**РАЗДЕЛ КОНТРОЛЯ ЗНАНИЙ**

**5.1 ОБРАЗЦЫ ТЕСТОВ ТЕКУЩЕГО КОНТРОЛЯ**

* **ДЛЯ СПЕЦИАЛЬНОСТИ: 6-05-0311-02 «ЭКОНОМИКА И УПРАВЛЕНИЕ» (ПРОФИЛИЗАЦИЯ «ЭКОНОМИКА И УПРАВЛЕНИЕ ТУРИСТИЧЕСКИМ БИЗНЕСОМ» / «ЭКОНОМИКА И УПРАВЛЕНИЕ ГОСТИНИЧНЫМ БИЗНЕСОМ»)**

**Test “Business Sectors and Businesses”**

*I. Put in the necessary word from your active to restore the context*

1. Monthly \_\_\_\_\_\_\_\_\_\_\_ for children under three equals to 329 rubles.
2. Huge \_\_\_\_\_\_\_\_\_\_\_\_ usually give nice \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_, like corporate car or a flat.
3. I did my best in the project and my boss granted me a 5000$ \_\_\_\_\_\_\_\_\_\_\_\_.
4. My mother is a self-made woman, so owns 5 international \_\_\_\_\_\_\_\_\_.
5. To start a \_\_\_\_\_\_\_ presupposes great risk especially in Belarus.
6. Before moving to another country it is necessary to compare its \_\_\_\_\_\_\_ of \_\_\_\_\_\_ to the country you live in now.
7. I can’t fully understand vegan \_\_\_\_\_\_\_\_ because I adore meat and won’t refuse it.
8. \_\_\_\_\_\_\_\_\_\_\_ of BMW cars are usually posh, creative and expensive.
9. To set up a small \_\_\_\_\_\_\_ in Belarus one needs courage and desire to work.

10) Unfortunately \_\_\_\_\_\_\_\_\_ culture is deteriorating every single day.

*II. Put into the gaps efficient, effective, economic or economical.*

1. My wife was too \_\_\_\_\_\_\_ and never agreed to go to a restaurant.
2. Instead of buying a huge \_\_\_\_\_\_\_\_ car I decided on a small, but \_\_\_\_\_\_\_ one.
3. To become an \_\_\_\_\_\_\_ secretary one shouldn’t be an \_\_\_\_\_\_\_ slim blonde.
4. The \_\_\_\_\_\_\_\_ crises in Russia and Belarus is turning to an end.
5. \_\_\_\_\_\_\_\_\_\_\_\_ people never show off and prefer to buy at a discount.

*III. Put in the preposition if necessary.*

1. It took me several days to sort \_\_\_\_\_\_this problem.
2. Asian investors decided to buy \_\_\_\_\_ our company and make it world-famous.
3. The standard \_\_\_\_\_ living in many countries leaves much to be desired.
4. Our business went \_\_\_\_\_\_and we had to sell it \_\_\_\_\_\_ in parts.
5. We went \_\_\_\_\_\_ bankrupt in a year and had to set \_\_\_\_\_\_ a new firm.
6. Our boss likes to spell \_\_\_\_\_ all the details very carefully.
7. Sometimes I manage to pull \_\_\_\_\_ at the most suitable moment.
8. He has been working \_\_\_\_\_\_ Hilton \_\_\_\_\_ more than 10 years.
9. The company went \_\_\_\_ liquidation and stopped to exist.

10) To start \_\_\_\_\_ a company one needs start-up capital.

*IV. Choose the word which can be used to complete the idiom.*

1. I decided to put my wife into the \_\_\_\_\_\_\_\_ about our accommodation problem.

a) wardrobe b) fridge c) picture d) bathroom

1. My friend and I often talk at cross \_\_\_\_\_\_\_\_\_ but we are still friends.

a) roads b) tortoises c) purposes d) losses

1. He is a very indecisive man and \_\_\_\_\_\_about the bush is his cup of tea.

a) beating b) falling c) leaning d) searching

1. I asked her just to have a quick \_\_\_\_\_\_\_ but she refused rudely.

a) dance b) word c) shock d) beer

1. I like when people get straight to the \_\_\_\_\_\_\_\_\_\_ as it saves time.

a) payment b) point c) food d) shopping

1. I don’t like rumors and when I hear smth on the \_\_\_\_\_\_I just don’t listen.

a) radio b) TV c)grapevine d) Internet

1. My mother always carries the \_\_\_\_\_\_ for everything in our family.

a) money b) food c) decisions d) ball

1. Its col to deal with people you are on the same \_\_\_\_\_\_\_ with.

a) floor b) wavelength c) tune d) idea

1. My sister is a perfectionist. She likes to be on the \_\_\_\_\_\_\_\_\_.

a) 7th sky b) top c) ball d) bell

1. Sometimes things which look too difficult are simple and just need to start the \_\_\_\_\_rolling.

a) money b)ball c) world d) parents

**Test “Company structure”**

*I. Fill in the gaps with the word from your active.*

1. Mac Donald’s operates in Belarus on \_\_\_\_\_\_\_\_\_\_\_\_ agreement.
2. In \_\_\_\_\_\_\_\_\_\_\_\_\_ two bosses are equally important.
3. \_\_\_\_\_\_\_\_\_\_\_\_ usually sells licence to a \_\_\_\_\_\_\_\_\_\_\_\_\_\_.
4. This corporation has many \_\_\_\_\_\_\_\_\_\_\_ in Europe.
5. For the abbreviation Ltd stands \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_.
6. \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ in Belarus have to pay taxes to the government.
7. Sole \_\_\_\_\_\_\_\_\_\_ is the only owner of a business.
8. A number of separate commercial firms with the same owner is a \_\_\_\_\_\_.
9. A company in which between 20% - 50% of the shares are owned by another company is called\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
10. Companies which are owned by the same parent organization are \_\_\_\_\_\_\_\_\_\_.

