. around
  - c. nearby
  - d. closed
12. Different cultures have different attitude \_\_\_\_\_.
  - a. smoke
  - b. to smoke
  - c. smoking
  - d. to smoking
13. A consultant can give you professional \_\_\_\_\_.
  - a. advices
  - b. advises
  - c. advisor
  - d. advice
14. Judy does not work here \_\_\_\_\_ more.
  - a. for
  - b. any
  - c. many
  - d. longer
15. Asking personal questions can be \_\_\_\_\_.
  - a. rude
  - b. appreciate
  - c. politely
  - d. culture
16. It must be hard \_\_\_\_\_ such a tough schedule.
  - a. coming
  - b. having
  - c. going
  - d. putting

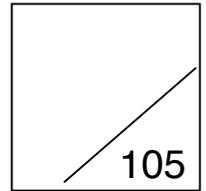
17. You should \_\_\_\_\_ warm on such a cold windy day.  
 a. wear  
 b. put on  
 c. cloths  
 d. dress
18. \_\_\_\_\_ keeps records of the money coming in and going out of a company.  
 a. A sales rep  
 b. A marketing manager  
 c. A finance  
 d. An accountant
19. People sometimes find it difficult to break the \_\_\_\_\_ when they meet people for the first time.  
 a. fence  
 b. wall  
 c. ice  
 d. back
20. We often talk to a \_\_\_\_\_ at first when we visit big companies.  
 a. receptionist  
 b. phone operator  
 c. manager  
 d. janitor
21. You shouldn't \_\_\_\_\_ when you make eye contact.  
 a. stare  
 b. stir  
 c. blow  
 d. stick
22. I usually leave home at 7:00, and I \_\_\_\_\_ to work at 8:00.  
 a. get  
 b. go  
 c. arrive  
 d. reach
23. How is the new project \_\_\_\_\_ ?  
 a. is going  
 b. go to  
 c. to going  
 d. going
24. The teacher \_\_\_\_\_ some comments about each student's presentation.  
 a. made  
 b. worked  
 c. did  
 d. went
25. Our sales are less than our \_\_\_\_\_. We're in trouble.  
 a. expenses  
 b. using  
 c. spends  
 d. making
26. They keep records on the \_\_\_\_\_ chart for each patient.  
 a. medical  
 b. mediate  
 c. medicine  
 d. sickness
27. It stopped \_\_\_\_\_, so you can leave your umbrella at home.  
 a. rain  
 b. raining  
 c. to raining  
 d. rained
28. I like to start my day early \_\_\_\_\_ I'm a morning person.  
 a. as  
 b. while  
 c. however  
 d. though
29. She spends \_\_\_\_\_ of her time checking her email in the morning.  
 a. less  
 b. most  
 c. many  
 d. quite
30. I have to go now, but I will be \_\_\_\_\_ by 5:00 pm.  
 a. return  
 b. get  
 c. off  
 d. back

## Communication Spotlight: Business 1: Test 3

Total: 105 Points

Name: \_\_\_\_\_

Student Number: \_\_\_\_\_



**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

<1> Listen to the conversation. Circle the correct answers.

Q1: How did the man get the information from Jessie?

- a. He asked Jessie over the phone.
- b. He asked his boss to call Jessie.
- c. He wrote Jessie an email.
- d. He sent Jessie an attachment.

Q2: What documents will the woman have by tomorrow?

- a. An email from Singapore and the man's sales report
- b. An expenses report from Singapore and the man's sales report
- c. Jessie's sales report, the man's sales report and his expenses report
- d. The man's sales report, Jessie's sales report and Jessie's expenses report

<2> Listen to the conversation. Circle the correct answers.

Q3: How many people were there at the conference?

- a. Between 300 and 400
- b. Less than 350
- c. Around 500
- d. Over 4,000

Q4: What is true?

- a. He didn't meet any potential customers.
- b. He had two meetings in the afternoon.
- c. He designed a new information management system.
- d. He took all his clients out to dinner.

Q5: What did the man promise the woman?

- a. To give her the new product package and a conference report
- b. To take her out to dinner
- c. To show her how the new product works
- d. To send her a conference report

<3> Listen to the conversation. Circle the correct answers.

Q6: What does the man want to do?

- a. He wants to add some names to the data.
- b. He wants to change the order of some information.
- c. He wants to order a new data system.
- d. He wants to look for some addresses.

Q7: What is the first thing he should do?

- a. Select the data
- b. Press OK
- c. Go to the data menu
- d. Select sort down

<4> Listen to the conversation. Circle the correct answers.

Q8: Who does he work for?

- a. A home office company
- b. L and S Database Systems
- c. An advertising company
- d. An airline abroad

Q9: How many people work for the company?

- a. 2,275
- b. 9,155
- c. 11,430
- d. 22,275

**Part Two: Listen to the following. Fill in the blanks.**

**(15 points: 1 point each)**

A: I'm flying \_\_\_\_\_ 380 \_\_\_\_\_ Germany next week.

B: What's that?

A: A 380? That's a plane, \_\_\_\_\_ super jumbo.

B: Oh \_\_\_\_\_ .

A: Yeah, it's \_\_\_\_\_ time. The 380 \_\_\_\_\_ carry over 500 people. They're amazing.

B: So how \_\_\_\_\_ was \_\_\_\_\_ ticket?

A: \_\_\_\_\_ little expensive. Two \_\_\_\_\_ one hundred and \_\_\_\_\_ dollars.

B: Two [REDACTED] one hundred and [REDACTED] dollars? That's \_\_\_\_\_ bad.

A: Not too bad.

**A Bonus quiz: Read the conversation above. Answer the question.**

**(3 points)**

Q: How much was the ticket in dollars?

- a. 2,136
- b. 2,000
- c. over 500
- d. 380

**Part Three: Choose the word or phrase that best completes the sentence.  
(60 points: 2 points each)**

1. I will \_\_\_\_\_ the sales report to an email.
  - a. send
  - b. include
  - c. attach
  - d. give
2. I have \_\_\_\_\_ meetings today.
  - a. nothing but
  - b. nothing only
  - c. nothing
  - d. anything
3. A password usually has \_\_\_\_\_ and numbers.
  - a. name
  - b. alphabetical
  - c. letters
  - d. digit
4. Nick and you attended the meeting, \_\_\_\_\_ ?
  - a. do you
  - b. don't they
  - c. didn't you
  - d. did they
5. What \_\_\_\_\_ you do yesterday?
  - a. have
  - b. did
  - c. do
  - d. are
6. Breakfast meetings are more \_\_\_\_\_ than lunch meetings.
  - a. concentrate
  - b. effective
  - c. convenience
  - d. affect
7. You must pass through both immigration and \_\_\_\_\_ before boarding.
  - a. duty free
  - b. money exchange
  - c. airport clinic
  - d. security
8. Can you \_\_\_\_\_ this? I just need the main points.
  - a. make short
  - b. summarize
  - c. tell
  - d. explanation
9. I usually work Wednesday \_\_\_\_\_ to Sunday.
  - a. from
  - b. through
  - c. for
  - d. between
10. Are you \_\_\_\_\_ the seminar tomorrow?
  - a. go to
  - b. going
  - c. taking
  - d. take
11. How can I log \_\_\_\_\_ to this website?
  - a. in
  - b. up
  - c. over
  - d. for
12. The \_\_\_\_\_ of 40, 20 and 15 is 25.
  - a. sum
  - b. total
  - c. average
  - d. amount
13. It took us over a year \_\_\_\_\_ this project.
  - a. completing
  - b. for completing
  - c. to complete
  - d. to be completed
14. Our new product is really great. It has a lot of \_\_\_\_\_.
  - a. special
  - b. possible
  - c. hopeful
  - d. potential
15. Friday the thirteenth is believed to be a very unlucky \_\_\_\_\_.
  - a. day
  - b. date
  - c. number
  - d. events
16. Different cultures have different \_\_\_\_\_ about lucky numbers.
  - a. ideas
  - b. think
  - c. thought
  - d. way

