

# What is your level of English?

## Section I

Please choose the most appropriate answer for each sentence.

**Q1** While it may seem that Tom makes all the important decisions, the person actually \_\_\_\_ the shots is the branch manager.

- ☐ A handling      ☐ B calling      ☐ C controlling      ☐ D directing
- 

**Q2** The product launch generated about 30,000 dollars in \_\_\_\_ this month.

There are some regulations regarding smartphone use in order to maintain a good work environment. Compliance with these regulations will keep smartphones from being banned in the workplace.

Recently, there have been many complaints about conversations being held at work, thereby creating a distracting environment. While smartphone use is allowed, please take any phone calls to the lounge, as opposed to having them at your desk. In addition, mind your surroundings by keeping your voice low. Most importantly, make sure all interactions are business related.

Refrain from using social media, games, and other applications of entertainment during work hours. These type of activities are allowed during your break time.

Thank you for your cooperation...

- ☐ A revenue      ☐ B stream      ☐ C sells      ☐ D liabilities
- 

**Q3** The client and I agreed to touch \_\_\_\_ again next week by phone to confirm any changes to our services.

- ☐ A contact      ☐ B knowledge      ☐ C base      ☐ D information
- 

**Q4** The \_\_\_\_ of Samsung is located in Korea.

*Refers to the text from Q2 in this section*

- ☐ A stronghold      ☐ B headquarters      ☐ C central      ☐ D strong branch
- 

**Q5** We are looking \_\_\_\_ to doing business with you.

- ☐ A hopeful      ☐ B gladly      ☐ C on      ☐ D forward
- 

**Q6** Regarding the meeting next week, I will have to \_\_\_\_ my schedule to make sure I have enough time.

- ☐ A check      ☐ B observe      ☐ C delete      ☐ D block

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**Q7** Before releasing the product, we came up with a \_\_\_\_ figure for how many units to produce.

- ☐ A underestimated
  - ☐ B ballpark
  - ☐ C expectant
  - ☐ D diamond
- 

**Q8** The alarm \_\_\_\_ off because someone tried to steal merchandise from the shelves.

- ☐ A sounded
  - ☐ B tripped
  - ☐ C went
  - ☐ D rang
- 

**Q9** There was a sophisticated \_\_\_\_ in place for appropriate market research before the development of new products actually take place.

- ☐ A dialogue
  - ☐ B conversation
  - ☐ C system
  - ☐ D action
- 

**Q10** Chances \_\_\_\_ that we will close the deal next week.

- ☐ A be
  - ☐ B are
  - ☐ C stay
  - ☐ D seem
- 

**Q11** We have to fill in the lack of \_\_\_\_ regarding the clients' needs.

- ☐ A output
  - ☐ B impact
  - ☐ C responsibility
  - ☐ D information
- 

**Q12** The stakeholders demanded that the procedures \_\_\_\_ updated to reflect the current situation.

- ☐ A is
  - ☐ B are
  - ☐ C be
  - ☐ D were
- 

**Q13** The company recommends not working on days \_\_\_\_ to increase productivity.

- ☐ A away
- ☐ B free
- ☐ C out
- ☐ D off

---

**Q14** In certain cultures, managers usually accept \_\_\_\_ for the mistakes of their staff.

- ☐ A responsibility
  - ☐ B risk
  - ☐ C impact
  - ☐ D consequences
- 

**Q15** The company has been making steady \_\_\_\_ with the development of the new product.

- ☐ A effort
  - ☐ B progress
  - ☐ C improvement
  - ☐ D change
- 

**Q16** The data strongly \_\_\_\_ that customers are unhappy about certain aspects of the service.

- ☐ A believes
  - ☐ B infers
  - ☐ C suggests
  - ☐ D states
- 

**Q17** He \_\_\_\_ himself in an embarrassing position during the presentation due to his lack of preparation.

- ☐ A went
  - ☐ B watched
  - ☐ C discovered
  - ☐ D found
- 

**Q18** Perhaps a meeting is in \_\_\_\_ to keep everyone updated on the current situation.

- ☐ A place
  - ☐ B progress
  - ☐ C pipeline
  - ☐ D order
- 

**Q19** Please contact us in a week or so to confirm that the changes have been \_\_\_\_.

- ☐ A applied
  - ☐ B set
  - ☐ C impacted
  - ☐ D mended
- 

**Q20** The new director hopes everyone from the office can \_\_\_\_ in when talking about new ideas and services.

- ☐ A throw
- ☐ B pitch
- ☐ C set
- ☐ D contribute

## Section II

**Choose the letter corresponding to the word in a sentence that is grammatically incorrect.**

**Q1** Let's meet with the clients tomorrow to discussing the progress of the project.

- A meet                      B with                      C discussing                      D of

**Q2** Business situations in Asia can be tricky because there is difficult to be less formal.

- A situations      B there      C be      D formal

**Q3** Jack objects on the decision made by upper management.

- A on                      B made                      C by                      D management

**Q4** She said that she doesn't care to the extra services.

- A said                      B doesn't                      C to                      D the

**Q5** The new employee which works here is from France.

- A employee      B which      C is      D from

**Q6** The CEO of PythonCo is married with a doctor.

- A is                      B married                      C with                      D a

**Q7** We must to evaluate the situation correctly.

- A to                      B evaluate                      C the                      D correctly

**Q8** He spoke so quickly that I could not taking notes properly.

- A spoke      B quickly      C taking      D notes

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**Q9** I look forward to work with your colleagues.

