**6.3 ВАРИАНТЫ КОНТРОЛЬНЫХ РАБОТ И УЧЕБНЫХ ТЕСТОВ ПО ДИСЦИПЛИНЕ «ПРОФЕССИОНАЛЬНО ОРИЕНТИРОВАННЫЙ ИНОСТРАННЫЙ ЯЗЫК»**

* ***Специальность 6-05-0311-02 «Экономика и управление» (профилизация «Экономика и управление гостиничным бизнесом») II курс 4 семестр***

**Revision Card “Hospitality Industry”**

**1. Translate the parts**

1. The (нематериальный) aspect of good service can make a big difference in a guest's experience at the hotel.

2. The (сфера) of hospitality includes many jobs, from reception staff to chefs in the kitchen.

3. The (еда и напитки) options at our restaurant are very popular among visitors.

4. We need to improve our (размещение гостей) to ensure guests have a comfortable stay.

5. Customer (преданность) is essential for our hotel, as it helps us retain regular visitors.

6. (Гостеприимство) means making sure every guest feels welcome and looked after.

7. Meeting guest (ожидания) is crucial for receiving positive reviews.

8. Our (постоянные) guests often enjoy complimentary breakfast when they return.

9. Wayside (постоялые дворы) were once common stops for weary travellers on long journeys.

10. The hotel (условия проживания) include a gym, swimming pool, and spa services for the guests.

**2. Match the parts**

|  |  |
| --- | --- |
| 1.guest …  2. the front …  3. the hotel …  4. to offer their …  5. hospitality comes …  6. to experience all over …  7. expectations are …  8. from arrival to …  9. key …  10. return | 1. departure 2. facilities 3. areas 4. again 5. guest 6. met 7. experience 8. from the heart 9. desk 10. service |

**3. Make up sentences with the following words and expressions**

*hospitality industry, genuine hospitality, transportation sector, courtesy call, follow-up*

**4. Answer the questions**

1. What types of establishments fall under the food and beverage sector?

2. Which industries are included in the travel and tourism sector of the hospitality industry?

3. Why is it important for individuals seeking careers in hospitality to understand the different job roles available?

* ***Специальность 6-05-0311-02 «Экономика и управление» (профилизация «Экономика и управление туристическим бизнесом») II курс 4 семестр***

**Test 2 "Types of transport"**

**Task 1: write down right English variants of the Russian words for a hotel and a cruise ship.**

1. въезжать

2. этаж

3. обслуживание номеров

4. сеть

5. двухместный номер

6. официант

**Task 2: give English equivalents to these Russian words.**

1. загромождать проход

2. декларировать

3. вокзал

4. покрывало

5. ванная комната  
6. купе

7. табло вылетов

**Task 3: fill in the gaps with the appropriate words.**

1. Most taxi drivers know the airport quite well, so if you tell him where you are going, he'll drop you off at the right ... ...

2. When you get inside, go to the ... ... and have your ticket and passport ready.

3. As you are travelling ... ..., the queues can be quite long, so make sure you get there in good time.

4. Pass through ... where you should take either the ... ..., if you have nothing to declare or the red channel, if you have to pay ... …

* ***Специальность 6-05-0311-02 «Экономика и управление» (профилизация «Экономика и управление туристическим бизнесом») III курс 5 семестр***

**PROGRESS TEST**

* + - 1. **Provide the synonyms to the following words and word combinations:**
* facilities
* personnel
* budget service
* purchases of supplies and equipment in very large quantities
* a room with two single beds

1. **Give the English equivalents to the following expressions:**

* управление сетью гостиниц
* эффективность рабочих операций
* прибыльность бизнеса на основе франшизы
* соответствовать общепринятым стандартам
* уровень загрузки/заполнения гостиницы

1. **Make up a list of hotel facilities necessary for guests with special needs:**

* elderly people
* physically challenged people (blind, deaf, people in wheelchairs etc.)
* families with children

1. **Explain in English the following word combinations:**

* Franchising operation
* High season
* Chain management
* ***Специальность 6-05-0311-02 «Экономика и управление» (профилизация «Экономика и управление гостиничным бизнесом») III курс 5 семестр***

**TEST**

**“Back of the house” + “Front Office”**

**I. Correct spelling mistakes in the words given**

sophiztikated, keylaborate, to sumo, to spyseefi, front-of-the-back house, velvet service, beeboy, wake-me doll, white portar, freeceptionist.