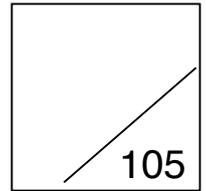
17. Something is wrong with my machine. I can't boot \_\_\_\_\_.  
 a. up it  
 b. it up  
 c. on it  
 d. it on
18. Select the menu and \_\_\_\_\_ enter the password.  
 a. before  
 b. after  
 c. when  
 d. then
19. You have to pay money when you make an \_\_\_\_\_.  
 a. investigation  
 b. involvement  
 c. investment  
 d. improvement
20. When you \_\_\_\_\_ something, you repeat it back in your own words.  
 a. describe  
 b. paraphrase  
 c. shadow  
 d. confirm
21. Isn't there a more \_\_\_\_\_ way to do this? It's taking too long.  
 a. efficient  
 b. sufficient  
 c. ancient  
 d. patient
22. The rules for conversational \_\_\_\_\_ can be strict at a business meetings.  
 a. turn-take  
 b. turn-takes  
 c. turn-taken  
 d. turn-taking
23. Please attach all your receipts to your travel \_\_\_\_\_ report.  
 a. expensive  
 b. expendable  
 c. expense  
 d. expend
24. I have to finish this report \_\_\_\_\_ I'll be in trouble.  
 a. otherwise  
 b. unless  
 c. until  
 d. since
25. Is that \_\_\_\_\_ you recommended for the new position?  
 a. which  
 b. what  
 c. where  
 d. who
26. A \_\_\_\_\_ is a firm agreement between two or more people.  
 a. contrast  
 b. constitution  
 c. contract  
 d. contraction
27. \_\_\_\_\_ the business is growing, we need to hire more employees.  
 a. Since  
 b. However  
 c. Though  
 d. Besides
28. He was \_\_\_\_\_ working when I got back to the office last night around 8 pm.  
 a. always  
 b. usually  
 c. still  
 d. until
29. She \_\_\_\_\_ on the project until she left the company.  
 a. was working  
 b. has worked  
 c. is working  
 d. has been working
30. The client from the U.K. only stayed for \_\_\_\_\_ of days.  
 a. a couple  
 b. a few  
 c. couple  
 d. few

## Communication Spotlight: Business 1: Test 4

Total: 105 Points

Name: \_\_\_\_\_

Student Number: \_\_\_\_\_



**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

<1> Listen to the conversation. Circle the correct answers.

Q1: What are they doing?

- a. cleaning up the warehouse
- b. getting ready for an exhibition
- c. selling pens and memory sticks
- d. putting away things in the office

Q2: Where are the pens?

- a. on the second shelf from the bottom
- b. on the top shelf
- c. on the filing cabinet
- d. in the second cabinet

<2> Listen to the conversation. Circle the correct answers.

Q3: Why does he want last month's sales report?

- a. He wants to know about profit.
- b. He wants to find the top sales person.
- c. He is writing a sales plan.
- d. He needs to see if tax was paid.

Q4: Where are the paper clips?

- a. on the bottom shelf
- b. on the top shelf
- c. in the filing cabinet
- d. There aren't any.

<3> Listen to the conversation. Circle the correct answers.

Q5: What time will he most likely get to the office tomorrow?

- a. Before 8:00
- b. Just before 8:30
- c. Between 8:00 and 9:00
- d. Sometime after 10:00

Q6: What is the man NOT going to do tomorrow?

- a. Have a video conference with partners in Europe
- b. Give a presentation on new products
- c. Make plans for his next business trip
- d. Meet with some of his customers

Q7: Where will the two people speaking meet tomorrow?

- a. At the video conference
- b. At the sales meeting
- c. At the short presentation
- d. At dinner

Q8: Where is he going for dinner?

- a. Mr. Tye's place
- b. A new Italian restaurant
- c. A restaurant serves interesting food
- d. An Asian restaurant

<4> Listen to the conversation. Circle the correct answers.

Q9: According to the woman's English dictionary, what is tofu?

- a. bean curd
- b. beans
- c. Japanese tofu
- d. tofu

**Part Two: Listen to the following. Fill in the blanks.  
(15 points: 1 point each)**

A: Do you like spicy food?

B: Uh, sure. I like spicy food. Well, \_\_\_\_\_ spicy but...

A: Okay, well, \_\_\_\_\_ some jambalaya.

B: Jambalaya? What's that?

A: Jambalaya? Well, it's \_\_\_\_\_ stew, it's \_\_\_\_\_ spicy.

B: A spicy stew?

A: Yeah, it \_\_\_\_\_, sausage, \_\_\_\_\_ and tomatoes \_\_\_\_\_ lots  
\_\_\_\_\_ spices \_\_\_\_\_ rice.

B: And rice?

A: Yeah. \_\_\_\_\_ really tasty.

B: Sounds great.

**A Bonus quiz: Read the conversation above. Answer the question.  
(3 points)**

Q. According to the man, what is NOT an ingredient in Jambalaya?

- a. Meat
- b. Chilli pepper
- c. Cheese
- d. Prawns

**Part Three: Choose the word or phrase that best completes the sentence.  
(60 points: 2 points each)**

1. Different cultures do gestures in different \_\_\_\_\_.
  - a. ideas
  - b. attitudes
  - c. habits
  - d. ways
2. Does it \_\_\_\_\_ like curry?
  - a. taste
  - b. spicy
  - c. smells
  - d. hot
3. The pens are \_\_\_\_\_ the small box.
  - a. next
  - b. right side
  - c. beside
  - d. between
4. \_\_\_\_\_ to bother you, but can you help me?
  - a. Sorry
  - b. Thanks
  - c. Pardon
  - d. Do you mind
5. \_\_\_\_\_ you pass me the clip board?
  - a. Could
  - b. May
  - c. Have
  - d. Had
6. I can't find staples. Where \_\_\_\_\_?
  - a. is it
  - b. can be
  - c. are they
  - d. do they
7. Do you often \_\_\_\_\_ out to dinner?
  - a. go
  - b. make
  - c. eat
  - d. take
8. Let's \_\_\_\_\_ a discussion about it.
  - a. have
  - b. go
  - c. give
  - d. take
9. Hot pot is \_\_\_\_\_ in East Asia.
  - a. popular
  - b. especially
  - c. favorite
  - d. flavor
10. I hope you will make a good \_\_\_\_\_.
  - a. choose
  - b. choice
  - c. chosen
  - d. choices
11. Curry is usually \_\_\_\_\_ with rice or naan bread.
  - a. order
  - b. eat
  - c. added
  - d. served
12. Do you grill it or \_\_\_\_\_ it?
  - a. fry
  - b. stir
  - c. bake
  - d. wrap
13. It took two hours to finish \_\_\_\_\_ the reports.
  - a. up
  - b. to
  - c. for
  - d. at
14. What \_\_\_\_\_ Mark going to do tomorrow?
  - a. do
  - b. does
  - c. is
  - d. are
15. There are no pens \_\_\_\_\_. The box is empty.
  - a. aside
  - b. left
  - c. behind
  - d. remain
16. What are you going to do \_\_\_\_\_ work today?
  - a. after
  - b. out
  - c. while
  - d. afterwards