II. Put in *economical, economic, effective, salary, wage, personnel, personal, white-collar, blue-collar, raising, rising, trip.*

1) Its more \_\_\_\_\_\_\_\_ to travel by bus than by air though it doesn’t save time.

2) My wife is so \_\_\_\_\_\_\_\_ that she will never spend a dollar in vain.

3) The \_\_\_\_\_\_\_\_ sanctions directed towards Russia are not justified.

4) \_\_\_\_\_\_\_\_\_ work always depends on motivation and discipline.

5) Aspirin is considered to be one of the most \_\_\_\_\_\_\_\_\_ headache cures.

6) I entered \_\_\_\_\_\_\_\_\_ the university and want to become an economist.

7) The law is \_\_\_\_\_\_\_\_\_ since the date of signing.

8) The new \_\_\_\_\_\_\_\_\_ reform proved to be not \_\_\_\_\_\_\_\_ at all.

9) I don’t like my job because I am on a business \_\_\_\_\_\_\_\_\_\_ 24/7.

10) I am paid a monthly \_\_\_\_\_\_ , while my wife has a daily \_\_\_\_\_\_ system.

11) \_\_\_\_\_\_\_\_\_ finance is the most important thing when you want to start a business.

12) I have many \_\_\_\_\_\_\_ problems and need to consult a psychiatrist.

13) After university people can have \_\_\_\_\_\_\_ jobs, while after college they do less qualified \_\_\_\_\_\_\_\_ jobs.

14) My \_\_\_\_\_\_\_ works inefficient that’s why I plan to decrease their family allowance.

15) The view of the \_\_\_\_\_\_\_ sun gives me a special feeling of hope and belief.

*III. Put in the preposition if necessary.*

1. The Managing Director ..................... to change the management structure.

2. The strike of employees ..................... production at least three months.

3. It looks as if a recession is about to...................... everybody will be poor.

5. It is a common practice of companies to ..................... certain business losses ..................... taxes.

6. Our competitor has ..................... a distribution network covering the whole country.

7. How on earth are we going to ..................... reducing our costs?

8. Most companies ..................... a part of their profits for future investment.

9. We had a big ..................... last year when our warehouse caught fire.

10. If an employee has an accident at work, he or she has to ..................... what happened in a report.

*IV. Rewrite the sentences using idioms.*

1. My husband always felt some deal and could earn money from air.
2. At the age of 90 my granny lost her professionalism and had to sell her business.
3. This interviewee had so many good jobs in CV that we decided to take him.
4. She was stealing office paper and was dismissed.
5. During exam session students are loaded with studies.
6. I told her not to buy this car but she did it and was wrong, it broke in a day.
7. Our boss thought too much of himself because he earned a lot of money.
8. My colleagues don’t want to divide work and as a result give it to me.
9. When I come home late my mother always tells me off.
10. He was very experiences and all his decisions were correct.

**Market Volatility Test**

**I. Put in *rise, raise, arise* in the suitable form**

1. I needed to catch the 7.30, so I \_\_\_\_\_\_\_\_\_\_\_\_\_ early.
2. He \_\_\_\_\_\_\_\_ to greet me when I entered his office.
3. I hope to be out in the desert on my horse as the sun \_\_\_\_\_\_\_\_\_ behind the Pyramids.
4. Inflation \_\_\_\_\_\_\_\_\_ by 0.5 percent last year, the lowest increase since 1992.
5. I got a \_\_\_\_\_\_\_ of over £4000 when I was promoted to a top manager.
6. At the age of 32, she \_\_\_\_\_\_\_\_ to the top of her profession.
7. I don't think the question of compensation \_\_\_\_\_\_\_\_.
8. The flag on the roof of the palace \_\_\_\_\_\_\_\_ whenever the queen is in residence.
9. We want \_\_\_\_\_\_\_\_ standards of literacy in British schools.
10. I shall certainly go to Scotland next year, if the opportunity \_\_\_\_\_\_\_\_.