**II. Read the definition of the job and write down the corresponding job title.**

1. A person, especially in France, who looks after a block of flats and checks people entering and leaving the building/hotel.
2. A person whose job is to be in charge of the entrance of a building such as a hotel. A person whose job is to stay by the main entrance of a large building, and help people visiting the building.
3. A person employed in a hotel to receive guests and deal with their bookings.
4. A person whose job is to be on duty at the guest room of a hotel throughout the night.
5. A person handling payments and receipts in a shop, bank or hotel.
6. A person whose job is to cook, clean, and look after a house/hotel for its owner.
7. A woman who cleans and tidies the bedrooms in a hotel.
8. A person employed to look after technical equipment in a hotel or do practical work in a laboratory.

**III. Fill in the preposition where necessary.**

1. The receptionist was unaware \_\_\_\_\_ the important guests and didn’t inform the boss \_\_\_\_\_ their arrival.
2. The room service found many signs \_\_\_\_ damage in Madonna’s suite and didn’t know what to do.
3. The guest enjoyed \_\_\_\_\_\_ his stay so much that he decided to extend it \_\_\_\_\_\_ forever.
4. Our American guests demanded \_\_\_\_\_\_ wake up calls and free hamburgers \_\_\_\_ their rooms.
5. I didn’t understand where I could cash \_\_\_\_ my personal cheque and had to wait for my wife.
6. The kettle in my room was \_\_\_\_\_ \_\_\_\_\_\_ order and I even couldn’t have coffee.
7. In many hotels chambermaids pick \_\_\_\_ clothes and deliver it \_\_\_\_\_ valet services.
8. The most important part \_\_\_\_ operation is \_\_\_\_ the guest room.
9. Back-of-the-house works are usually \_\_\_\_\_ \_\_\_\_\_\_ guests’ sight, but they are no less important.
10. Guests register or sign \_\_\_\_ at the registration desk.

**IV. Fill in the words to make the dialogue complete and write the possible reason for guests demand.**

Receptionist: “Front \_\_\_\_\_. This is Jim. How can I \_\_\_\_\_\_ you?”

Guest: “Yes, I was just \_\_\_\_\_\_\_ if you could maybe turn down the wifi?”

Receptionist: “I’m sorry… Could you \_\_\_\_\_\_\_ your question?”

Guest: “Yeah, could you please \_\_\_\_\_\_ the wifi\_\_\_\_\_\_?”

Receptionist: “I’m sorry; you want me to turn the wifi down? Are you having \_\_\_\_\_\_ connecting to the Internet?”

Guest: “No, I want it off!”

Receptionist: “Well, I can’t turn it off; otherwise the other \_\_\_\_\_ won’t have any \_\_\_\_\_\_\_ either.”

Guest: “Well, could you at least turn it down a \_\_\_\_\_\_, then?”

Receptionist: “If you don’t want any Internet you can simply \_\_\_\_\_\_\_\_ any devices you have from the wifi, but I can’t turn it down.”

Guest: *\*grunts and gives a deep sigh\** “Okay, obviously you have \_\_\_\_\_ idea what wifi is.”

*(The guest hangs up and a few hours later he comes up to the front desk and wants to \_\_\_\_\_\_\_ a day early.)*

Receptionist: “Was there something \_\_\_\_\_\_ with the room that I could help you with?”

Guest: “Yeah, I want to get out of here because your d\*\*\* wifi is so strong! Maybe you should turn it down a bit so \_\_\_\_\_\_\_ can get some rest!”

Receptionist: “I’m sorry, sir; I really don’t \_\_\_\_\_\_\_\_ what you \_\_\_\_\_\_\_.”

Guest: “I’m \_\_\_\_\_\_\_ because I have a headache! If you had just turned down the f\*\*\*wifi like I asked my \_\_\_\_\_\_\_\_\_ wouldn’t hurt so much!”

Receptionist: “I’m… sorry?”