17. Body language is an example of \_\_\_\_ communication.  
 a. no-words  
 b. non-speech  
 c. non-verbal  
 d. no-sound
18. Pointing at someone is not \_\_\_\_ . You shouldn't do that.  
 a. polite  
 b. impolite  
 c. rude  
 d. taboo
19. You probably shouldn't choose a \_\_\_\_ outfit to wear at a business meeting.  
 a. casual  
 b. brand  
 c. formal  
 d. conservative
20. Is there anything \_\_\_\_ to take with us to the meeting?  
 a. much  
 b. others  
 c. addition  
 d. else
21. He worked hard. We should \_\_\_\_ him a chance.  
 a. give  
 b. have  
 c. take  
 d. let
22. What kind of restaurant is \_\_\_\_ a business dinner?  
 a. appropriate for  
 b. appreciate to  
 c. appoint to  
 d. applicable for
23. Milk, eggs and sugar are the main \_\_\_\_ of ice cream.  
 a. ingredients  
 b. flavors  
 c. products  
 d. recipe
24. You're going to a museum tomorrow? That \_\_\_\_ fun.  
 a. sounds  
 b. will  
 c. look  
 d. seemed
25. An exhibition is a great \_\_\_\_ to meet lots of people.  
 a. impression  
 b. opportunity  
 c. approach  
 d. option
26. Can you put \_\_\_\_ more salt on it? Then it'll be perfect!  
 a. a few  
 b. a bit  
 c. little  
 d. few
27. The file should be \_\_\_\_ the cabinet, \_\_\_\_ the door.  
 a. by / next  
 b. in / between  
 c. between / in front  
 d. in / beside
28. Everyone is coming to my presentation, \_\_\_\_ Jenny who is sick.  
 a. except  
 b. or  
 c. although  
 d. without
29. Can you \_\_\_\_ with me to the meeting tomorrow?  
 a. have  
 b. make  
 c. take  
 d. come
30. Tofu is \_\_\_\_ from beans.  
 a. cook  
 b. curd  
 c. made  
 d. stew

## Communication Spotlight: Business 1: Test 1 Answer Key

**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

<1> Listen to the conversation. Circle the correct answers.

Q1: What is probably true?

- a. Ms. Tambellini is visiting the man's office.
- b. The man is visiting Ms. Tambellini's office.
- c. Karen is introducing herself to her colleague at a different branch.
- d. They've been working together in Oregon and Northern California.

**<1> Q1, Q2**

**CD Track 1: Conversation 1**

- A:** How do you do. I'm Karen Tambellini.  
**B:** Pleased to meet you.  
**A:** I'm with Vonn Office Systems.  
**B:** Vonn Office Systems? I see. Sorry, can you say your name again?  
**A:** Sure. It's Karen Tambellini.  
**B:** Karen Tambellini. Nice to meet you. So, what do you do there?  
**A:** I'm the new sales rep for Oregon and Northern California. This is my card.  
**B:** Oh thanks. Well, let's sit down.

Q2: What is Ms. Tambellini probably NOT responsible for?

- a. Sales in Oregon
- b. Sales in Northern California
- c. Meeting customers
- d. Running Vonn Office Systems

<2> Listen to the conversation. Circle the correct answers.

Q3: What is happening?

- a. Pam is introducing the man to Janice.
- b. Janice is introducing Pam to the man.
- c. The man is introducing Pam to Janice.
- d. Janice will be leaving the company soon.

**<2> Q3, Q4**

**CD Track 1: Conversation 2**

- A:** Hi, Janice. Nice to see you.  
**B:** Good to see you too.  
**A:** This is Pam Stevens. She's new...  
**B:** Pam Stevens?  
**C:** Yes. That's right. Nice to meet you.  
**B:** Nice to meet you, too.  
**C:** Here's my card.  
**A:** Pam is the new technical manager for this area.  
**B:** I see.  
**A:** So, if you have any troubles, give Pam a call.  
**B:** Great.

Q4: What is NOT true?

- a. Janice is meeting Pam for the first time.
- b. The man and Janice know each other.
- c. Pam knows about technical matters.
- d. Pam is Janice's boss.

<3> Listen to the conversation. Circle the correct answers.

Q5: What will most likely happen next?

- a. They are going to take a taxi to the office.
- b. Ms. Ishida is going to drive.
- c. They will take the same flight.
- d. They will take an elevator to the meeting room.

**<3> Q5**

**CD Track 1: Conversation 3**

- A:** Hi. Tom Shaw?  
**B:** Yes, that's right.  
**A:** Hi, I'm Aoi Ishida. Good to meet you.  
**B:** Nice to meet you. Sorry, how do you say your name?  
**A:** Aoi Ishida.  
**B:** A-oi. Thanks for meeting me.  
**A:** My pleasure. Are these all your bags?  
**B:** Yes.

- A:** Ah, I can carry that.  
**B:** Thanks.  
**A:** Right this way. My car is outside.  
**B:** Thanks very much.  
**A:** So, you're the new editor for the Asian region?  
**B:** That's right.  
**A:** And you're in the Hong Kong office.  
**B:** That's right. I started there last month. Before that I was in Tokyo.  
**A:** Oh.

<4> Listen to the conversation. Circle the correct answers.

Q6: What does "monitor" mean in this conversation?

- a. To show and present
- b. To listen and hear
- c. To watch and observe
- d. To keep and maintain

Q7: What does the company NOT do?

- a. Broadcast weather reports
- b. Manufacture machines
- c. Sell products in Mexico
- d. Talk to governments

Q8: How big is the company?

- a. quite big, over 300 employees
- b. medium size, over 130 employees
- c. quite small, under 40 employees
- d. very small, under 13 employees

Q9: What might the other man say next?

- a. "Let me tell you the secret."
- b. "Ah, right, of course."
- c. "Sure, if it's okay with you."
- d. "That's great. Thanks."

**<4> Q6, Q7, Q8, Q9**  
**CD Track 5**

**A:** So, what does your company do?

**B:** I beg your pardon?

**A:** What does your company do?

**B:** Oh, sorry, uh, well we design, make and sell weather stations.

**A:** Weather stations? Uh, what do you mean? What's that?

**B:** Oh, well, uh we make weather stations, uhh they look at the environment, you know, they monitor the environment, they monitor the temperature, rainfall, you know, how much rain is falling and the wind conditions and...

**A:** So, who are your customers?

**B:** Well, governments mainly. We sell our equipment in Canada, the United States uh, Mexico, Australia... our customers are, you know, National Parks, city governments and so on.

**A:** Uh, so, where is the head office?

**B:** It's in Sacramento.

**A:** Ah, so you are in California.

**B:** Yes, that's right.

**A:** So, where are your main markets?

**B:** Well, our main market is the United States, but we also sell our products in Canada, Mexico and a few other countries.