**II. Give synonyms to the words from your active**

|  |  |  |  |
| --- | --- | --- | --- |
| a) to fall (2) | c) to stabilize | e) sharply (2) | g) constant |
| b) to increase (3) | d) to improve | f) small drop | h) to peak |

**III. Restore the context with a word from your active**

1. Earnings have remained \_\_\_\_\_\_\_\_\_ despite the strength of sterling.
2. The dollar rate hit all maximums and reached \_\_\_\_\_\_\_\_\_ of 30 rubles.
3. We managed \_\_\_\_\_\_\_\_ the negative influence of the crises.
4. Unfortunately, we observe a constant \_\_\_\_\_\_\_ in the level of knowledge of students.
5. I would like \_\_\_\_\_\_\_\_\_ my level of Japanese so I go to Japan next summer.
6. Officials hope the economic rise will \_\_\_\_\_\_\_\_\_\_ exchange rates.
7. Prices \_\_\_\_\_\_\_\_ significantly last year in Belarus.
8. She \_\_\_\_\_\_\_ to a managing position in no time.
9. My salary \_\_\_\_\_\_\_ by 20% which was a sharp \_\_\_\_\_ for me.

**10)** The enterprise made huge \_\_\_\_\_\_\_\_\_\_\_ of the quality of their cars.

**IV. Substitute the word in italics with the necessary idiom with the word *spot***

1. She is a very experienced interpreter and can translate negotiations *immediately*.
2. Having dyed her hair blonde she *became much better* than her competitors.
3. I don’t like *to* *be in the center of attention*, I prefer secluded life.
4. My only *disadvantage* is plump body build.
5. Our boss likes *quick unexpected checks*.
6. The *main event* of our programme was the arrival of Beyoncé.
7. When I am *in a difficult situation* I can’t remain calm.
8. She *paid money immediately* and left.
9. She constantly asks me difficult questions.
10. He guessed my age very quickly and *exactly*.

***(1) Final test***

**I.** Complete the sentences with the words from the below given table

|  |
| --- |
| *a) efficient b) effective c) economic e) economical* |

1. My wife is very \_\_\_\_\_\_\_. She buys clothing at sales only.
2. Direct mail shots are not \_\_\_\_\_\_\_\_\_ and most finish in the wastepaper basket.
3. Non recycling wastes are considered now non-\_\_\_\_\_\_\_\_\_.
4. Advertising on commercial TV is the most \_\_\_\_\_\_\_ method of marketing a product.
5. The new international law becomes \_\_\_\_\_\_\_\_ from the 30th of December 2014.
6. I have never regretted finishing Belarus State \_\_\_\_\_\_\_\_ University.
7. American scientists claim that they have invented \_\_\_\_\_\_\_\_ cure for cancer.
8. The \_\_\_\_\_\_\_\_ reform wasn’t applied because of its inefficiency.
9. It’s more \_\_\_\_\_\_\_to travel by bus than by air.

10) The president promised \_\_\_\_\_\_\_\_ miracle, but in reality it failed.

**II.** Use the idioms from your active to complete the following sentences

1) In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_I asked her on a date for many times, but in reality I couldn’t even ask her number.

2) My boss likes to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. He never gives straight answers.

3) I hate colleagues who pretend to work hard, but in reality just \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

4) The company produced 20 mln kg of caviar \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which was illegal.

5) My extremely rich husband \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by selling illegal goods to Russia.

6) Many poor families have to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to survive nowadays.

7) My \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_that I shouldn’t take part in this deal or I’ll lose much money.

8) The boss asked me to \_\_\_\_\_\_\_\_\_\_\_\_him\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on our recent contract with the USA.

9) My husband and I were talking at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ all 20 years of marriage and finally decided to get divorced.

10) At the time of economic crises many companies \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and cease to exist.

**III.** Complete each sentence with the correct form of the word in capital letters. Sometimes you will have to make a negative form.

***DIRECT***

1) I used Google maps in search of your office \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

2) The Board of \_\_\_\_\_\_\_\_ will make the final decision about the scheme.

3) I found your address thank to the Yellow Pages \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

4) I prefer to deal \_\_\_\_\_\_\_\_\_\_\_\_\_ with the manufacturer.

5) At school, my main problem about English grammar was \_\_\_\_\_\_\_\_\_\_\_\_ questions.

***EXPENCE***

1) Its \_\_\_\_\_\_\_\_\_\_\_\_\_to send goods by air but they are urgently needed.

2) The company offered her 15 000$ plus personal \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

3) Unfortunately, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_on the project was much more than expected.

4) This Vacheron watch was a real bargain. It is so \_\_\_\_\_\_\_\_\_\_\_that I can’t believe my eyes.

5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_red wine is to be accompanied by all sorts of cheeses.

***INFLATE***

1) I’ve no intention of paying such \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ prices.

2) At the moment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is running at 20%.

3) The government must take steps to halt the \_\_\_\_\_\_\_\_\_\_\_\_ spiral.

***PROFIT***

1) Any product line which proved \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ was immediately discontinued.

2) Doubts have been expressed as to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_of the business.

3) The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_of the enterprise was critically low and we had to close it.

***EXTEND***

1) We have agreed to their request for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ credit.

2) Could I speak to Miss Jones, please? I think it’s \_\_\_\_\_\_\_\_\_\_\_ 38.

3) The factory was \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ damaged in the fire.

4) To some \_\_\_\_\_\_\_\_\_\_\_ I agree with her conclusions.

**IV.** Translate the sentences given form Russian into English.

1) Чтобы заняться бизнесом, вам необходим достаточный начальный капитал.

2) В связи с глобальным финансовым кризисом многие предприятия обанкротились.