*(The guest \_\_\_\_\_\_ in a rage and when I told my manager what had happened he \_\_\_\_\_\_\_ and agreed that he had no idea what was wrong with that guy.)*

**TEST “CATERING”**

**Task 1: Identify the type of catering establishments.**

1. This type of catering provides food and beverages to passengers, before, during and after a journey on trains, aircrafts, ships and in buses or private vehicles.
2. This type of catering refers to the provision of food and beverages to a restricted member clientele (people with similar interests in such places as turf clubs, golf clubs, cricket clubs).
3. This is the provision of food and beverages to people at work, in industries and factories at highly subsidized rates. It is based on the assumption that better fed employees at concessional rates are happy and more productive.
4. This type of catering serves the customers with prepared food and beverages to order and to be consumed on the premises. The term covers a multiplicity of venues and a diversity of styles of cuisine.
5. This type of catering is when large department stores wish to provide food and beverages to their customers as a part of their retailing concept.

**Task 2: Give the synonyms to the following words and word combinations.**

Food provider, include, diversity of places, income, private transport, to suit different class of people, incomprehensible, at the place, away from the place, tiring.

**Task 3: Insert the necessary words.**

Catering management is executed in many diverse ways within each of three 1)… The first, 2)… traditionally considered the profit generating operation, includes the independent caterer, the restaurant caterer, and the home-based caterer. The 3)… or the not-for-profit-operations, consists of the following types of catering activities: business/industry accounts, school, college, university, healthcare facilities and etc. The 4)… encompasses all catering activities involved in association with the armed forces and/or diplomatic events. There are two main types of catering: 5) … and 6)… The first type is suitable for any kind of event, especially grand one, such as 7) … and 8)… which are usually held 9)… The second type of catering presupposes serving food at a 10) … One example of a food production facility is a 11)… , which is a kitchen facility used exclusively for the preparation of food to be served at other locations. Catering can also be classified as 12)… and 13)…

* ***Специальность 6-05-0413-01 «Коммерция» (профилизация «Коммерция на внешнем рынке»)***

***III курс 5 семестр***

**Test “Marketing and sales”**

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

your 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 properl

* ***Специальность 6-05-0311-02 «Экономика и управление» (профилизация «Экономика и управление туристическим бизнесом») III курс 6 семестр***

**CONSOLIDATION TEST**

**“Classification of Resorts according to Vacation Ownership”**

**Choose the option (A, B, C or D) that corresponds to the term provided below:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Term** | **A** | **B** | **C** | **D** |
| 1. | **Timesharing is**… | taking a vacation every year and spending it at a resort | the act of sharing vacation time at a luxurious resort in a destination of choice | sharing time and money with your friends and family | selling vacation time at a luxurious resort to friends and family |
| 2. | **Reasons that motivate people to purchase timeshares are**…(2) | location of the resort destination | extra costs and expenses | flexibility | high cost of travel to the resort of choice |
| 3. | **A *‘combination option’* in the timeshare industry**… | allows weeks in high-demand period to float and in low-demand period to be fixed | allows purchasers to exchange their vacation week through exchange companies | allows weeks in high-demand period to be fixed and in low-demand period to float | allows purchasers to exchange their vacation week into ‘points’ according to a points-based membership |
| 4. | **Timesharing first appeared**… | in the USA in the 1970s | in Europe in the 1980s | in the USA in the 1990s | in Europe in the 1960s |
| 5. | **A *‘fixed-week’* option means**… | the right to use resort facilities any week within summer or winter season | the right to use resort facilities all the year round | the right to use resort facilities at a set week every year for the length of the contract | the right to use resort property every week at a fixed resort destination |
| 6. | **The first vacation ownership programme**… | was developed at a French ski resort | was launched in Asia | started in the USA | moved from the USA to European countries |
| 7. | **Contel stands for**… | Community Hotel | Community Condominium Hotel | Community Motel | Condominium Hotel |
| 8. | **Hesitation about buying timeshares is determined by**… | flexibility of choice | financial expenses | safe and secure environment at a resort for family vacations | guarantee to get profit on rental or resale programmes |
| 9. | **Vacation ownership means**… | purchasing resort property and spending vacation there every year | renting a villa at a luxurious resort and sharing it with friends and family | renting resort accommodation for the time of one’s vacation | purchasing a specific time period within which the right to use resort property belongs to you |
| 10. | **The timeshare product**… | is normally sold in weeks | is sold in days either in summer or winter | is sold on a year basis | is sold in months within summer or winter season |

* ***Специальность 6-05-0311-02 «Экономика и управление» (профилизация «Экономика и управление гостиничным бизнесом») III курс 6 семестр***