**A:** So, how many people work for your company?

**B:** Oh, we're a small company. At the moment we have 34 employees.

**A:** 34 employees. So what are your annual sales?

**B:** Ah, that's a trade secret, I'm afraid.

**Part Two: Listen to the following. Fill in the blanks.**

**(15 points: 1 point each)**

A: Good morning. River Financial.

B: Uh, good morning. Can I speak with Kelly Fraser?

A: I'm sorry. I beg your pardon?

B: Is Kelly Fraser there, please?

A: Kelly Fraser? Yes she is. Who's calling, please?

B: Uh, Bob Carter.

A: Thank you, Mr. Carter. Just a minute, please.

**A Bonus quiz: Read the conversation above. Answer the question.**

**(3 points)**

Q. What is probably true?

- a. Kelly knows about money.
- b. Kelly knows about kitchen design.
- c. Kelly knows about bridge design.
- d. Kelly knows about construction.

**Part Two**  
**CD Track 9: Conversation 1**

**A:** Good morning. River Financial.

**B:** Uh, good morning. Can I speak with Kelly Fraser?

**A:** I'm sorry. I beg your pardon?

**B:** Is Kelly Fraser there, please?

**A:** Kelly Fraser? Yes she is. Who's calling, please?

**B:** Uh, Bob Carter.

**A:** Thank you, Mr. Carter. Just a minute please.

**Part Three: Choose the word or phrase that best completes the sentence.  
(60 points: 2 points each)**

1. The company sells safety \_\_\_\_\_.  
 a. equipment  
 b. production  
 c. trade  
 d. operation
2. It's been a while, \_\_\_\_\_ it?  
 a. doesn't  
 b. isn't  
 c. wasn't  
 d. hasn't
3. I haven't \_\_\_\_\_ her today.  
 a. saw  
 b. seen  
 c. see  
 d. seeing
4. Mr. Lee is not in at the \_\_\_\_\_.  
 a. time  
 b. moment  
 c. minute  
 d. while
5. I'll give you my number just \_\_\_\_\_ case.  
 a. for  
 b. at  
 c. of  
 d. in
6. We have \_\_\_\_\_ offices in Osaka and Shizuoka.  
 a. branch  
 b. head  
 c. abroad  
 d. product
7. How \_\_\_\_\_ you been?  
 a. are  
 b. do  
 c. have  
 d. were
8. Michael is in \_\_\_\_\_ of marketing research.  
 a. responsible  
 b. manager  
 c. supervise  
 d. charge
9. A handshake is a gesture of \_\_\_\_\_.  
 a. peace  
 b. strong  
 c. friendly  
 d. business
10. Who \_\_\_\_\_ main customers?  
 a. are their  
 b. are they  
 c. they are  
 d. is the
11. \_\_\_\_\_ you spell your name?  
 a. How does  
 b. How do  
 c. What do  
 d. What is
12. \_\_\_\_\_ you met Linda, yet?  
 a. Did  
 b. Do  
 c. Are  
 d. Have
13. Sorry, but he's \_\_\_\_\_ the other line.  
 a. on  
 b. at  
 c. over  
 d. for
14. Hello, \_\_\_\_\_ I speak with Mr. Watson, please?  
 a. should  
 b. may  
 c. have  
 d. shall
15. Our main client is the \_\_\_\_\_.  
 a. environment  
 b. employment  
 c. government  
 d. equipment
16. Phone technology has made it easier to stay  
 in \_\_\_\_\_ with people.  
 a. close  
 b. touch  
 c. communicate  
 d. call

17. Make sure you give a good first \_\_\_\_\_ with a good handshake.  
 a. impression  
b. feel  
c. warmth  
d. confidence
18. It is common to use \_\_\_\_\_ names with Mr. or Ms.  
a. first  
b. nick  
 c. last  
d. given
19. We should be \_\_\_\_\_ of the people around us when we use a cell phone.  
a. care  
 b. aware  
c. considered  
d. attention
20. He's out, I see. Then can I \_\_\_\_\_ a message?  
a. give  
b. take  
 c. leave  
d. say
21. Where \_\_\_\_\_ your company based?  
 a. is  
b. does  
c. are  
d. do
22. Do you know \_\_\_\_\_ mean?  
a. what  
b. does that  
c. what it  
 d. what I
23. We are \_\_\_\_\_ in the same business.  
a. normal  
 b. basically  
c. lively  
d. general
24. This is Lake Property. I'm afraid you have the \_\_\_\_\_ number.  
a. bad  
b. correct  
 c. wrong  
d. different
25. \_\_\_\_\_ you have any problem, give me a call. I'll help you.  
a. During  
b. Though  
c. Since  
 d. If
26. The \_\_\_\_\_ sales meeting is always held on September 1.  
a. year  
b. account  
 c. annual  
d. monthly
27. I'm \_\_\_\_\_ A & B Office Supplies.  
a. working  
b. sales  
 c. with  
d. represent
28. Our main \_\_\_\_\_ is the U. S.  
a. sales  
b. good  
 c. market  
d. branch
29. He's an editor for the Asian \_\_\_\_\_.  
a. regular  
b. relate  
c. remain  
 d. region
30. Could \_\_\_\_\_ your name again?  
 a. you say  
b. you tell  
c. you teach  
d. you speak

## Communication Spotlight: Business 1: Test 2 Answer Key

**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

<1> Listen to the conversation. Circle the correct answers.

Q1: What is the woman in charge of?

- a. Sending and receiving goods internationally
- b. Making and controlling the schedule of boats and ships
- c. Importing and exporting boats and ships
- d. Counting the inventory at warehouses in overseas

Q2: What does she probably NOT do?

- a. Exchange emails with the warehouse manager
- b. Check when the goods arrive in port
- c. Talk to new customers overseas
- d. Get quotes from different shipping companies

<1> Q1, Q2

CD Track 17: Conversation 1

**A:** What do you do?

**B:** I'm a shipping manager.

**A:** I see. So, what do you do?

**B:** Well, I'm in charge of all the oversea shipments, you know, our imports and our exports.

**A:** Ah, I see. Do you need to ship things every day?

**B:** Yeah, usually. I check my email first thing in the morning, you know, many of our customers and suppliers are overseas and so I often get orders or requests overnight.

**A:** Right, right.

**B:** So, I spend most of my time emailing people in the morning. Then in the afternoon, I get in touch with our warehouse to arrange the shipments.

**A:** I see. So, you make documents like invoices as well?

**B:** Yes, that's right.

**A:** That sounds like a lot of work. What time do you finish work then?

**B:** I usually finish up around 7:00.

<2> Listen to the conversation. Circle the correct answers.

Q3: What time does he go to work?

- a. 5:30
- b. 6:00
- c. 6:30
- d. 7:00

Q4: What does he do?

- a. He makes electronic products.
- b. He works alone to repair products.
- c. He is in charge of online customer service.
- d. He fixes the assembly line.

Q5: What does his company definitely NOT make?