3) Наше торговое предприятие работает в основном с поставщиками из России.

4) Проработав на рынке 5 лет, он решил заняться оптовой торговлей.

5) Мои подчиненные всё время жалуются на низкий уровень жизни и требуют повышения заработной платы.

6) Мы выпускаем только высококачественные телефоны и поэтому наши соперники имеют меньший товарооборот.

7) Проведя рыночное исследование, мы решили уйти с азиатского рынка.

***(2) Final Test***

1. Give synonyms to the words from your active

|  |  |
| --- | --- |
| billboard= | to advertise= |
| income= | to calculate= |
| debt= | to value= |
| share= | to reduce= |
| risk= | to raise= |
| turnover= | to spread= |

2. Give antonyms to the words from your active

|  |  |
| --- | --- |
| to minimize- | to invest money- |
| to raise- | to raise prices- |
| to become rich- | unfashionable- |
| to save money- | to relaunch- |
| expensive- | private transport- |

3. Put in the preposition if necessary

1) I don’t like to save money \_\_\_\_\_\_\_\_\_ anything. I prefer to borrow it \_\_\_\_\_\_\_\_\_ a bank.

2) You owe\_\_\_\_\_\_\_\_me one million dollars! It’s high time to pay \_\_\_\_\_\_\_\_\_\_\_\_.

3) I was afraid of crisis and decided to withdraw all my money \_\_\_\_\_\_\_\_\_\_the bank.

4) To invest \_\_\_\_\_\_\_\_\_\_\_African enterprises is the same as to play with fire.

5) Word \_\_\_\_\_\_\_\_\_\_mouth advertising can hardly be trusted as it’s based on personal view.

6) I like to taste \_\_\_\_\_\_\_free samples of beer at our supermarket every weekend.

7) To launch \_\_\_\_\_\_\_\_\_\_our perfume we had to take a one million bank loan.

8) My sister always targeted \_\_\_\_\_\_\_\_\_old rich men only.

9) I never waste money \_\_\_\_\_\_\_\_\_\_\_fast food and prefer to eat at home.

10) The estimate\_\_\_\_\_\_expenditures has shown that the company is going \_\_\_\_\_bankrupt.

4. Translate the words and expressions in brackets into English. Use your active!

|  |
| --- |
| lend discount directory target at value for money borrow from  income commercial customer loan cash flow budget debt |

1) I am keen on watching BMW \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_on TV. It’s so creative and cool.

2) Yellow Pages is the most well-known \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_in the world.

3) Advertisers often \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_women and children.

4) It’s not so easy to buy a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_car in Belarus today.

5) I don’t like \_\_\_\_\_\_\_\_\_\_\_\_\_\_my friends. It can spoil our relations.

6) My \_\_\_\_\_\_\_\_\_increases my \_\_\_\_\_\_\_\_\_\_\_so the bank wouldn’t give me a \_\_\_\_\_\_\_.

7) The company ran into \_\_\_\_\_\_\_\_\_ problems and faced liquidation.

8) We try to optimize our work and offer \_\_\_\_\_\_\_\_\_\_\_\_to regular \_\_\_\_\_\_\_\_\_\_\_\_\_.

9) Our boss asked us to keep within the\_\_\_\_\_\_\_\_\_\_\_while developing the project.

10) All the time I \_\_\_\_\_\_\_\_\_\_\_\_her money I’m sure she will never pay it back.

5. Translate words in brackets into English with the help of idioms

1) Ben is striking rich, we can always borrow money from him. He is a real \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(дойная корова) for our group.

2) My friend is keen on \_\_\_\_\_\_\_\_\_\_\_\_\_\_(легкие деньги). Hard work isn’t for him.

3) Our family used to be so poor that we could hardly \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(сводить концы с концами)

4) I always try to explain to my kids that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(деньги на деревьях не растут) and you can earn it only by hard work.

5) My new Zaporojets cost me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(очень дёшево).

6) My boss likes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(перекладывать ответственность на других) and then tell his employees off in case they didn’t do the task the way he planned.

7) He \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(заработал на) buying old cars and selling original spare parts.

8)When she got married to a very rich criminal she didn’t know that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (грязь и деньги ходят вместе)

9) My aunt \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(очень богата) and buys a new car every three months.

10) I knew that this business is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(золотое дно) and invested in it.

6. Translate form Russian into English using active vocabulary

1. Рекламные компании тратят большие деньги на создание выразительного слогана и узнаваемого логотипа.

2. Многие парфюмерные компании предоставляют клиентам бесплатные образцы продукции, чтобы клиенты могли использовать их перед покупкой и убедиться, что им нужны именно эти духи.

3. Компания Вашерон выпустила новую бюджетную линейку часов, которые отличаются роскошным дизайном и надежностью.

4. Министр финансов заявил, что процентная ставка не будет расти, а выплаты по кредитам будут осуществляться на тех же условиях.

5. Чтобы увеличить доходы нашей компании и не обанкротиться нам пришлось продать часть акций иностранному предприятию.

6. В этом году оборот нашей компании превысил оборот Мак Дональдса в два раза.

7. Наши конкуренты постоянно снижают цены и предлагают 50% скидки постоянным клиентам.

