MODULE TEST 1

PART 1 | VOCABULARY 4 points

Choose the correct option (A, B, C or D). 8 questions × 0.5 point.

1. A candidate should _____ their CV for each role to demonstrate relevance.
A. forward B. tailor C. shortlist D. attach

2. The manager asked everyone to review the meeting _____ before joining.
A. enquiry B. vacancy C. agenda D. résumé

3. Could you _____ what you mean by “a flexible deadline”?
A. clarify B. appoint C. dismiss D. apply

4. The committee tried to _____ a consensus after comparing the options.
A. make B. take C. do D. reach

5. The HR team will _____ five candidates for the final interviews.
A. confirm B. shortlist C. clarify D. take

6. When the line became unclear, the caller asked the manager to _____ the surname.
A. spell B. reach C. submit D. assign

7. Each _____ should include a person responsible and a deadline.
A. cover letter B. business card C. action item D. enquiry

8. The vacancy stated that event experience was _____ rather than essential.
A. relevant B. available C. transferable D. desirable

PART 2 | MATCHING 3 points

Match statements 1–6 with communication functions A–F. Write one letter for each statement. 6 × 0.5 point.

EXPRESSION	FUNCTION
1. I’m calling regarding your application. _____	A. Disagree politely
2. Could you hold for a moment, please? _____	B. Ask someone to explain a point
3. I would appreciate it if you could reply by Friday. _____	C. Ask a caller to wait
4. Could you clarify what you mean by that? _____	D. Summarise an agreed decision
5. I see your point, but I have one concern. _____	E. State the reason for a call
6. To sum up, we have agreed to use the hybrid format. _____	F. Make a courteous request

PART 3 | USE OF ENGLISH 4 points

A. Complete each sentence with ONE word. 4 × 0.5 point.

1. I look forward to _____ from you.

2. She has worked in customer relations _____ 2023.

3. If the technical test fails, we _____ move the meeting online.

4. The final decision _____ recorded in the minutes after the meeting.

B. Rewrite each sentence without changing its meaning. Follow the instruction. 4 × 0.5 point.

5. Please send me the interview schedule.
Start with: Could you ... _____

6. This is her first experience of chairing an international meeting.
Start with: She has never ... _____

7. Although he had limited experience, he was shortlisted.
Use: DESPITE _____

8. The coordinator will email the agenda this afternoon.
Start with: The agenda ... _____

PART 4 | READING 4 points

When every message is urgent, who makes the decision?

Businesses have spent years investing in software that promises to remove friction from communication. Yet the modern office can feel oddly slow. Messages arrive instantly, but decisions wait for days. A question that might once have been settled in a short conversation now produces a chain of emails, copied to people who do not need to respond.

Consider a fictional consultancy preparing a careers event. Its recruitment team has posted an internship vacancy and received a large number of applications. Students want to know whether remote participation is possible, while partner companies need the final programme. Instead of deciding who answers which questions, staff post updates in several group chats. Everyone is informed, but nobody is clearly responsible.

The team initially schedules a meeting to “discuss everything”. Without an agenda, participants repeat information that was already shared by email. A quieter colleague tries to raise a concern about accessibility but cannot find a natural moment to speak. The meeting ends with general agreement and no named owners for the remaining tasks.

A more disciplined approach need not involve less technology. It requires choosing the appropriate channel. A short message may be enough to confirm that a document has arrived. A telephone call can be better when a client is upset or a complicated issue requires immediate clarification. Email remains useful for recording agreements, particularly deadlines and promises.

Meetings also work better when their purpose is explicit. A briefing should establish the facts. Brainstorming should allow participants to suggest options before judging them. A decision-making discussion should compare these options, agree on criteria and finish with action items. Teams can combine all three stages, but they should not confuse talking about a problem with resolving it.

Recruitment offers a similar lesson. Digital tools make it easy to apply for many vacancies, but a standard CV may not explain why a particular applicant fits a role. Candidates who provide specific evidence of their experience and tailor a cover letter to an employer’s needs are making the same choice as an effective manager: they are putting relevant information in the right place.

The fashionable answer to workplace confusion is often another platform. The less exciting answer is to explain the purpose of a conversation, invite people to contribute and confirm what happens next. Speed helps; clarity decides whether anything gets done.

A. Choose the best answer (A–D).

1. What is the main communication problem described by the writer?
A. Employees do not have enough digital tools. B. Information travels quickly, but decisions are delayed. C. Clients now refuse to use email. D. Teams organise too few meetings.

2. Why is the fictional consultancy struggling to organise the event?
A. Most applicants lack qualifications. B. Its main speaker has cancelled. C. Responsibilities for responding are unclear. D. Partner companies have withdrawn.

3. According to the article, when is a telephone call particularly useful?
A. When sending a signed contract. B. When keeping an official written record. C. When confirming receipt of a routine document. D. When a sensitive issue needs immediate clarification.

4. What advice about job applications follows from the article?
A. Provide evidence that matches the role. B. Make every CV as long as possible. C. Send an identical application to every employer. D. Avoid mentioning previous experience.

B. Write T (True), F (False) or NG (Not Given).

5. The fictional consultancy received exactly 150 applications. _____

6. The team’s first meeting ended with clear task owners and deadlines. _____

7. The article suggests that brainstorming ideas should be judged immediately. _____

8. The writer believes communication tools alone cannot guarantee effective decisions. _____

PART 5 | WRITING 5 points

Professional email • 200–250 words

You are a junior communications officer at an international consultancy. Your team is organising a Career Networking Day for students and employers. Some colleagues prefer a fully online event; others support a hybrid event (in person and online). After a planning meeting, the project manager, Ms Taylor, asks for your recommendation.

Write a professional email of 200–250 words to Ms Taylor. In your email:

- recommend an event format and explain two advantages and one possible difficulty;
- explain how you would communicate practical information to students and employers before the event;
- propose two specific action items, each with a responsible person and a deadline;
- politely request a decision or confirmation.

Include a specific subject line, appropriate greeting and closing. You may invent realistic names and dates. Count the email body only (not the subject line, greeting or sign-off).