- a. Mobile phones
- b. Blu-ray disc players
- c. Printers
- d. Bookshelves

<2> Q3, Q4, Q5

CD Track 17: Conversation 2

**A:** You are a mechanic, right?

**B:** Yeah, I work on the line at our factory.

**A:** "On the line"? What does that mean?

**B:** Oh, I work on the production line, you know, I work at our factory. I make electronic goods.

**A:** Oh, I see. So, what time do you start work?

**B:** Well, I start work at 7:00.

**A:** Seven? That's early. What time do you get up?

**B:** I get up at 5:30. It's not so bad. I usually leave home at 6:30.

**A:** I'm still in bed at 6:30.

**B:** Well, I finish at 3:30. I guess you are still in the office then.

<3> Listen to the conversation. Circle the correct answers.

Q6: What can be inferred?

- a. The man and woman don't know each other.
- b. The temperature is too high to enjoy.
- c. The weather report is sometimes incorrect.
- d. The man likes the rain.

Q7: What is NOT true about today's weather?

- a. It will rain.
- b. It is sunny.
- c. It is perfect.
- d. It is nice.

<3> Q6, Q7

CD Track 21: Conversation 1

**A:** It's a beautiful day today!

**B:** Yes it is! Nice and sunny, but not too hot.

**A:** No, it's not. It's just perfect.

**B:** Well, enjoy it today, because it's going to rain tomorrow.

**A:** It's going to rain tomorrow?

**B:** Today's weather forecast said sun today and rain tomorrow.

**A:** Really? I hope it's wrong!

**B:** Yeah, well, it often is!

<4> Listen to the conversation. Circle the correct answers.

Q8: What is NOT true?

- a. Karen saw Mary on Saturday.
- b. Bobby met Karen for the first time on Saturday.
- c. Bobby will soon be taller than John.
- d. John and Karen know each other.

Q9: What can be inferred?

- a. Bobby works with John.
- b. It rained yesterday.
- c. John doesn't know Mary.
- d. Karen hadn't seen Bobby for a while.

<2> Q8, Q9

CD Track 21: Conversation 2

**A:** Good morning, Karen.

**B:** Oh, hi, John. Another beautiful day, isn't it?

**A:** Yes, it is. So, did you see Mary on Saturday?

**B:** Yes, I did. She was with Bobby. I was so surprised. He's so tall.

**A:** Yeah, he's not a little boy any more. He'll soon be taller than me.

**B:** Yeah, I know. Well, kids grow up so quickly.

**A:** Yeah, they sure do.

**Part Two: Listen to the following. Fill in the blanks.**  
(15 points: 1 point each)

A: What **do you** do?

B: **I'm a** courier.

A: A courier. **What's that?** ?

B: I deliver things, **for** example, packages, important **letters**, documents **and so on**.

A: You deliver documents?

B: Well, yeah, I **pick them** up **and then** deliver them.

**A Bonus quiz: Read the conversation above. Answer the question.**  
(3 points)

Q. What does he NOT do?

- a. Collects packages
- b. Corrects important documents
- c. Delivers parcels
- d. Delivers documents

Part Two

CD Track 13: Conversation 1

**A:** What do you do?

**B:** I'm a courier.

**A:** A courier. What's that?

**B:** I deliver things, for example, packages, important letters, documents and so on.

**A:** You deliver documents?

**B:** Well, yeah, I pick them up and then deliver them.

**Part Three: Choose the word or phrase that best completes the sentence.  
(60 points: 2 points each)**

1. Architects \_\_\_\_\_ buildings and bridges.
  - a. plans
  - b. design
  - c. bother
  - d. draw
2. The working hour for a taxi driver can be \_\_\_\_\_.
  - a. regularly
  - b. exist
  - c. irregular
  - d. hardly
3. The doctors work \_\_\_\_\_.
  - a. in shifts
  - b. long times
  - c. to shift
  - d. long time
4. She often works \_\_\_\_\_ 7:00 am to 7:00 pm
  - a. at
  - b. from
  - c. after
  - d. with
5. What \_\_\_\_\_ appropriate mean?
  - a. do
  - b. does
  - c. is
  - d. are
6. What is your \_\_\_\_\_ weekend like?
  - a. last
  - b. usually
  - c. daily
  - d. typical
7. He has coffee \_\_\_\_\_ he starts work.
  - a. before
  - b. just
  - c. at
  - d. during
8. Etiquette is similar in meaning to \_\_\_\_\_.
  - a. habits
  - b. attitudes
  - c. manners
  - d. actions
9. It is too \_\_\_\_\_ and I don't quite understand.
  - a. emphasize
  - b. complicated
  - c. appropriate
  - d. applied
10. After many failures, he lost his \_\_\_\_\_.
  - a. confidential
  - b. confident
  - c. confidence
  - d. conflict
11. He designed a few houses \_\_\_\_\_ here.
  - a. round
  - b. around
  - c. nearby
  - d. closed
12. Different cultures have different attitude \_\_\_\_\_.
  - a. smoke
  - b. to smoke
  - c. smoking
  - d. to smoking
13. A consultant can give you professional \_\_\_\_\_.
  - a. advices
  - b. advises
  - c. advisor
  - d. advice
14. Judy does not work here \_\_\_\_\_ more.
  - a. for
  - b. any
  - c. many
  - d. longer
15. Asking personal questions can be \_\_\_\_\_.
  - a. rude
  - b. appreciate
  - c. politely
  - d. culture
16. It must be hard \_\_\_\_\_ such a tough schedule.
  - a. coming
  - b. having
  - c. going
  - d. putting

17. You should \_\_\_\_\_ warm on such a cold windy day.  
 a. wear  
 b. put on  
 c. cloths  
 d. dress
18. \_\_\_\_\_ keeps records of the money coming in and going out of a company.  
 a. A sales rep  
 b. A marketing manager  
 c. A finance  
 d. An accountant
19. People sometimes find it difficult to break the \_\_\_\_\_ when they meet people for the first time.  
 a. fence  
 b. wall  
 c. ice  
 d. back
20. We often talk to a \_\_\_\_\_ at first when we visit big companies.  
 a. receptionist  
 b. phone operator  
 c. manager  
 d. janitor
21. You shouldn't \_\_\_\_\_ when you make eye contact.  
 a. stare  
 b. stir  
 c. blow  
 d. stick
22. I usually leave home at 7:00, and I \_\_\_\_\_ to work at 8:00.  
 a. get  
 b. go  
 c. arrive  
 d. reach
23. How is the new project \_\_\_\_\_ ?  
 a. is going  
 b. go to  
 c. to going  
 d. going
24. The teacher \_\_\_\_\_ some comments about each student's presentation.  
 a. made  
 b. worked  
 c. did  
 d. went
25. Our sales are less than our \_\_\_\_\_. We're in trouble.  
 a. expenses  
 b. using  
 c. spends  
 d. making
26. They keep records on the \_\_\_\_\_ chart for each patient.  
 a. medical  
 b. mediate  
 c. medicine  
 d. sickness
27. It stopped \_\_\_\_\_, so you can leave your umbrella at home.  
 a. rain  
 b. raining  
 c. to raining  
 d. rained
28. I like to start my day early \_\_\_\_\_ I'm a morning person.  
 a. as  
 b. while  
 c. however  
 d. though
29. She spends \_\_\_\_\_ of her time checking her email in the morning.  
 a. less  
 b. most  
 c. many  
 d. quite
30. I have to go now, but I will be \_\_\_\_\_ by 5:00 pm.  
 a. return  
 b. get  
 c. off  
 d. back

## Communication Spotlight: Business 1: Test 3 Answer Key

**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

**<1> Listen to the conversation. Circle the correct answers.**

Q1: How did the man get the information from Jessie?