8. Чтобы выплатить банковский долг мне пришлось продать квартиру, машину и загородный дом.

9. Мой дядя живет в Майами и отдыхает на Мальдивах. Деньги для него не проблема.

10. Я понимал, что эта компания – золотое дно и вложил в неё все свои деньги.

* **ДЛЯ СПЕЦИАЛЬНОСТИ: 6-05-0413-01 «КОММЕРЦИЯ» (ПРОФИЛИЗАЦИЯ «КОММЕРЦИЯ НА ВНЕШНЕМ РЫНКЕ»)**

**Тест по теме «Serving a customer»**

Choose the correct answer:

**1. Key sales management activities include (...).**

guiding new product testing

reviewing sales performance from a previous period, identifying variances, and taking action based on variance

preparing marketing budgets and allocating budget to service teams

determining the overall vision for the company

**2. Which of the following shifts in the customer marketplace has implications for sales management?**

Increasing supplier base

Decreasing customer power

Focus on price

Rising customer expectations

**3. A key activity that a Sales Manager might do in a typical month is making sales calls with a salesperson. The main reason for this is to (...).**

look for a reason to fire the salesperson

establish the sales manager as the account lead

use joint sales calls as a training and coaching tool

observe how the salesperson manages expense account

**4. If you can't handle all the new inbound leads that are coming in, you should (...).**

complain to your manager

prioritize the best leads, and ignore the rest until you have more time

try to spend an equal amount of time with every lead

prioritize the best leads, send the rest a pre-made email sequence, and re-engage when they’re closer to a purchase decision

**5. In this process the goals for sales-man and sales managers are settled simultaneously in the organization so that they can built a close coordination between them and lastly they achieve the main objective of the organization.**

Planning strategy to reach the objectives

Setting goals jointly with the salesman

Participative Style

Sales management by objectives

**6.The most important competency a sales manager must possess is (…).**

understanding sales reports

strategic planning and implementation

understanding technology

training salespeople

**7. What is the best reason a sales manager is constantly focused on reviewing and evaluating sales performance?**

To adjust to changing customer needs and modify strategic sales program.

To adapt to pricing changes.

To validate budget expenditures.

To complete sales performance reviews.

**8. If you don’t have enough leads in your pipeline it's (...).**

marketing’s fault

your manager’s fault

time to try some new lead generation methods



**9. Why is the sales manager's role so important to a company's success?**

Selling costs are very high.

Salespeople have little impact on growing revenue.

The sales force is the revenue generator for most businesses, and selling drives the economy.



**10. A great sales leader will (...).**

let salespeople deal with internal organizational issues on their own

never mentor for fear of providing bad advice

provide constructive feedback and encourage



**11. You know your qualifying process is working if (...).**

your sales cycle time increases

your sales cycle time decreases

churn rates go down

forecasts are more accurate

**12. Which of the following is the expected level of company sales based on chosen marketing plan and an assumed marketing environment?**

Market potential

Company demand

Company sales potential



**13. The sales force can play a central role in achieving a marketing orientation strategy, by (…).**

maintaining infrequent contact with customer

collecting and disseminating market information

limiting the amount of communication with internal organization groups so they can focus on the customer

**14. The best way to qualify new leads is (...).**

researching on LinkedIn

asking rapid-fire questions during the first conversation

asking open-ended questions to discover true needs





**15. When a "push" distribution strategy is used, the role of the sales force is to (…).**

sell to a channel intermediary

gather market intelligence

answer the calls from company advertisements

make sure the channel intermediary promotes the product properly

**Тест по теме: “Types of Business letters. Quotations and offers”**

**I. Match the abbreviations with their meaning**

|  |  |
| --- | --- |
| 1. EXW | a) The seller is responsible for all costs (including import duly) of delivering goods to a named destination in the buyer's country. |
| 2. FOB | b) The seller pays all delivery costs to a named destination. The buyer pays any additional costs after the goods have been delivered to a nominated carrier. |
| 3. C1F | c) The seller pays all deliver costs to the buyer's carrier, and clears the goods for export. |
| 4. DDP | d) The buyer pays for the goods (packed) when he collects them from the seller’s factory |
| 5. CPT | e) The price covers all delivery costs including loading the goods onto the ship, all other charges are the buyer's responsibility. |
| 6. FCA | f) The price includes all costs up to the named destination including insurance. |

**II. Translate the words**

|  |  |
| --- | --- |
| *From English into Russian* | *From Russian into English* |
| 1. exchange fluctuations – колебания валютного курса | 1. нарушать/расторгать контракт – to break the contract |
| 2. freight – перевозка морем | 2. аккредитив – letter of credit |
| 3. to reject the goods – отказаться от товара | 3. дополнительные расходы – extra costs |
| 4. to deliver from stock – доставить со склада | 4. особенно подчеркнуть важность цены – emphasize the importance of price |
| 5. within a month from the date of invoice – в течение месяца со дня оплаты | 5. удобное в носке – comfortable to wearingт |
| 6. terms of payment – условия оплаты | 6. ассортимент, наиболее подходящий для этих мест |
| 7. to be guaranteed for 3 y ears against normal use – быть гарантированным в течение 3 лет при условии нормальной эксплуатации | 7. цена кажется высокой даже для изделий такого качества |
| 8. principal demand for articles – основной спрос на товары | 8. снизить до минимума |
| 9. to work to long-term contracts – работать по долгосрочным контрактам | 9. принять цены (согласиться) |
| 10. to place a substantial order – разместить существенный заказ | 10. со срочной поставкой |
| 11. the model is reliable and easy to handle – модель надежна и проста в обращении | 11. при условии, что цены приемлемы |
| 12. slight delay – незначительная задержка | 12. лучшие характеристики ранних моделей включены в эту модель |