- A** forward                      **B** to                      **C** work                      **D** your
- 

**Q10** Every trainers likes the new procedures.

- A** Every                      **B** trainers                      **C** the                      **D** procedures
- 

**Q11** When I will arrive, I'll send a message.

- A** When                      **B** send                      **C** a                      **D** will
- 

**Q12** Our PWA project is expected to be completed on May.

- A** is                      **B** expected                      **C** be                      **D** on
- 

**Q13** He has difficult to work with and thus was fired.

- A** has                      **B** with                      **C** thus                      **D** was
- 

**Q14** I have completed all the requirements last weekend.

- A** have                      **B** all the                      **C** requirements                      **D** last weekend
- 

**Q15** An understanding of social customs is extremely vital when consider what offers to make to the client.

- A** understanding                      **B** customs                      **C** consider                      **D** make
- 

**Q16** Please send my regards for Mr. Rodriguez. We used to work very closely together.

- A** send                      **B** for                      **C** used                      **D** closely
- 

**Q17** As a matter of fact, Nancy seemed extremely unhappy for the choices presented to her.

- A** as                      **B** of                      **C** for                      **D** to

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**Q18** Technical vocabularies is required to be successful in a particular field or domain.

- A** vocabularies                      **B** required                      **C** particular                      **D** domain
- 

**Q19** It is important to be able to work in the variety of ways to be as productive as possible.

- A** important                      **B** work                      **C** the                      **D** ways
- 

**Q20** Make sure the visuals you use for the conference are organized on a memorable fashion. Clients will be more likely to buy.

- A** for                      **B** on                      **C** fashion                      **D** buy
- 

**Q21** It is time to leaving behind the older notions of success to improve the work atmosphere.

- A** to                      **B** leaving                      **C** behind                      **D** older
- 

**Q22** Only through increase exposure to actual situations will we be able to raise the trainees' awareness of the practical problems that staff face on the job.

- A** increase                      **B** raise                      **C** face                      **D** on

## Section III

Questions refer to the following notice

**Q1** What is the notice about?

There are some regulations regarding smartphone use in order to maintain a good work environment. Compliance with these regulations will keep smartphones from being banned in the workplace.

Recently, there have been many complaints about conversations being held at work, thereby creating a distracting environment. While smartphone use is allowed, please take any phone calls to the lounge, as opposed to having them at your desk. In addition, mind your surroundings by keeping your voice low. Most importantly, make sure all interactions are business related.

Refrain from using social media, games, and other applications of entertainment during work hours. These type of activities are allowed during your break time.

Thank you for your cooperation...

- ☐ A The Ban on Smartphones at the Workplace
  - ☐ B Entertainment During Break Time
  - ☐ C Distracting Gossip in the Lounge
  - ☐ D Cellphone Use in the Workplace
- 

**Q2** When can employees use social media?

*Refers to the text from Q1 in this section*

- ☐ A At their desk.
  - ☐ B During work hours.
  - ☐ C During break time.
  - ☐ D Never.
- 

**Q3** What were there complaints about?

*Refers to the text from Q1 in this section*

- ☐ A Distractions caused by social media.
- ☐ B Loud music.
- ☐ C Smartphone conversations.
- ☐ D Business-related messages.

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**Q4** Where should people go to have smartphone conversations?

*Refers to the text from Q1 in this section*

- A** The surrounding area.
  - B** Business-related areas.
  - C** Their desks.
  - D** The lounge.
- 

**Q5** What is the problem that is described in the memo?

To the Sales Department:

Recently, there have been concerns with the handling of client personal information. In order to ensure that privacy is protected, we have laid down some guidelines for you to follow, specifically concerning data storage.

The use of personal USB devices is strictly prohibited. Please use company servers to save and organize data. Most importantly, please do not transfer client data to personal devices, cloud storage, or external email. All handling of client data should be completely internal and done during work hours.

If you are unsure of how to handle data in a particular situation, please speak to your line manager!!

- A** The personal contact between staff and clients.
  - B** The functioning of devices.
  - C** The treatment of customer information.
  - D** The communication with line managers.
- 

**Q6** Which one of the following statements is false?

*Refers to the text from Q5 in this section*

- A** There are worries about customer information.
  - B** Rules on handling personal information have been produced.
  - C** Saving files onto external devices is recommended in certain situations.
  - D** Saving files onto cloud storage is not allowed.
- 

**Q7** Which of the following is not allowed?

- A** Organizing data on company servers.
- B** Using cloud storage for personal projects.
- C** Handling customer data outside of one's shift.
- D** Consulting colleagues about guidelines.



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**Q8** What should sales staff do in situations where they are unsure?

*Refers to the text from Q5 in this section*

- A** They should consult with a colleague.
- B** They should send an email to the client.
- C** They should save the data onto an external hard drive.
- D** They should consult with their line manager.

# ANSWERS: What is your level of English?

## Section I answers

**Q1** While it may seem that Tom makes all the important decisions, the person actually \_\_\_\_ the shots is the branch manager.

**B** calling

---

**Q2** The product launch generated about 30,000 dollars in \_\_\_\_ this month.

**A** revenue

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**Q3** The client and I agreed to touch \_\_\_\_ again next week by phone to confirm any changes to our services.

**C** base

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**Q4** The \_\_\_\_ of Samsung is located in Korea.

**B** headquarters

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**D** forward

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**Q6** Regarding the meeting next week, I will have to \_\_\_\_ my schedule to make sure I have enough time.

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**B** ballpark

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**B** leaving

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**Q22** Only through increase exposure to actual situations will we be able to raise the trainees' awareness of the practical problems that staff face on the job.

**A** increase

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## Section III answers

**Q1** What is the notice about?

☐ D Cellphone Use in the Workplace

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**Q2** When can employees use social media?

☐ C During break time.

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**Q3** What were there complaints about?

☐ C Smartphone conversations.

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☐ D The lounge.

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☐ D They should consult with their line manager.