- a. He asked Jessie over the phone.
- b. He asked his boss to call Jessie.
- c. He wrote Jessie an email.
- d. He sent Jessie an attachment.

Q2: What documents will the woman have by tomorrow?

- a. An email from Singapore and the man's sales report
- b. An expenses report from Singapore and the man's sales report
- c. Jessie's sales report, the man's sales report and his expenses report
- d. The man's sales report, Jessie's sales report and Jessie's expenses report

**<1> Q1, Q2**

**CD Track 29: Conversation 1**

- A:** Did you call Jessie in Singapore? I need her sales report.  
**B:** Yes, I did. But she was out. So I sent her an email.  
**A:** Oh good, did she get back to you?  
**B:** Yes, she did. Uh, I sent you an email.  
**A:** Oh. Sorry, I didn't see it. So you got her sales report?  
**B:** Yes, I did. I sent it in an email yesterday.  
**A:** An attachment?  
**B:** Yes.  
**A:** Great. Thanks. And, uh, could you send me your sales report, too?  
**B:** Oh, right. Can I send it tomorrow morning? I'll send it together with my expense report.  
**A:** Okay, so you'll send me both of those tomorrow?  
**B:** Yes.  
**A:** That's fine. Thanks.

**<2> Listen to the conversation. Circle the correct answers.**

Q3: How many people were there at the conference?

- a. Between 300 and 400
- b. Less than 350
- c. Around 500
- d. Over 4,000

Q4: What is true?

- a. He didn't meet any potential customers.
- b. He had two meetings in the afternoon.
- c. He designed a new information management system.
- d. He took all his clients out to dinner.

Q5: What did the man promise the woman?

- a. To give her the new product package and a conference report
- b. To take her out to dinner
- c. To show her how the new product works
- d. To send her a conference report

**<2> Q3, Q4**

**CD Track 29: Conversation 2**

- A:** So how was the conference?  
**B:** Yeah, it was pretty good.  
**A:** Many people?  
**B:** Maybe about four or five hundred people were there.  
**A:** Quite busy.  
**B:** Yeah, yeah. Well, I got there about 9:00. I had a look around. I met a few people, maybe some good contacts.  
**A:** Did you see anything interesting? Anything new?  
**B:** I did see this new information management system. A complete software package. I'll send you a link to it.  
**A:** Thanks. How did your meetings go?  
**B:** Good. I had four meetings with potential customers. One at 10:00, one at 11:00, one at 1:00 and one at 2:30. Then I went out for dinner with a big client. I wrote a report, so I'll send you that tomorrow.  
**A:** Thanks. Sounds like it was a busy day.  
**B:** Yeah. Pretty busy. But you want to be busy, right?  
**A:** Yeah, busy is good.

**<3> Listen to the conversation. Circle the correct answers.**

Q6: What does the man want to do?

- a. He wants to add some names to the data.
- b. He wants to change the order of some information.
- c. He wants to order a new data system.
- d. He wants to look for some addresses.

Q7: What is the first thing he should do?

- a. Select the data
- b. Press OK
- c. Go to the data menu
- d. Select sort down

&lt;3&gt; Q5, Q6

## CD Track 33: Conversation 1

- A:** How do I sort this data?  
**B:** What do you want to do?  
**A:** I want to sort some data, put it in order, in alphabetical order.  
**B:** From A to Z?  
**A:** Yeah.  
**B:** Okay, that's easy. Ah... okay what do you want to sort?  
**A:** Uh, these names here.  
**B:** In this list?  
**A:** Yeah.

- B:** Okay, well, first select your data.  
**A:** Select the data, okay.  
**B:** Then go to the *Data* menu.  
**A:** The *Data* menu.  
**B:** Yeah, then select *Sort*.  
**A:** *Sort*, okay.  
**B:** Then the dialog box asks you how you want to sort the data.  
**A:** Okay.  
**B:** Select *Sort down* and press *OK*.  
**A:** *Sort down*.  
**B:** Yup.

## &lt;4&gt; Listen to the conversation. Circle the correct answers.

Q8: Who does he work for?

- a. A home office company  
 b. L and S Database Systems  
 c. An advertising company  
 d. An airline abroad

Q9: How many people work for the company?

- a. 2,275  
 b. 9,155  
 c. 11,430  
 d. 22,275

&lt;4&gt; Q8, Q9

## CD Track 25: Conversation 1

- A:** You work for L & S Database Systems?  
**B:** Yes, that's right.  
**A:** How many people work there?  
**B:** (Do) you mean overall, around the world, or just the head office?  
**A:** Overall.  
**B:** Well, there are 2,275 people in our head office.

- A:** 2,275 in the head office alone?  
**B:** Yeah, and we have nine thousand one hundred and fifty-five employees abroad.  
**A:** 9,155 abroad? So what's that overall?  
**B:** Overall there are 11,430 employees.  
**A:** Sorry, 11,430?  
**B:** Yes, something like that.  
**A:** So it's a pretty big company.  
**B:** Yeah, it's pretty big.

**Part Two: Listen to the following. Fill in the blanks.**  
**(15 points: 1 point each)**

- A:** I'm flying on a 380 to Germany next week.  
**B:** What's that?  
**A:** A 380? That's a plane, the big super jumbo.  
**B:** Oh right.  
**A:** Yeah, it's my first time. The 380 can carry over 500 people. They're amazing.  
**B:** So how much was the ticket?  
**A:** A little expensive. Two thousand one hundred and thirty-six dollars.  
**B:** Two            one hundred and            dollars? That's not bad.  
**A:** Not too bad.

**A Bonus quiz: Read the conversation above. Answer the question.**  
**(3 points)**

Q: How much was the ticket in dollars?

- a. 2,136  
 b. 2,000  
 c. over 500  
 d. 380

**Part Two**  
**CD Track 25: Conversation 2**

- A:** I'm flying on a 380 to Germany next week.  
**B:** What's that?  
**A:** A 380? That's a plane, the big super jumbo.  
**B:** Oh right.  
**A:** Yeah, it's my first time.

- The 380 can carry over 500 people. They're amazing!  
**B:** So how much was the ticket?  
**A:** A little expensive. 2,136 dollars.  
**B:** Two thousand one hundred and thirty-six dollars? That's not bad.  
**A:** Not too bad.

