

Name: _____

LANGUAGE

Lesson 7.1 Vocabulary

BULATS (4 options)/BECP (3 options)

1 Choose the correct option a, b or c.

Running a no-frills airline is never easy as the competition increases and prices for flights keep falling. When flying started in the 1930s, every customer was given VIP ¹ and received personal ² from flight attendants. Today, you are lucky if you get a free glass of water with many airlines. Their staff often seem ³ about the apparent lack of customer care. In fact, their attitude is that if you pay so little for a flight, you shouldn't expect a ⁴ service. And if things go wrong, staff can be very ⁵ Many customers are extremely ⁶ with the way some of these airlines handle problems. Furthermore, the additional costs for ⁷ boarding or extra baggage make the ticket price comparable with traditional airlines. As a result, customers can lose ⁸ in these companies. Despite the ⁹ caused to customers and all the ¹⁰, it is doubtful that cheap airlines will disappear anytime soon.

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|------------------|----------------|----------------|
| 1 a features | b attention | c treatment |
| 2 a attention | b boarding | c class |
| 3 a dissatisfied | b unapologetic | c undemanding |
| 4 a first | b business | c premium |
| 5 a anxious | b unhelpful | c demanding |
| 6 a upset | b dissatisfied | c anxious |
| 7 a priority | b premium | c class |
| 8 a confidence | b assistance | c satisfaction |
| 9 a demand | b empathy | c upset |
| 10 a assistance | b requests | c complaints |

/10

Lesson 7.2 Grammar

2 Complete the text with the correct form of the verb in brackets.

I don't like ¹ (wait) a long time for someone to answer the phone because I can't afford ² (waste) time. However, sometimes you can't avoid ³ (hang) on, especially if you need to speak to a particular person. Last week I forgot ⁴ (pay) the bill for my computer and the company sent me a letter saying they would take my computer away. I remembered ⁵ (sign) a contract last year in which I agreed ⁶ (pay) all the money at the end of the year. If I failed ⁷ (do) this, they could take the computer back and still demand the full payment. I continued ⁸ (stay) on the phone for about 45 minutes, until finally someone answered. I explained the situation and tried ⁹ (pay) half of the amount but the person insisted that they would have

¹⁰ (take) the equipment back if I did not pay the total amount.

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Lesson 7.3 Functional language

PTE Part H/LCCI Part 1

3 [BP_B1_Test_07_001.mp3] Listen to the speaker and choose the correct response a, b or c.

- 1 a b c
- 2 a b c
- 3 a b c
- 4 a b c
- 5 a b c

/5

Lesson 7.4 Functional language

PTE Part B/BULATS

4 Write one word which best fits each space.

- 1 Our team has up with a great idea for a new product.
- 2 So it's a bit working in a team, which is good.
- 3 we want to do is make the design more user-friendly.
- 4 The team like to push the idea of brainstorming.
- 5 The thing, the product's got to be easy to use.

/5

Lesson 7.5 Functional language

BULATS

5 Write one word which best fits each space. Contractions count as one word.

Dear Ms Urbano,
 Thank you very much ¹ all your help with our conference. We would like to ² the opportunity to thank your staff on site who ³ out any problems very quickly. We will definitely use your company again in the future and we have already ⁴ you to one of our suppliers.
 Thank you ⁵ again.
 Kind regards

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Name: _____

SKILLS**Short listening**

BECP Part One/BULATS

6 [BP_B1_Test_07_002.mp3] You will hear eight short recordings twice. For questions 1-8 choose the correct answer.

1 Why does the man choose Focus Airways?

- a It offers the cheapest fares on the market.
- b The usual baggage allowance is 23 kg.
- c Flights are nearly always on time.

2 What is the customer complaining about?

- a the food
- b the seat
- c lost luggage

3 What does the man want to do?

- a change phone providers
- b pay his bill immediately
- c speak to the manager

4 What has the woman forgotten to order?

- a mobile phones
- b business cards
- c photo frames

5 What do the man and woman agree on?

- a Jack shouldn't write the report
- b to ask someone to help Jack
- c to give Jack more training

6 What samples do the man and the woman decide to send to customers?

- a a shopping bag
- b a T-shirt
- c a car seat cover

7 Why is the woman worried about the meeting?

- a She's not sure she can sell her product.
- b She was rude to the buyer last time.
- c She's not sure about the quality of her product.

8 How is the man planning to thank a supplier?

- a an email
- b a phone call
- c a newspaper advert

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Long listening

BECP Part Four/BULATS

7 [BP_B1_Test_07_003.mp3] Listen to a meeting between a supplier, Emma, and a customer, Peter. Choose the correct answer a, b or c.

1 Which machines did the man order parts for?

- a BHX455
- b BHX445
- c BHX454

2 What other problems has Peter had with orders?

- a they were all wrong
- b three orders were late
- c he had to use another supplier

3 Why does Peter need Emma to find a solution?

- a He has lost a lot of customers.
- b His customers are unhappy.
- c His customers can't afford his prices.

4 What does Emma say is the solution?

- a Peter should speak to a supervisor.
- b Orders will be delivered by a supervisor.
- c Her company is setting up a new system.

5 What is the personal supervisor responsible for?

- a solving any problems with orders
- b delivering missing parts
- c updating other suppliers about stock

6 What does Emma say about the missing parts?

- a She will deliver them personally to Peter.
- b George will deliver them later that day.
- c Peter won't have to pay for them.

7 What else does the man need?

- a batteries
- b switches
- c casings

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B1 Business Partner

Writing

BECP Part Two/BULATS (50–60 words)

8 Read part of this email from your boss.

Please write a letter to the General Manager of FGL Supplies. Thank him for their help last week completing your order for the new product. Don't forget to mention how quickly they handled the situation, especially the extra shifts they worked to get the packaging to you for the launch. You should also say a special 'thank you' to the Production Manager for his help.

Write a **thank-you letter** to the General Manager:

- saying why you're writing.
- giving details of what they did.
- saying who was most helpful.
- promising to recommend them.

Write about 60–80 words.

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