

Choose the best expression to complete the sentence: As a response to the negative impact of COVID-19 lockdown measures on job security, many governments have introduced _____, allowing companies to access special funds for paying part of their employees' wages and to keep them in the company instead of having to let them go.

- A. job retention schemes
- B. national insecurity measures
- C. open measures
- D. commuting problems

ANSWER: A

Choose the best ending for the sentence: Ethical behavior in any company should start from the top. If top managers are not perceived as trustworthy and committed to respecting ethical principles, _____ .

- A. employees will also ignore ethical values.
- B. shareholders will be happy.
- C. everyone will trust them.
- D. customers will know more about the company.

ANSWER: A

Choose the best term to complete the sentence: Due to higher insecurity and reduced financial resources, nearly 40% of Americans plan to _____ their Black Friday spending this year, which means companies will have lower profits.

- A. cut
- B. increase
- C. pay off
- D. deduce

ANSWER: A

Choose the sentence which is closest in meaning to the following assertion: As a result of pandemic-related restrictions, which have forced students and workers to work from home with the help of technology, PC demand hits biggest growth in more than a decade.

- A. PC sales are better than they have been for a long time.
- B. PC sales have slumped.

- C. There has been no change in PC sales during the pandemic.
- D. Nobody buys PCs anymore.

ANSWER: A

Choose the expression that best matches the explanation: 'the exchange of physically intangible (invisible) items between countries (e.g. services, copyrights)'.

- A. invisible trade
- B. foreigner trade
- C. domestic trade
- D. trade deficit

ANSWER: A

Choose the explanation that matches the expression: 'reserve requirements'.

- A. government rules regarding the minimum amount of reserves that central banks must hold against deposits
- B. government rules regarding safety regulations
- C. requirements about human resource policies
- D. rules regarding the ATMs

ANSWER: A

Choose the right form of the verbs to complete the sentence: Cross-cultural business communication can _____ complex, so you have _____ a set of rules in order to avoid _____ costly mistakes.

- A. be; to learn; making
- B. being; to learn; been made
- C. will be; learning; made
- D. to be; to learn; to make

ANSWER: A

Read the text and decide which statement is true: International business and thus economic development rely heavily on effective communication. All successful international business transactions are based on professional communication carried out by all the stakeholders involved in the process.

- A. Effective communication has an important role in international business and economics.
- B. Doing business at an international level does not require having good communication skills.
- C. Stakeholders involved in international transactions should not communicate with each other.
- D. Communication has no impact on international business.

ANSWER: A

Complete the text with the suitable expression: A _____ is a wealthy person who gives financial support to entrepreneurs who set up their own company and expects to receive a share of the profit.

- A. business angel
- B. business conglomerate
- C. bankruptcy trustee
- D. business worker

ANSWER: A

Choose the suitable explanation for the term: 'sleeping partner'.

- A. a partner in a company who does not get involved actively in running the business
- B. someone who sleeps during business meetings
- C. a partner in a company who takes active part in the managerial activities
- D. a partner who benefits from all the profits of the company

ANSWER: A

Choose the best ending for the sentence: Sometimes customers will e-mail me and say that they have had a problem going on for 18 months, _____ .

- A. which has never been sorted out
- B. will mean a fresh start
- C. should not be a problem
- D. is out of business

ANSWER: A

Read the following text and decide what it is about: Our business is built up brick by brick, conversation by conversation, winning customers over one by one. I want them all to feel that we will listen and we will follow up.

- A. Ongoing communication
- B. Escaping flaws
- C. Going online
- D. Job interview

ANSWER: A

Choose the suitable synonym for the phrasal verb at the beginning of the sentence: When I 'took over', we were being voted the worst in the business.

- A. got in charge
- B. got to finish
- C. got to complete
- D. got to design

ANSWER: A

Find the appropriate term for the following definition: 'helping others realize their potential and inspiring them to work with you to achieve a shared vision for the future'.

- A. leadership
- B. upscale
- C. real estate
- D. high standards

ANSWER: A

Choose the option that best summarizes the meaning of the following text: Studying critical incidents will help you move beyond the individual response and develop an understanding of the bigger picture. By analyzing the different scenarios and reflecting on the causes of actions, you will be able to gain a more objective view and adapt better.

- A. Use of critical incident analysis
- B. Business
- C. Doing good
- D. Multiple perspective

ANSWER: A

Read the text and decide which is the best title for it: The best, most direct way to convey your intelligence, expertise, professionalism and personality to other people is through talking to them. The present material is a methodical guide to becoming aware and taking control of how you communicate with other people.