**Final Test “Hospitality”**

1. Match the words to make word combinations

|  |  |
| --- | --- |
| 1. to derive | 1. voucher |
| 1. domestic | 1. debts |
| 1. recreational | 1. to duty |
| 1. fee | 1. spots |
| 1. meal | 1. facilities |
| 1. to incur | 1. hostage |
| 1. trouble | 1. electric appliances |
| 1. liable | 1. negligence |
| 1. hold | 1. an income |
| 10)criminal | 1. package |

**II.** Put in the preposition if necessary

1. A strange guest settled \_\_\_\_ full and left \_\_\_\_ his huge Newfoundland dog.
2. The waitress was liable \_\_\_\_ too many things and got fired \_\_\_ a week.
3. I broke \_\_\_ all the crockery at the cafe, but luckily got \_\_\_\_ it.
4. To meet \_\_\_ the criteria \_\_\_our manager you need to be highly \_\_\_\_ skilled.
5. She was \_\_ legal obligation and couldn’t leave the hotel \_\_ the end \_\_ the year.
6. British Airways incurred \_\_\_\_ all charges \_\_\_ daily flights cancellations.
7. To bring \_\_\_ more clients the restaurant worked \_\_ a lucrative discount system.
8. Marriott created a world \_\_\_ famous chain and derived a huge income \_\_\_\_ it.
9. Sommelier usually takes orders \_\_\_ wine and \_\_\_ other spirits.

10) Drinks can be obtained \_\_\_ the bar or \_\_\_ the help \_\_\_ room service.

**III.** Mark the statements as true (T) or false (F)

1. A breakfast consisting of rolls, fried-eggs, pizza and coffee is called continental.
2. A head chef is a highly skilled cook who oversees the operations of a hotel.
3. A handsome male who clears tables in a restaurant or café is a busboy.
4. Wine professional, who specializes in all aspects of vodka is a sommelier.
5. Babysitting is temporarily caring for your child.
6. Meal vouchers are typically in the form of paper tickets of sweet flavor.
7. Reductions to the basic prices of goods or services to beautiful clients.
8. A lease for an apartment is legally binding, because upon signing the document, the lessor and the lessee are agreeing to a number of conditions.
9. Shabby is in poor condition through long use or lack of care.

10) To entrap someone without physical restraint is to hold hostage.

**IV.** Rewrite if necessary the word combinations to make them correct.

|  |  |
| --- | --- |
| 1) veal vaucheer | 7) to offer troop disscounts |
| 2) graby broom | 8) exibit era |
| 3) male horestress | 9) bardtender |
| 4) srongkeeper | 10) bee package |
| 5) door show | 11) ecconomis of male |
| 6) babyeating | 12) double pots |

**V.** Put in the words from your active

1. Food and \_\_\_\_\_ service is a major factor in hotel operation.
2. In a very large and elaborate restaurants the head \_\_\_\_ is called \_\_\_ chef.
3. \_\_\_ \_\_\_ usually peel potatoes, cut up vegetables, bring food from the storeroom.
4. A \_\_\_\_ is a large formal dinner followed by speeches.
5. A swimming pool is the most common \_\_\_ facility in a hotel.
6. Hospitality is an example of a \_\_\_\_\_ - \_\_\_\_\_\_ industry.
7. A hotel can offer catering services and other \_\_\_\_\_ services.
8. If you set up a hotel without enough capital you can be \_\_\_ \_\_\_\_ \_\_\_ soon.
9. Any hotel should meet the \_\_\_\_\_ of international \_\_\_\_\_\_\_ industry.

10) A \_\_\_\_\_ can be situated on the territory of the hotel for housing horses.