**III. Insert prepositions where necessary**

1. We are doing our utmost to speed \_ the delivery but 1 am afraid we can execute the order only \_\_ the end April.

2. All machines are guaranteed\_ 12 months \_\_ any mechanical faults.

3. \_\_reply\_\_ the specific questions \_ your letter we are considering substantial discounts\_\_ orders \_\_\_\_20.000 Euros.

4. Our equipment is guaranteed \_\_three years \_\_\_ normal use.

5. Prices and terms quoted \_\_the catalogue should include packing and delivery \_\_ the above address.

6. We can deliver \_\_ stock and we will allow a discount\_\_ 5% but only\_\_ items ordered\_\_ quantities \_\_ 100 units or more.

7. The packing should be suitable \_\_\_ all types \_\_\_\_ transportation.

8. The period \_\_validity \_\_ the quotation should be stated \_\_ the Supplier.

9. The prospective buyer who requested the quotation is \_\_ no obligation to buy any \_\_ the goods offered.

10. A FAS price covers all delivery costs \_\_\_ the port. The buyer pays \_\_ loading the goods \_\_\_ the ship and all other costs.

**IV. Compose a letter according to the task:**

1. Your firm is a textile importer. Write a letter to your trade customers offering them a bankrupt stock at bargain prices.

2. Cross & Sons have written to you for a quotation for your electric lamp bulbs. Send them your latest price list and tell them you are prepared to allow a special discount of 15 per cent on orders over 500.

* **ДЛЯ СПЕЦИАЛЬНОСТИ: 6-05-0311-02 «ЭКОНОМИКА И УПРАВЛЕНИЕ» (ПРОФИЛИЗАЦИЯ «ЭКОНОМИКА И УПРАВЛЕНИЕ НА РЫНКЕ НЕДВИЖИМОСТИ»)**

***Test “Types of Dwellings”***

***1. Match the words with their definitions***

|  |  |
| --- | --- |
| 1. configuration  2. cooperative  3. type  4. detached  5. grade  6. broker  7. style  8. amenities  9. adjacent  10. duplex | a. a particular way of doing, designing, or producing something;  b. a particular level of [quality](http://www.ldoceonline.com/dictionary/quality) that a [product](http://www.ldoceonline.com/dictionary/product), [material](http://www.ldoceonline.com/dictionary/material) etc has;  c. someone who [arranges](http://www.ldoceonline.com/dictionary/arrange) [sales](http://www.ldoceonline.com/dictionary/sale) or business [agreements](http://www.ldoceonline.com/dictionary/agreement) for other people;  d. something that makes a place [comfortable](http://www.ldoceonline.com/dictionary/comfortable) or [easy](http://www.ldoceonline.com/dictionary/easy) to live in;  e. a room, building, piece of land etc that is next to something;  f. a [type](http://www.ldoceonline.com/dictionary/type) of house that is [divided](http://www.ldoceonline.com/dictionary/divide) into two parts, so that it has two [separate](http://www.ldoceonline.com/dictionary/separate) homes in it;  g. house or [garage](http://www.ldoceonline.com/dictionary/garage) which not [joined](http://www.ldoceonline.com/dictionary/join) to another building;  h. the shape or [arrangement](http://www.ldoceonline.com/dictionary/arrangement) of the parts of something;  i. made, done, or [operated](http://www.ldoceonline.com/dictionary/operate) by people working together;  j. a group of people or things that have [similar](http://www.ldoceonline.com/dictionary/similar) [features](http://www.ldoceonline.com/dictionary/feature) or [qualities](http://www.ldoceonline.com/dictionary/quality) |

1. ***Match the two halves of the sentences***

|  |  |
| --- | --- |
| 1. A basic division is between free-standing or [single-family houses](https://en.wikipedia.org/wiki/Single-family_houses) … 2. A single-family (home, house, or dwelling) means … 3. semi-detached [housing](https://en.wikipedia.org/wiki/House)  shares … 4. Multifamily residential is a classification of [housing](https://en.wikipedia.org/wiki/House) … 5. Some buildings can be characterized as mix use buildings, … 6. When part of a house is converted for the ostensible use of a landlord’s family member, … | a)… meaning part of the building is for commercial, business or office use.  b)… the unit may be known as an in-law apartment or granny flat.  c) … that the building is usually occupied by just one [household](https://en.wikipedia.org/wiki/Household) or [family](https://en.wikipedia.org/wiki/Family).  d) … where multiple separate housing units for residential inhabitants are contained within one building or several buildings within one complex.  e) … a [party wall](https://en.wikipedia.org/wiki/Party_wall) and usually in such a way that each house's layout is a mirror image of its twin.  f) … and various types of attached or [multi-user dwellings](https://en.wikipedia.org/wiki/Multi-family_residential) . |