**Part Three: Choose the word or phrase that best completes the sentence.**  
**(60 points: 2 points each)**

1. I will \_\_\_\_\_ the sales report to an email.
  - a. send
  - b. include
  - c. attach
  - d. give
2. I have \_\_\_\_\_ meetings today.
  - a. nothing but
  - b. nothing only
  - c. nothing
  - d. anything
3. A password usually has \_\_\_\_\_ and numbers.
  - a. name
  - b. alphabetical
  - c. letters
  - d. digit
4. Nick and you attended the meeting, \_\_\_\_\_ ?
  - a. do you
  - b. don't they
  - c. didn't you
  - d. did they
5. What \_\_\_\_\_ you do yesterday?
  - a. have
  - b. did
  - c. do
  - d. are
6. Breakfast meetings are more \_\_\_\_\_ than lunch meetings.
  - a. concentrate
  - b. effective
  - c. convenience
  - d. affect
7. You must pass through both immigration and \_\_\_\_\_ before boarding.
  - a. duty free
  - b. money exchange
  - c. airport clinic
  - d. security
8. Can you \_\_\_\_\_ this? I just need the main points.
  - a. make short
  - b. summarize
  - c. tell
  - d. explanation
9. I usually work Wednesday \_\_\_\_\_ to Sunday.
  - a. from
  - b. through
  - c. for
  - d. between
10. Are you \_\_\_\_\_ the seminar tomorrow?
  - a. go to
  - b. going
  - c. taking
  - d. take
11. How can I log \_\_\_\_\_ to this website?
  - a. in
  - b. up
  - c. over
  - d. for
12. The \_\_\_\_\_ of 40, 20 and 15 is 25.
  - a. sum
  - b. total
  - c. average
  - d. amount
13. It took us over a year \_\_\_\_\_ this project.
  - a. completing
  - b. for completing
  - c. to complete
  - d. to be completed
14. Our new product is really great. It has a lot of \_\_\_\_\_.
  - a. special
  - b. possible
  - c. hopeful
  - d. potential
15. Friday the thirteenth is believed to be a very unlucky \_\_\_\_\_.
  - a. day
  - b. date
  - c. number
  - d. events
16. Different cultures have different \_\_\_\_\_ about lucky numbers.
  - a. ideas
  - b. think
  - c. thought
  - d. way

17. Something is wrong with my machine. I can't boot \_\_\_\_\_.  
 a. up it  
 b. it up  
 c. on it  
 d. it on
18. Select the menu and \_\_\_\_\_ enter the password.  
 a. before  
 b. after  
 c. when  
 d. then
19. You have to pay money when you make an \_\_\_\_\_.  
 a. investigation  
 b. involvement  
 c. investment  
 d. improvement
20. When you \_\_\_\_\_ something, you repeat it back in your own words.  
 a. describe  
 b. paraphrase  
 c. shadow  
 d. confirm
21. Isn't there a more \_\_\_\_\_ way to do this? It's taking too long.  
 a. efficient  
 b. sufficient  
 c. ancient  
 d. patient
22. The rules for conversational \_\_\_\_\_ can be strict at a business meetings.  
 a. turn-take  
 b. turn-takes  
 c. turn-taken  
 d. turn-taking
23. Please attach all your receipts to your travel \_\_\_\_\_ report.  
 a. expensive  
 b. expendable  
 c. expense  
 d. expend
24. I have to finish this report \_\_\_\_\_ I'll be in trouble.  
 a. otherwise  
 b. unless  
 c. until  
 d. since
25. Is that \_\_\_\_\_ you recommended for the new position?  
 a. which  
 b. what  
 c. where  
 d. who
26. A \_\_\_\_\_ is a firm agreement between two or more people.  
 a. contrast  
 b. constitution  
 c. contract  
 d. contraction
27. \_\_\_\_\_ the business is growing, we need to hire more employees.  
 a. Since  
 b. However  
 c. Though  
 d. Besides
28. He was \_\_\_\_\_ working when I got back to the office last night around 8 pm.  
 a. always  
 b. usually  
 c. still  
 d. until
29. She \_\_\_\_\_ on the project until she left the company.  
 a. was working  
 b. has worked  
 c. is working  
 d. has been working
30. The client from the U.K. only stayed for \_\_\_\_\_ of days.  
 a. a couple  
 b. a few  
 c. couple  
 d. few

## Communication Spotlight: Business 1: Test 4 Answer Key

**Part One: Listen to the following and answer the questions.  
(27 points: 3 points each)**

**<1> Listen to the conversation. Circle the correct answers.**

Q1: What are they doing?

- a. cleaning up the warehouse
- b. getting ready for an exhibition
- c. selling pens and memory sticks
- d. putting away things in the office

Q2: Where are the pens?

- a. on the second shelf from the bottom
- b. on the top shelf
- c. on the filing cabinet
- d. in the second cabinet

**<1> Q1, Q2  
CD Track 37: Conversation 1**

- A:** Terry, can you pass me the packing tape?  
**B:** Packing tape? Sure, here you are.  
**A:** Thanks.  
**B:** So..., how many people will be there?  
**A:** Well, I guess about 200 people. It's a small exhibition, so not so many.  
**B:** I see.  
**A:** Okay, this box is ready to go.  
**B:** Is there anything else?  
**A:** We need to take a box of pens and some USB memory sticks.  
**B:** Pens and memory sticks. Okay. I can get them. Where are they?  
**A:** The memory sticks are on the top shelf.  
**B:** The top shelf... Okay, I see them.  
**A:** And the pens are on the second shelf from the bottom.  
**B:** Second shelf from the bottom... Ah, right. Thanks. Anything else?  
**A:** No, that's it.  
**B:** Great. Well, I hope we can meet lots of people on Sunday.  
**A:** Yeah, me too.

**<2> Listen to the conversation. Circle the correct answers.**

Q3: Why does he want last month's sales report?

- a. He wants to know about profit.
- b. He wants to find the top sales person.
- c. He is writing a sales plan.
- d. He needs to see if tax was paid.

Q4: Where are the paper clips?

- a. on the bottom shelf
- b. on the top shelf
- c. in the filing cabinet
- d. There aren't any.

**<2> Q3, Q4  
CD Track 37: Conversation 2**

- A:** Hi, Kathy. Sorry to bother you, I'm looking for last month's sales report.  
**B:** Last month's sale report?  
**A:** Yeah, I'm writing a sales plan, and I need to look at last month's sales.  
**B:** I see. Well, That's in the filing cabinet, in the second drawer from the top.  
**A:** In the filing cabinet, in the second drawer from the top... Thanks. Uh, do we have any paper clips?  
**B:** Paper clips? Um, they are on the shelf. On the bottom shelf, in a small cardboard box.  
**A:** On the bottom shelf, in a small box... Oh right. Wait. It's empty.  
**B:** Oh, really? Sorry, we need to order some more.

**<3> Listen to the conversation. Circle the correct answers.**

Q5: What time will he most likely get to the office tomorrow?

- a. Before 8:00
- b. Just before 8:30
- c. Between 8:00 and 9:00
- d. Sometime after 10:00

Q6: What is the man NOT going to do tomorrow?

- a. Have a video conference with partners in Europe
- b. Give a presentation on new products
- c. Make plans for his next business trip
- d. Meet with some of his customers

Q7: Where will the two people speaking meet tomorrow?

- a. At the video conference
- b. At the sales meeting
- c. At the short presentation
- d. At dinner

Q8: Where is he going for dinner?