* ***Специальность 6-05-0311-02 «Экономика и управление» (профилизация «Экономика и управление на рынке недвижимости») III курс 5 семестр***

**Test “Public Utilities”**

**1. Find the right correspondence:**

|  |  |
| --- | --- |
| 1. infrastructure 2. urban 3. septic 4. hazardous 5. agenda 6. disposal 7. sanitary 8. sewage 9. utility 10. provision | a. awaste water and excrement that are carried away from homes and businesses through pipes  b. the process of getting rid of waste or unwanted materials  c. relating to a system that treats waste by breaking it down with bacteria, often used in areas without sewer systems  d. the act of supplying something needed, often related to food or resources  e. a list of things to be discussed or acted upon in a meeting  f. relating to cities or towns, especially their environment and lifestyle  g. a service provided to the public, like water, electricity, or gas  h. clean and free from dirt or germs, promoting health and hygiene  i. something that is dangerous or risky and can cause harm  j. the basic systems and structures that support a society, such as roads, bridges, and buildings |

**2. Insert the right word(s) from the box:**

|  |
| --- |
| ***supply, concerns, met, provision, fees, mitigation, field, disposal, attorney, experience, sanitary, pollutants, drainage, hazardous*** |

When buying real estate, it is important to consider environmental \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(1). One key factor is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(2) of utility services, as they are essential for a comfortable living \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(3). For instance, a reliable water \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(4) and proper waste \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(5) through a modern sewage system are crucial. Ensuring \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(6) conditions is vital to avoid health risks associated with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(7) materials or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(8) present on the property. An inspection of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(9) and the drainage system can reveal issues like a malfunctioning leach \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(10), which may require costly repairs or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(11) measures. While exploring these aspects, it's important to account for additional \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(12) that may arise for necessary services and repairs. It is often advisable to consult a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(13) who specializes in real estate to ensure all service agreements are clear and legal obligations are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(14) This can help prevent unforeseen expenses and safeguard your investment.

**3. Make the right collocations:**

|  |  |
| --- | --- |
| 1. non-invasive 2. detailed 3. storm 4. sanitary 5. building code 6. maintenance 7. structural 8. brokerage 9. monthly 10. mitigation | 1. measures 2. fee 3. firm 4. compliance 5. issues 6. soundness 7. examination 8. report 9. water 10. waste |

* ***Специальность 6-05-0411-02 «Финансы и кредит» (профилизация «Финансы и кредит во внешнеэкономической деятельности»)***

***III курс 5 семестр***

**Тест на тему «Bond Prices and Yields”**

1.Of the following four investments, \_\_\_\_\_\_\_\_ is considered the safest.A. commercial paper  
B. corporate bonds  
C. U.S. Agency issues  
D. Treasury bonds  
E. Treasury bills

2. At issue, coupon bonds typically sell \_\_\_\_\_\_\_\_.   
A. above par value  
B. below par  
C. at or near par value  
D. at a value unrelated to par  
E. none of the above

3. The bonds of Ford Motor Company have received a rating of "D" by Moody's. The "D" rating indicates   
A. the bonds are insured  
B. the bonds are junk bonds  
C. the bonds are referred to as "high yield" bonds  
D. A and B  
E. B and C

4. Of the following four investments, \_\_\_\_\_\_\_\_ is considered the least risky.   
A. Treasury bills  
B. corporate bonds  
C. U.S. Agency issues  
D. Treasury bonds  
E. commercial paper

5. A coupon bond is a bond that \_\_\_\_\_\_\_\_\_.   
A. pays interest on a regular basis (typically every six months)  
B. does not pay interest on a regular basis but pays a lump sum at maturity  
C. can always be converted into a specific number of shares of common stock in the issuing company  
D. always sells at par  
E. none of the above

6. Floating-rate bonds are designed to \_\_\_\_\_\_\_\_\_\_\_ while convertible bonds are designed to \_\_\_\_\_\_\_\_\_\_.A. minimize the holders' interest rate risk; give the investor the ability to share in the price appreciation of the company's stock  
B. maximize the holders' interest rate risk; give the investor the ability to share in the price appreciation of the company's stock  
C. minimize the holders' interest rate risk; give the investor the ability to benefit from interest rate changes  
D. maximize the holders' interest rate risk; give investor the ability to share in the profits of the issuing company  
E. none of the above

7. A bond will sell at a discount when \_\_\_\_\_\_\_\_\_\_.   
A. the coupon rate is greater than the current yield and the current yield is greater than yield to maturity  
B. the coupon rate is greater than yield to maturity  
C. the coupon rate is less than the current yield and the current yield is greater than the yield to maturity  
D. the coupon rate is less than the current yield and the current yield is less than yield to maturity  
E. none of the above are true.

8. Convertible bonds   
A. give their holders the ability to share in price appreciation of the underlying stock.  
B. offer lower coupon rates than similar nonconvertible bonds.  
C. offer higher coupon rates than similar nonconvertible bonds.  
D. both A and B are true.  
E. both A and C are true.