1. ***Use the word given to form the word to fit in the space***

When Ann decided to move house, it was mainly because she was tired of the **1** …(NEIGHBOUR) she lived in. It was crowded, there was a **2** … (SHORT) of parking places, and the view from her **3** … (STAIRS) windows was of distant factory chimneys. Luckily she arranged the **4**… (SELL) of her house very easily, and with a small **5** … (LEND) from the bank, was able to buy a house in the country. It was an old farm building, which had been **6** … (BUILD) and turned into a modern house. After loading all her belongings into a van, Ann managed to get them into a new house **7** … (DAMAGE). She **8** … (FURNITURE) most of the rooms with what she already owned. Even her curtains were the right **9** …(LONG) for the windows and she only had to buy a new **10** …(COOK) for the kitchen. It seemed too good to be true. Surely something was bound to go wrong!

1. ***Translate the following sentences into English***
2. В объявлении о сдаче квартиры внаём должно быть указано местоположение дома.
3. Для застройки территории был разработан общий проект.
4. Горожане отдают предпочтение многоквартирным домам.
5. Слово «апартаменты» чаще используется для указания на роскошные частные квартиры.
6. Около 2/3 американцев живут в частных обособленных домах.
7. Таунхаузы и блокированные жилые дома часто являются выбором тех, кто предпочитает жить загородом.
8. Вся недвижимость делится на четыре класса в зависимости от общего состояния.

***Test “Commercial Property”***

***1. Match the words with their definitions***

|  |  |
| --- | --- |
| 1. intermediary  2. luxurious  3. statutory  4. mortgage  5. warehouse  6. public  7. appraiser  8. broker  9. secure  10. termite  11. landmark  12. dormitory  13. commission  14. lease | a. a large building for [storing](http://www.ldoceonline.com/dictionary/store) large [quantities](http://www.ldoceonline.com/dictionary/quantity) of goods  b. a large room for several people to [sleep](http://www.ldoceonline.com/dictionary/sleep) in, for example in a [boarding](http://www.ldoceonline.com/dictionary/board) school or [hostel](http://www.ldoceonline.com/dictionary/hostel)  c. available for anyone to use  d. someone whose job is to [judge](http://www.ldoceonline.com/dictionary/judge) the condition and [value](http://www.ldoceonline.com/dictionary/value) of something, especially [property](http://www.ldoceonline.com/dictionary/property)  e. a [legal](http://www.ldoceonline.com/dictionary/legal) [arrangement](http://www.ldoceonline.com/dictionary/arrangement) by which you [borrow](http://www.ldoceonline.com/dictionary/borrow) money from a [bank](http://www.ldoceonline.com/dictionary/bank) or [similar](http://www.ldoceonline.com/dictionary/similar) [organization](http://www.ldoceonline.com/dictionary/organization) in [order](http://www.ldoceonline.com/dictionary/order) to [buy](http://www.ldoceonline.com/dictionary/buy) a house, and [pay](http://www.ldoceonline.com/dictionary/pay) back the money over a [period](http://www.ldoceonline.com/dictionary/period) of years  f. something that is easy to [recognize](http://www.ldoceonline.com/dictionary/recognize), such as a [tall](http://www.ldoceonline.com/dictionary/tall) tree or building, and that helps you know where you are  g. [fixed](http://www.ldoceonline.com/dictionary/fix) or controlled by [law](http://www.ldoceonline.com/dictionary/law)  h. an [insect](http://www.ldoceonline.com/dictionary/insect) that eats and [destroys](http://www.ldoceonline.com/dictionary/destroy) [wood](http://www.ldoceonline.com/dictionary/wood) from [trees](http://www.ldoceonline.com/dictionary/tree) and [buildings](http://www.ldoceonline.com/dictionary/building)  i. an [extra](http://www.ldoceonline.com/dictionary/extra) [amount](http://www.ldoceonline.com/dictionary/amount) of money that is paid to a person or [organization](http://www.ldoceonline.com/dictionary/organization) [according](http://www.ldoceonline.com/dictionary/accord) to the [value](http://www.ldoceonline.com/dictionary/value) of the goods they have [sold](http://www.ldoceonline.com/dictionary/sell) or the services they have provided  j. someone who [arranges](http://www.ldoceonline.com/dictionary/arrange) [sales](http://www.ldoceonline.com/dictionary/sale) or business [agreements](http://www.ldoceonline.com/dictionary/agreement) for other people  k. a [legal](http://www.ldoceonline.com/dictionary/legal) [agreement](http://www.ldoceonline.com/dictionary/agreement) which [allows](http://www.ldoceonline.com/dictionary/allow) you to use a [building](http://www.ldoceonline.com/dictionary/build), [car](http://www.ldoceonline.com/dictionary/car) etc for a [period](http://www.ldoceonline.com/dictionary/period) of time, in [return](http://www.ldoceonline.com/dictionary/return) for [rent](http://www.ldoceonline.com/dictionary/rend)  l. a [person](http://www.ldoceonline.com/dictionary/person) or [organization](http://www.ldoceonline.com/dictionary/organization) that tries to help two other people or groups to [agree](http://www.ldoceonline.com/dictionary/agree) with each other  m. to get or achieve something that will be [permanent](http://www.ldoceonline.com/dictionary/permanent), especially after a lot of effort  n. very [expensive](http://www.ldoceonline.com/dictionary/expensive), [beautiful](http://www.ldoceonline.com/dictionary/beautiful), and [comfortable](http://www.ldoceonline.com/dictionary/comfortable) |

