

10. A: Would you mind closing the window? B:
 a) Certainly. Here you are.
 b) Sure.
 c) Yes, sure. Go ahead.
 d) I'm afraid not.
 e) No, not at all.
11. Excuse me.... have your name, please?
 a) Could I
 b) Is it alright
 c) Would you like
 d) Do you think I
 e) Do you mind
12. When your plane is late leaving
 a) aisle seat b) airline charges c) delayed flight
 d) missed connection e) security scans
13. They said my flight But fortunately, there was another flight an hour later.
 a) arrived b) cancelled c) missed
 d) delayed e) left
14. I'm afraid I can't offer you
 a) a problem b) times c) a complaint
 d) a solution e) feedback
15. Can you explain the with your order in more detail?
 a) query b) discount c) replacement
 d) credit voucher e) issue
16. When a company decides to recruit a new employee, it usually in the press or online.
 a) advertises b) interviews c) applies
 d) shortlists e) experiences
17. She is not much for the job because she hasn't got a university degree.
 a) skilled b) advert c) qualified
 d) application e) qualification
18. A: Can you tell me when you will our order?
 B: Tomorrow, until 4.00 it'll be at your place.
 a) process b) deliver c) place d) enquire e) check
19. The need of customers for products they want to buy
 a) stock b) an order c) goods
 d) demand e) shipment
20. The new Sales Manager is than the one before.
 a) good b) the best c) so good
 d) very good e) better
21. The IT Manager is person in the company.
 a) less popular b) as popular as c) the most popular
 d) more popular e) very popular
22. a job online?
 a) Did you apply for
 b) Do you apply for
 c) Are you applying for
 d) Have you ever applied for
 e) Will you apply for
23. I him today, but I him yesterday.
 a) haven't seen/saw
 b) saw/have seen
 c) has seen/saw
 d) hasn't seen/didn't see
 e) didn't see/ have seen
24. I am going to leave the company
 a) right now b) last week c) just now
 d) at the moment e) soon
25. Don't worry. you.
 a) I'm going to help b) I'll help c) I'm helping
 d) I've helped e) I help
26. I'm afraid I can't make it. I with a client
 a) I'll meet b) I'm going to meet c) I have met
 d) I met e) I meet
27. The order automatically to the warehouse.
 a) transferred b) were transferred
 c) are transferred d) is transferred e) transfers

!.. Each 4 points. There are 2 BONUS questions!

Good Luck!

Read the text and answer the questions (1-2).

Recruiting talent fast

Oxfam is NGO (non-governmental organization) which deals with humanitarian crisis abroad. As with all organizations, every part of the organization has different recruitment needs. Finance and IT have problems with recruiting top quality professionals because of the low pay. Marketing and fundraising have to recruit quickly in response to an international crisis. Because it is an NGO, Oxfam has to spend as little money as possible on recruitment and at the same time make sure that it has a diverse workforce and equal opportunities. To help with these issues, Oxfam introduced Global Successor, a web-based e-recruitment solution.

1. Which of the followings is NOT TRUE for Oxfam?
 - a) Finance Department can hire qualified employees.
 - b) They allocate less budget to employment.
 - c) IT Department can't employ skilled professionals.
 - d) They help people in need.
 - e) They can't afford recruiting qualified people.
2. In the passage, there is no information about
 - a) resolution to the troubles
 - b) employment need
 - c) its head office
 - d) a reason why they can't employ skilled people
 - e) organization type
3. The invoice yesterday.
 - a) were dispatched b) was dispatched
 - c) has dispatched d) is dispatched
 - e) are dispatched

4. Can you give me more details?
 - a) This person is making a complaint.
 - b) This person is sympathizing.
 - c) This person is apologizing
 - d) This person is dealing with the problem.
 - e) This person is asking about the problem.
5. "I bought this item yesterday, but it doesn't work. about it."
 - a) I'm sorry b) I am afraid c) sorry for
 - b) I'll deal with c) I'm not happy
6. Another disadvantage is
 - a) that we don't have time to recruit.
 - b) that we save money
 - c) that we send them a positive message.
 - d) promotion from inside the company is good.
 - e) to recruit internally is quicker and cheaper.
7. Which expression is "saying why an idea is good"?
 - a) I'm not sure that our engineers have enough experience.
 - b) One other issue is the cost of finding someone.
 - c) Internal promotion is good because it's quicker and cheaper.
 - d) I'd go for somebody with more experience.
 - e) I like the idea that we recruit from outside the company.
8. Excuse me..... for the conference room.
 - a) Can you tell me
 - b) I'm looking
 - c) How do I get to
 - d) Do you know where
 - e) Could you tell me
9. Can we find a different time/date?
 - a) This person is suggesting a time and a date.
 - b) This person is accepting the suggestion.
 - c) This person is asking when a person is free.
 - d) This person is arranging to meet.
 - e) This person is refusing the suggestion.