9. A zero-coupon bond is one that   
A. effectively has a zero percent coupon rate.  
B. pays interest to the investor based on the general level of interest rates, rather than at a specified coupon rate.  
C. pays interest to the investor without requiring the actual coupon to be mailed to the corporation.  
D. is issued by state governments because they don't have to pay interest.  
E. is analyzed primarily by focusing ("zeroing in") on the coupon rate.

**CONSOLIDATION TEST**

1. **For each sentence choose the best word to fill the gap from the alternatives given.**
2. We do our printing in house but we … delivery to a small, local company.

A supply B source C subcontract

1. We have set up quality … as part of our TMQ system.

A circles B lines C corners

1. We need a … market economy where government doesn’t try to control prices.

A base B low C free

1. Until last year they … the market but now they face stiff competition.

A penetrated B dominated C segmented

1. Our new … protects our eggs on the way to the shops & it looks good on the shelves.

A production B packaging C promotion

1. If you want to save money buy … products rather than the top brands.

A generic B durable C consumer

1. Our prices are low because we cut out the … & sell the goods directly from the factory.

A middleman B marketer C manufacturer

1. Customers who use our … card get one point for every pound they spend.

A franchise B sponsorship C loyalty

1. We can increase our profit … by reducing our overheads.

A account B margin C costs

1. We made a loss over the past three years but we should break … this year.

A even B up C out

1. **Match each sentence beginning (1-6) with its ending. There is one extra ending.**
2. Our long-term liability is a profit of $1.2 m for last year.
3. Synthetic PLC reported a pre-tax b the learning curve has been very steep.
4. We fell behind with our payments so c we can sell the stock in our warehouse.
5. Next time we’re going to trade up to d they started undercutting us.
6. No we’ve got the product right but e a £5,000 bank loan over three years.
7. We’ll solve our cash flow problem if f they sold the house we’d put up as a

collateral.

g something at the high end of the range.

1. **Choose one preposition to complete each sentence. One preposition is extra.**

**In out on off against up under over**

1. I need an investor to put … the money for the new machinery.
2. IT equipment depreciates quickly so we amortize it … three years.
3. They weren’t going to pay so I have to write it … as a bad debt.
4. The accounts show that the company is … the red.
5. I didn’t pay as much as expected so I was … budget by €12,000.
6. BMW’s new model will be … sale in January next year.
7. The competition was so fierce we were driven … of the market.
8. **Match the word on the left to the word on the right to make a word pair. There’s one extra word on the left. Then use your pairs to complete each sentence.**
9. advertising a cart
10. best b placement
11. shopping c base
12. customer d agency
13. product e practice
14. convenience f liability

g store

1. We use a professional … … to run our marketing campaigns.
2. It may work but … … in a Hollywood movie costs a fortune.
3. We wanted to improve out efficiency so we looked at … … in the USA.
4. Our local … … is opened 24 hours a day, seven days a week.
5. Our large & loyal … … is our most valuable, intangible asset.
6. Just select what you want from our e-store & put it in your virtual … … .
7. **In each sentence there is ONE word that is WRONG. Write out the wrong word & the correct variant that should be there.**
8. We are the market ladder with a %48 share of consumer spending.
9. Always try to satisfy customer wants & you’ll be successful.
10. We supply parts to car manufactures on a just-off-time basis.
11. To keep quality high we do spotting checks throughout the day.
12. Retailers buy from wholesalers & then sell on to their customers.
13. Our site has a search machine so you can look for key words.
14. Last year, our sales turnout was 5% higher than our forecast.
15. **Match each statement to one of the financial terms given below. There are some extra terms.**
16. We owe our suppliers $15,000 for building materials.
17. Our salary bill last year was $280,000.
18. It was $20,000 new but now its book value is about $10,000.
19. We spent $30,000 on rent, electricity & insurance for this office.
20. So after paying interest, tax & everything else, we made $150,000.
21. We’ve just agreed a bank loan for $50,000 payable over ten years.
22. Our company has already borrowed a lot of money but we cannot pat its cost until slow-paying customers pay their bills.

A direct costs D depreciation G invoice discounting

B creditors E overheads H long-term liability

C net profit F debtors I gross profit