

Student Name:

Final Mark: /100

Level:

Company:

Vocabulary (10pts total)

Complete the gaps with the words/phrases in the box. Use each word/phrase only once.

*handmade – supply chain – suppliers – shipment – transportation –
low on – inventory – origin – showroom – logistics*

1. Our sales team contacted several new _____ after receiving a large order from a European client.
2. The company is currently _____ some of its most popular products, so another order needs to be placed soon.
3. Because every rug is _____, the products can vary slightly in colour and design.
4. The manager is responsible for the company's _____, including deliveries, storage and stock control.
5. A delay at the port affected the entire _____ and caused problems for several customers.
6. We received a large _____ from Asia, but some of the boxes were damaged during the journey.
7. The company uses different methods of _____ depending on the distance and cost.
8. Customers often ask about the _____ of the materials used to make the products.
9. Before placing a new order, the warehouse manager checks the _____ to see what is currently available.

10. If customers want to see the products before buying them, they can visit our _____ in the city centre

Grammar (20pts total)**1) Choose the correct answer.**

1. Could you tell me _____ the next shipment will arrive?
 - a) when will
 - b) when
 - c) when does
 - d) does when
2. Do you know _____ the company has enough stock?
 - a) if
 - b) does
 - c) that does
 - d) what does
3. If the supplier _____ late, we will have to contact another company.
 - a) will arrive
 - b) arrives
 - c) arrived
 - d) would arrive
4. Which is _____ we can transport these products?
 - a) the cheapest
 - b) the most cheap
 - c) cheaper
 - d) the more cheap
5. I wonder why the customer _____ the order.
 - a) cancelled
 - b) did cancel
 - c) has he cancelled
 - d) did he cancel
6. If I _____ the manager, I would change the transportation system.
 - a) am
 - b) was
 - c) were
 - d) will be



7. Do you know _____ from Turkey?
- a) where does the shipment come
 - b) where the shipment comes
 - c) where comes the shipment
 - d) does where the shipment come

2) Choose the sentence that is grammatically correct.

8.

- a) Could you tell me where is the warehouse?
- b) Could you tell me where the warehouse is?
- c) Could you tell me where does the warehouse is?
- d) Could you tell me where the warehouse does?

9.

- a) If we don't receive the products today, we will call the supplier.
- b) If we won't receive the products today, we will call the supplier.
- c) If we don't receive the products today, we would call the supplier.
- d) If we didn't receive the products today, we will call the supplier.

10.

- a) This is the most expensive rug in the showroom.
- b) This is the expensivest rug in the showroom.
- c) This is the more expensive rug in the showroom.
- d) This is most expensive rug in the showroom.

11.

- a) Do you know if the shipment has arrived?
- b) Do you know if has the shipment arrived?
- c) Do you know does the shipment has arrived?
- d) Do you know if the shipment did arrived?

12.

- a) If I have more money, I would open a bigger showroom.
- b) If I had more money, I will open a bigger showroom.
- c) If I had more money, I would open a bigger showroom.
- d) If I would have more money, I opened a bigger showroom.

13.

- a) This is one of the most reliable suppliers we work with.
- b) This is one of the reliable suppliers we work with.
- c) This is one of the most reliable supplier we work with.
- d) This is one of the more reliable suppliers we work with.

14.

- a) Could you tell me what time does the warehouse open?
- b) Could you tell me what time the warehouse opens?
- c) Could you tell me what time opens the warehouse?
- d) Could you tell me what time the warehouse does open?

3) Each sentence contains ONE mistake. Rewrite it correctly.

- 15. Could you tell me where is the nearest warehouse?
- 16. If the shipment will arrive tomorrow, we will deliver the products immediately.
- 17. This is the most cheapest way to transport the rugs.
- 18. Do you know when will the new supplier start working with us?
- 19. If I would be the manager, I would change the supply chain.
- 20. This is the most large town in the city.

Reading (15pts total)

Read the text and decide if the statements are true or false.

IT Equipment and Logistics

Logistics is an important part of the IT business because companies need to move equipment from suppliers to offices and customers. This can include laptops, monitors, printers, servers and other devices. If the equipment does not arrive on time, technicians may not be able to complete their work.

SmartTech provides IT services to companies in several cities. The company buys most of its equipment from international suppliers, but it also works with some local suppliers. The equipment is kept in

a central warehouse until it is needed. When a customer places an order, the logistics team checks the inventory and prepares the shipment.

Keeping the right amount of inventory is not always easy. The company needs enough equipment for urgent orders, but it does not want to keep too many products in the warehouse. Some technology becomes outdated when new models are introduced, so storing large quantities can be expensive.

Transportation is another important part of the process. Most orders are sent by road because this is usually the most practical option. However, when a customer needs equipment urgently, the company may use faster transportation, even if it costs more.

The logistics team also needs to make sure that equipment is packed correctly. Some devices are fragile and can be damaged during transportation. Before sending a shipment, employees check the products, the delivery address, and the number of items in the order.

Sometimes problems are unavoidable. A shipment may be delayed because of traffic or bad weather. When this happens, the logistics team contacts the customer and informs the technician about the new delivery time. Good communication helps the company solve problems and avoid bigger delays.

For SmartTech, effective logistics means having the right equipment in the right place at the right time. Good planning helps the company control costs while also providing a reliable service to its customers.

1. SmartTech gets all of its equipment from international suppliers. _
2. The company keeps equipment in a central warehouse before it is needed._

3. SmartTech wants to keep as many products as possible in its warehouse. _
4. The company may choose a more expensive transportation option for urgent orders. _
5. When there is a delivery problem, the logistics team communicates with the people involved. _

Listening (15pts total)

Listen to Philip speaking to Rose Jasper at an interview for a job at a children's camp. For questions 1 to 8, decide whether the statements are true or false.

1. Philip is applying for a job as an activity leader.
2. Philip worked as a teacher in a school.
3. Philip was responsible for communicating to team members.
4. Philip quit the team because he did not get enough praise and encouragement.
5. Philip worked long hours when he worked at a factory.

Writing (20pts total)

Write a paragraph of 80 words giving your personal opinion about decision making in business.

Topic: *Is it better to take risks or make safe decisions?*

In your paragraph, you should:

- Give your opinion and explain your reasons.
- Give at least one example.
- Use one first conditional.
- Use one second conditional.
- Use appropriate Business English vocabulary.

Speaking (20pts total)

Answer the following questions. Give reasons and examples.

1. What is the most important factor when making a business decision? Why?

2. Would you take a big risk if it could help your company grow? Why or why not?
3. What would you do if you were the manager of a company that was losing customers?
4. If your company introduced a new technology, what would you do if some employees refused to use it?
5. Do you think companies make better decisions when they work as a team or when one person makes the final decision? Why?