***2. Make the most suitable word-collocations***

|  |  |
| --- | --- |
| sleeping  commercial  fiduciary  mortgage  physical  business  title  financial  listing  closed  purchasing  profit  prime | property  capacity  landmarks  cost  loan  accommodation  rate  search  transaction  duty  sale  price  history |

1. ***Translate the word-combinations into English***
2. Доступный обществу
3. Жилищный инспектор
4. Проводить расследование
5. Пункт разногласий
6. Обследование на наличие радона
7. Структурная целостность
8. Покупка дома
9. Прейскурантная цена
10. Неблагоприятная кредитная история

10. Работать на основе контракта

11. Платить комиссионные

12. Заморозить цены на недвижимость

13. Позволить себе взять ссуду

1. ***Make up sentences in English with any* five *word-combinations from task 3***

* **ДЛЯ СПЕЦИАЛЬНОСТИ 6-05-0421-01 «ПРАВОВЕДЕНИЕ»**

**Test: Contracts**

1. **Give definitions**
2. Contract
3. Damage
4. Void
5. Lease
6. **Find synonyms**

Clauses – reputation – termination – on paper – enforceable – unenforceable – damage – verbal

1. Provisions 2. Binding 3. Oral 4. Defect
2. **Fill in the gaps**

Formation of a contract requires the presence of four essential elements. They are (1) …, (2)…, (3) … and (4)… . The contract must contain the basic (5) … (something of value must be given, for example a price or reward). Most contracts are made in (6) …, they are (7) … and (8)… by the parties involved. A (9) … of contract by one party entitles the other party to sue for damages.

1. **Decide what type of contract is being described**
2. We decided to rent a car for two weeks while staying in Florida.
3. The office needs to be cleaned after the corporate party. It’s necessary to address professional cleaning company.
4. I want to buy a new TV, but I can’t afford the whole price at once. We agreed I pay in monthly instalments.
5. I have some troubles with the police and need professional consultation of a solicitor.
6. **Match standard clauses and their ‘names’**

Force majeure clause, a time of the essence clause, an assignment clause, a severance clause, a choice of governing law and jurisdiction clause, a language clause

1. Time for payment shall be of the essence.
2. The company shall not be liable for any failure to deliver the goods arising from fire, flood, earthquake and explosion.
3. The provisions of this Agreement shall be construed and the performance thereof governed in accordance with the laws of the State of New York, USA.
4. In case of misrepresentation, parties may rescind the contract and by rescission be restored to the same position they were in before the contract was made.
5. **Guess the word**
6. Property sold at auction
7. Formal discussions between people who have different aims or intentions, especially in business or politics, during which they try to reach an agreement
8. Offers competing to purchase
9. The right to sell property
10. Final date

* **ДЛЯ СПЕЦИАЛЬНОСТИ 6-05-0411-02 ФИНАНСЫ И КРЕДИТ (ПРОФИЛИЗАЦИЯ «ФИНАНСЫ И КРЕДИТ ВО ВНЕШНЕЭКОНОМИЧЕСКОЙ ДЕЯТЕЛЬНОСТИ»)**

**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

**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.

**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

**Job Applications**

*Q1* The application form is used by companies as a means of **.......** basic information from all applicants.

(a) acquiring (b) distributing (c) manipulating (d) standardizing

*Q2* The application is a key marketing tool for the applicant in the job-**.......** process.

(a) advertising (b) gathering (c) seeking (d) wanted

*Q3* Companies utilize the application as a **.......** for deciding whether to interview the applicant.

(a) background (b) basis (c) blueline (d) bottomline

*Q4* The application form should be considered the applicant's first test in **.......** directions.

(a) examining (b) following (c) indicating (d) reading

*Q5* The application form should be filled out as **.......** as possible; it reflects the applicant's nature.

(a) cleanly (b) freshly (c) neatly (d) nicely

*Q6* On the form, answers should be **.......** to the specific position for which the person is applying.

(a) measured (b) modified (c) presented (d) tailored

*Q7* No **.......** should be left on the form; for questions that are irrelevant, write "not applicable" ("n/a").

(a) answers (b) blanks (c) empties (d) notes

*Q8* The goal of the application is to obtain a personal interview, so do not provide any **.......** information.

(a) affirmative (b) negative (c) objective (d) positive

*Q9* Questions should be answered **.......**, but complete answers need not necessarily be given.

(a) briefly (b) comprehensively (c) earnestly (d) truthfully

*Q10* Specific salary limits should never be indicated on the application; just write "open" or " **.......** ".

(a) negative (b) negotiable (c) undecided (d) unknown

**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.

1. trial (b) sacrifice (c) endeavour (d) test.

**Business Relations**

*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