***Завдання до контрольної роботи з англійської мови для студентів заочної форми навчання груп ЗПВ-20-1/ЗПВ-22-1с***

**1. Read the text and do the exercises afterwards.**

**What does it mean to be innovative in business?**

In order for a business to survive in today’s world, it is important that we regularly review what we are doing and how we are doing it. By considering new ideas and new ways of doing things, and trying to innovate, we can improve on our products/services, increase sales, reduce costs and make our processes more effective and efficient. Innovation is key to increasing profits. There are several ways a company can be innovative with their products and services. Today we will look at four of them.

**1. Using the latest technology to improve your product/service**

When we think of innovation, we often think of new technologies. While they might be impressive, we should not use new technologies just because they are available. It is important to consider how the technology can improve our product/service and make a difference to our customer. Companies that produce cars, toiletries, household appliances, etc. often have a large R&D department to work on making their products better.

**2. Responding to customer demands by changing what is on offer**

By listening to customer feedback, we can get their opinions on how we are doing and find out about what it is that they want. We also need to be aware of changes in customer demands and keep up with the times. When fast-food restaurant McDonald’s realised that the market wanted healthier choices, they introduced fruit and salads, while removing the ‘supersize’ option from their menus.

**3. Offering a new product/service to reach new customers**

Your business might be doing well, but there is no growth or development and there is a risk that your competitors might take away some of your customers. Innovation sometimes means developing a new product that targets a different market. Although video games were often played by boys, in 2006, video games giant Nintendo introduced the game console Nintendo Wii, successfully targeting girls and older customers with games like Cooking Mama and Brain Training.

**4. Changing the way you provide a service**

By looking at the changes to the customer’s lifestyle and needs, we sometimes realise that there might be better ways to serve them. Customers who do not have a lot of time might prefer to have their food or their shopping delivered to their homes, or they might like to do their banking online rather than in an actual bank. Not all innovation will bring success to our businesses, but it can give us the opportunity to grow and learn more about what we do and what our customers might want.

**Task 1** **Complete the text with words from the box.**

|  |
| --- |
| ***aware recent innovative customers***  ***convenient development better demands*** |

We need to introduce (1)……………………………… ideas and ways of doing things so that we can improve and grow. One way of doing this is to look at the most (2)……………………………… technologies and see how they can make our products or services (3)……………………… .Some companies have a research and (4)……………………………… department that specialises in this. Another way is to be (5)……………………………… of changes in what our customers want and make sure we offer products or services that meet their (6)……………………………… . A third way of introducing innovation is to develop new products that can help you target new (7)………………………………. You can also change the way your service is offered to make it more (8)……………………………… for your customers.

**Task 2**

**Are the sentences true or false?**

1. We innovate because we want to increase the amount of money our businesses make.

2. Being innovative is all about using the newest technologies in your business.

3. Customers often don’t know what they want.

4. McDonald’s have not changed their menu since they started.

5. If you always target the same customers, you might lose them to your competitors.

6. Nintendo understood that only boys will play computer games.

**Task 3. Grammar practice. Choose the correct answer.**

1. Teddy of moving closer to the city centre.

a. thinks b. is thinking c. don't think d. aren’t thinking

1. We giving you a lift home.

a. don't mind b. aren't minding c. doesn't mind d. isn’t minding

1. The Potters to Dubai at 9:00 tomorrow morning.

a. is flying b. don't fly c. doesn't fly d. are flying

1. is your favourite European city?

a. When b. How c. Which d. Who

5. \_\_\_\_\_\_\_ much do they charge for a single room with breakfast?

a.How b.Who c.What d. Where

6. is your brother talking to?

a. When b. Who c. Whose d.How

7. The teacher believe his excuse for not coming to school yesterday.

a. didn't b. don't c. used to not d. use to

8. Bobby skinny when he was a child.

a. was used to b. were c. used to be d. got used

9. I to contact Mr Peterson twice, but didn't find hinL

a. tried b. tries c. used to try d. try

10. After a couple of days, Sam finally up early in the morning.

a. used to wake b. get used to wake c. wake d. got used to waking

**Task 4. Vocabulary practice. Choose the correct answer**

1. It took him a month to recover his illness.

a.for b. from c. of d. at

2. The book exhibition took \_\_\_\_\_\_\_\_\_ at the Carlton Hotel.

a. part b.advantage c.it easy d. place

3. He never \_\_\_\_\_\_\_\_\_\_ to lock the back door.

a. reminds b. expects c. remembers d. contains

4. I didn't \_\_\_\_ Jason to come on time.

a. expect b. remember c. wait d. reminded

5. I'm sorry but I can't find it\_\_\_\_\_\_\_ the map.

a. on b. over c. at d. along

6. It takes them less than an hour to go to\_\_\_\_\_\_\_\_\_\_.

a. job b. work c. site d. task

**Task 5. Use of English. Choose the correct answer**

**1.** John Gray 1) \_\_\_\_\_\_his best-known work (Men are from Mars, Women are from Venus) in 1992. By 2007 the book 2)\_\_\_\_\_\_over six million copies. He was born in Texas in 1951. He 3)\_\_\_\_\_\_the University of Texas, but instead of completing his degree he moved to Switzerland. After he 4)\_\_\_\_\_\_in Switzerland for nine years, Gray decided to return to the USA. While he 5)\_\_\_\_\_\_there, he completed a doctorate in Psychology at Columbia Pacific University. The research for his PhD formed the basis for his book.

1. A has written B had written C wrote D was written

2. A had sold B sold C has sold D was selling

3. A attended B had attended C was attended D had been attending

4. A had been B has been C was being D was

5. A stayed B was staying C had stayed D had been staying

**2.** I never felt so tired in my life. All I 1)\_\_\_\_\_\_to do then was to rest my feet. I 2) \_\_\_\_\_\_ around for a place to sit. They 3)\_\_\_\_\_\_all taken up. The hot blazing sun did not help much either. There was a tinge of regret when 1 4)\_\_\_\_\_\_ my sister's advice. She 5)\_\_\_\_\_\_ me not to go shopping. The buses would be packed like sardines and the shopping complexes would be crowded. She was right.

1. A have wanted B was wanted C wanted D was wanting

2. A look B was looking C was looked D looking

3. A were B were being C been D has been

4. A remembe red B was remember ing C remembe r D has remembere d

5. A had told B was told C was telling D has t