- A. Speaking effectively
- B. Saying no
- C. Setting up a business
- D. Telling the truth

ANSWER: A

Find the appropriate term for the following definition: 'science subjects that are connected with the study of people in society, including politics, economics, history, anthropology, etc.'

- A. Social sciences
- B. Chemistry
- C. Economics
- D. Communication skills

ANSWER: A

Read the text below and decide which of the statements is true: What matters most is your integrity and how you show it in everything you do. Your success as a leader centers on whether you can build trust. The integrity underlying your communication will help people decide whether to trust you, how much to trust you and so on.

- A. Integrity is very important for a leader.
- B. Losing your integrity has no consequences.
- C. Integrity is old-fashioned.

D. Never mind integrity.

ANSWER: A

Choose the term which best fits the definition: 'the act of creating a business or businesses while building and scaling it to generate a profit'.

- A. entrepreneurship
- B. manager
- C. work ethic
- D. leading organizations

ANSWER: A

Choose the best ending for the sentence: He did not fit the job description, but the interviewers were so impressed with his communication skills _____ .

- A. that they hired him anyway.
- B. it took a while.
- C. that it went on.
- D. that it went.

ANSWER: A

Choose the best ending for the sentence: Work ethic is something that employers look for in a job candidate. It means that you value hard work and diligence and that _____

- A. these values motivate you in achieving your professional goals.
- B. to lose business.
- C. you do your best to overview the cost.
- D. improving money is a perfect goal.

ANSWER: A

Read the following text and decide what it is about: When you set up a business, one of the first things you should do is open a business account at a bank. Probably the best way to find a good bank is asking for advice and references from other businesses, similar to yours. Also, as you probably don't have much money at the beginning, you could try to find a bank which has minimal or no fees.

- A. Opening a bank account
- B. Going bankrupt
- C. Closing shop
- D. The auto industry

ANSWER: A

Choose the suitable synonym for the phrasal verb used at the beginning of the following sentence: To 'set up' a chart of accounts you must identify the types of accounts needed by your business.

- A. create
- B. forgive
- C. living
- D. introduction

ANSWER: A

Find the appropriate term for the following definition: 'the person responsible for managing the financial actions in a company, such as cash flow and financial planning'.

- A. Chief Financial Officer
- B. Executions Officer
- C. Chef Person
- D. Accounts Secretary

ANSWER: A

Read the text and decide which is the best title for it: Ensure your fire protection systems are fully functional by scheduling to test fire alarms twice a year. Pay special attention to the water sprinklers, as they can severely damage electrical equipment. Arrange adequate covering to minimize water seepage when sprinklers start working.

- A. Company Fire Protection
- B. Meeting the Best
- C. Functioning Water
- D. Company Damage

ANSWER: A

Choose the option that best matches the meaning of the sentence: A manager's job is to delegate effectively and supervise progress, not to do micromanagement. For the system to work, managers need to have a written plan to share with their employees and a clear rewards system.

- A. Effective management includes delegating and supervising.
- B. Companies easily lose employees.
- C. Jobs are efficiently promoted.
- D. Rewarding is not important at all.

ANSWER: A

Read the text below and decide which of the statements is true: In order to advertise your company with no additional costs, you could work to be recognized as an expert in the field and be invited by the media to lend your expertise.

- A. Speaking as an expert could be good and cheap advertising for your company.
- B. Advertising is a cheap way to lose the company.
- C. Expertise is not recognized by the media.
- D. Everything can be done to minimize media exposure.

ANSWER: A

Choose the most appropriate verbs to complete the sentence: Before you _____ a business, you should consider _____ a personal reputation. You might be able _____ this naturally by accomplishing important achievements in your field.

- A. start; building; to do
- B. starting; have build; doing
- C. start; will built; do
- D. started; builded; to do

ANSWER: A

Choose the term which best fits the definition: 'a tax or duty to be paid on imports or exports'.

- A. tariff

- B. freight
- C. market
- D. risk

ANSWER: A

Choose the best ending for the sentence: Expanding your business into a new country brings with it a number of challenges, including financial ones, complying with new regulations and laws and managing international employees _____

- A. in diverse or unfamiliar cultural environments.
- B. to the end.
- C. for the importance of the company.
- D. in the company logo.

ANSWER: A