- a. Mr. Tye's place
- b. A new Italian restaurant
- c. A restaurant serves interesting food
- d. An Asian restaurant

**<3> Q5, Q6, Q7, Q8**  
**CD Track 45**

- A:** What are you going to do tomorrow?  
**B:** Well, tomorrow I have an early morning meeting.  
**A:** An early meeting, tomorrow morning? With a customer?  
**B:** No, it's a video conference. I'm going to have a meeting with our partners in the UK, so we need to start at 8 o'clock. Then, after that, I'm going to visit two of my larger customers.  
**A:** Good. What is the meeting about?  
**B:** Our new products. I'm giving a short presentation.  
**A:** Great. Are you ready?  
**B:** Yeah. Ready to go.  
**A:** Good.  
**B:** Then after that, we have our sales meeting. Are you going to join that one?  
**A:** Yes, I'll be in that one.  
**B:** Uh-huh. Then I'm going to finish up the reports from my last business trip.  
**A:** Yes. You need to finish those.  
**B:** And then, tomorrow night I'm going to go out to dinner with some other clients.  
**A:** Other clients?  
**B:** Yeah, I'm meeting some people for dinner tomorrow.  
**A:** That's tomorrow night?  
**B:** Yes.  
**A:** Sounds interesting. Who are you going to go with?  
**B:** Some new clients.  
**A:** Sounds interesting. Where are you going to go?  
**B:** There's a new Thai place downtown.  
**A:** Well, good luck with your presentations tomorrow.  
**B:** Thanks.

**<4> Listen to the conversation. Circle the correct answers.**

Q9: According to the woman's English dictionary, what is tofu?

- a. bean curd
- b. beans
- c. Japanese tofu
- d. tofu

**<4> Q9**  
**CD Track 41: Conversation 1**

- A:** Why don't you try some bean curd?  
**B:** Bean curd? What's that?  
**A:** In Japanese, tofu.  
**B:** Tofu. Tofu is tofu. It's an English word.  
**A:** Well, my dictionary says bean curd.  
**B:** No, tofu is tofu. It's an English word.  
**A:** Really?  
**B:** But what's this? This is interesting.  
**A:** This is konnyaku, uhh "devil's tongue".  
**B:** Devil's tongue? What's that?  
**A:** You don't know? My dictionary says "devil's tongue".  
**B:** It's like a kind of jelly...  
**A:** Yeah, yeah, it's a kind of potato, it's a jelly made from potato. It's really good for you.  
**A:** A potato jelly?  
**B:** Yeah, it's popular for diet.  
**A:** I see.

**Part Two: Listen to the following. Fill in the blanks.  
(15 points: 1 point each)**

A: Do you like spicy food?

B: Uh, sure. I like spicy food. Well, not super spicy but...

A: Okay, well, let's get some jambalaya.

B: Jambalaya? What's that?

A: Jambalaya? Well, it's like a stew, it's hot and spicy.

B: A spicy stew?

A: Yeah, it has chicken, sausage, seafood and tomatoes with lots of spices and rice.

B: And rice?

A: Yeah. It's really tasty.

B: Sounds great.

**A Bonus quiz: Read the conversation above. Answer the question.  
(3 points)**

Q. According to the man, what is NOT an ingredient in Jambalaya?

- a. Meat
- b. Chilli pepper
- c. Cheese
- d. Prawns

**Part Two  
CD Track 41: Conversation 2**

**A:** Do you like spicy food?

**B:** Uh, sure. I like spicy food. Well, not super spicy but...

**A:** Okay, well, let's get some jambalaya.

**B:** Jambalaya? What's that?

**A:** Jambalaya? Well, it's like a stew, it's hot and spicy.

**B:** A spicy stew?

**A:** Yeah, it has chicken, sausage, seafood and tomatoes with lots of spices and rice.

**B:** And rice?

**A:** Yeah. It's really tasty.

**B:** Sounds good.

**Part Three: Choose the word or phrase that best completes the sentence.**  
**(60 points: 2 points each)**

1. Different cultures do gestures in different \_\_\_\_\_.
  - a. ideas
  - b. attitudes
  - c. habits
  - d. ways
2. Does it \_\_\_\_\_ like curry?
  - a. taste
  - b. spicy
  - c. smells
  - d. hot
3. The pens are \_\_\_\_\_ the small box.
  - a. next
  - b. right side
  - c. beside
  - d. between
4. \_\_\_\_\_ to bother you, but can you help me?
  - a. Sorry
  - b. Thanks
  - c. Pardon
  - d. Do you mind
5. \_\_\_\_\_ you pass me the clip board?
  - a. Could
  - b. May
  - c. Have
  - d. Had
6. I can't find staples. Where \_\_\_\_\_?
  - a. is it
  - b. can be
  - c. are they
  - d. do they
7. Do you often \_\_\_\_\_ out to dinner?
  - a. go
  - b. make
  - c. eat
  - d. take
8. Let's \_\_\_\_\_ a discussion about it.
  - a. have
  - b. go
  - c. give
  - d. take
9. Hot pot is \_\_\_\_\_ in East Asia.
  - a. popular
  - b. especially
  - c. favorite
  - d. flavor
10. I hope you will make a good \_\_\_\_\_.
  - a. choose
  - b. choice
  - c. chosen
  - d. choices
11. Curry is usually \_\_\_\_\_ with rice or naan bread.
  - a. order
  - b. eat
  - c. added
  - d. served
12. Do you grill it or \_\_\_\_\_ it?
  - a. fly
  - b. stir
  - c. bake
  - d. wrap
13. It took two hours to finish \_\_\_\_\_ the reports.
  - a. up
  - b. to
  - c. for
  - d. at
14. What \_\_\_\_\_ Mark going to do tomorrow?
  - a. do
  - b. does
  - c. is
  - d. are
15. There are no pens \_\_\_\_\_. The box is empty.
  - a. aside
  - b. left
  - c. behind
  - d. remain
16. What are you going to do \_\_\_\_\_ work today?
  - a. after
  - b. out
  - c. while
  - d. afterwards

17. Body language is an example of \_\_\_\_\_ communication.  
a. no-words  
b. non-speech  
 c. non-verbal  
d. no-sound
18. Pointing at someone is not \_\_\_\_\_. You shouldn't do that.  
 a. polite  
b. impolite  
c. rude  
d. taboo
19. You probably shouldn't choose a \_\_\_\_\_ outfit to wear at a business meeting.  
 a. casual  
b. brand  
c. formal  
d. conservative
20. Is there anything \_\_\_\_\_ to take with us to the meeting?  
a. much  
b. others  
c. addition  
 d. else
21. He worked hard. We should \_\_\_\_\_ him a chance.  
 a. give  
b. have  
c. take  
d. let
22. What kind of restaurant is \_\_\_\_\_ a business dinner?  
 a. appropriate for  
b. appreciate to  
c. appoint to  
d. applicable for
23. Milk, eggs and sugar are the main \_\_\_\_\_ of ice cream.  
 a. ingredients  
b. flavors  
c. products  
d. recipe
24. You're going to a museum tomorrow? That \_\_\_\_\_ fun.  
 a. sounds  
b. will  
c. look  
d. seemed
25. An exhibition is a great \_\_\_\_\_ to meet lots of people.  
a. impression  
 b. opportunity  
c. approach  
d. option
26. Can you put \_\_\_\_\_ more salt on it? Then it'll be perfect!  
a. a few  
 b. a bit  
c. little  
d. few
27. The file should be \_\_\_\_\_ the cabinet, \_\_\_\_\_ the door.  
a. by / next  
b. in / between  
c. between / in front  
 d. in / beside
28. Everyone is coming to my presentation, \_\_\_\_\_ Jenny who is sick.  
 a. except  
b. or  
c. although  
d. without
29. Can you \_\_\_\_\_ with me to the meeting tomorrow?  
a. have  
b. make  
c. take  
 d. come
30. Tofu is \_\_\_\_\_ from beans.  
a. cook  
b. curd  
 c. made  
d. stew

