

# BULATS

Business Language Testing Service



## 劍橋博思國際職場英檢 2016-英語測驗解答篇(A2)

由睿言商英顧問股份有限公司製作  
劍橋大學語言測評考試院授權台灣認證中心

# Training

---

In the Reading and Listening sections of BULATS training is a topic that can appear. Look at the tips below and find the word from the box that best completes them.

<b>participants</b>	<b>run</b>	<b>courses</b>	<b>materials</b>
<b>venue</b>	<b>trainer</b>	<b>schedule</b>	

## Training SOP

When planning training for your department, please follow the steps below:

1. decide on what courses we need to offer for staff
2. find a suitable trainer
3. notify participants of the topic and schedule
4. find and book a suitable venue
5. prepare the training materials
6. Run the training session

# Trends, Performance and Results

---

In the Reading and Listening sections of BULATS performance and results is a topic that can appear. Look at the tips below and find the word from the box that best completes them.

profits	fell	shares
loss	percent	profits

## BUSINESS NEWS

The Australian stock market 1. fell again yesterday due to low oil prices. In fact, one leading company dropped by 8 2. percent as investors worried that the company would have a 3. loss for the third quarter this year. One analyst said that the drop was not surprising because of weak 4. profits, not just in Australia, but around the world. However, in New Zealand 5. shares rose slightly because of strong 6. profits reported by several major healthcare companies.

# News reports

---

In the Reading and Listening sections of BULATS news reports is a topic that can appear. Look at the tips below and find the word from the box that best completes them.

cut	needs	services
plans	costs	instead

## BANK ANNOUNCES CHANGES

Asia Bank has said that it 1. plans to make some major changes to its business. Most importantly, it expects to close a number of branches and 2. cut about 250 jobs. Partly, this is because customers are increasingly using online banking 3. services, but also because the bank is under pressure to reduce 4. costs. The bank's new CEO said, 'fewer customers now visit our branches and 5. instead prefer to do their banking over the phone or through the internet. So, it is important for us to focus on the best way to meet our customers' 6. needs.'

# Companies and Management

---

In the Reading and Listening sections of BULATS companies and management is a topic that can appear. Look at the tips below and find the word from the box that best completes them. Remember to use each word once.

<b>schedules</b>	<b>supervise</b>	<b>support</b>
<b>ensure</b>	<b>plant</b>	<b>vendors</b>

## JOB DESCRIPTION: FACTORY MANAGER

We are looking for someone to manage all production in our new 1. plant. This position requires someone with good technical and communication skills to help in our manufacturing of high-quality products. We are a growing company and we need someone who is able to:

- 2. Supervise the whole production team
- 3. Ensure production targets are met
- Plan work 4. schedules and production activities
- Manage suppliers and 5. vendors
- Provide technical 6. support for sales and marketing departments

# Health and Safety

---

In the Reading and Listening sections of BULATS health and safety is a topic that can appear. Look at the tips below and find the word from the box that best completes them. Remember to use each word once.

tasks	focus	accidents	likely
properly	conditions	injury	hallways

## PROVIDING A SAFE WORKPLACE

As an employer, you are responsible for providing a safe working environment, and safe working 1.conditions for your employees. The suggestions below can help keep your workplace free from 2.accidents or injuries.

- For certain areas of your workplace or certain 3.tasks you may require staff to wear protective clothing. However, make sure that helmets, boots and other protective clothing fit 4.properly and that it is worn 100% of the time.
- Many injuries happen when staff try to lift heavy objects, so make sure lifting equipment is provided and that staff are trained in how to lift heavy objects without 5.injury .
- Keep 6.hallways and floors free from objects, cables, etc and make sure they are not slippery.

Finally, remember, new staff are more 7.likely to have accidents or be injured than experienced staff, so provide a good orientation program with a strong 8.focus on safety in your workplace.

# Work Trends

In the Reading and Listening sections of BULATS work trends is a topic that can appear. Look at the text below and decide which word is the best choice for each gap.

## SOCIAL MEDIA IN THE OFFICE

Most companies understand 1. \_\_\_\_\_ important it is to use social media to interact with customers. However, many companies are now also realizing that there are great 2. \_\_\_\_\_ from using social media *inside* their companies. Firstly, social media can improve communication within the company making it easier for staff to work together on projects and to share information. It also makes it possible for them to work more easily from different 3. \_\_\_\_\_, and they do not need to spend so much time in the office. Another 4. \_\_\_\_\_ of social media is that it gives staff a feeling of community. Managers and staff can communicate easily and managers are able to get a better understanding of how their employees are feeling. Finally, social media give the company the chance to find good quality recruits from the social 5. \_\_\_\_\_ of their employees, saving the company time and resources.

- |   |              |               |             |               |
|---|--------------|---------------|-------------|---------------|
| 1 | a. so        | b. that       | c. very     | d. how        |
| 2 | a. profits   | b. powers     | c. benefits | d. supports   |
| 3 | a. locations | b. positions  | c. points   | d. situations |
| 4 | a. growth    | b. advantage  | c. favor    | d. quality    |
| 5 | a. systems   | b. structures | c. partners | d. networks   |

# Employer and Employee Relations

In the Reading and Listening sections of BULATS employer/employee relations is a topic that can appear. Look at the text below and decide which word is the best choice for each gap.

## BUILDING RELATIONSHIPS WITH EMPLOYEES

As a manager you will need to make decisions about how best to manage your team. This is not an easy task, particularly in the modern work 1.\_\_\_\_\_. Building and maintaining good relationships with employees is a 2.\_\_\_\_\_ to success. Like any relationship, relationships with staff are built on respect. So how can managers achieve this?

First, managers should take time to get to know each individual 3.\_\_\_\_\_ of his or her team. It is useful to meet regularly with each employee and not only provide feedback on what each person is doing well on and how he or she could do better, but also to find out what his or her personal or 4.\_\_\_\_\_ goals are. If employees feel that their managers appreciate the work they do, they are much more likely to work hard to 5.\_\_\_\_\_ tasks and achieve goals.

- |   |                       |                  |               |                    |
|---|-----------------------|------------------|---------------|--------------------|
| 1 | a. <b>environment</b> | b. office        | c. background | d. climate         |
| 2 | a. base               | b. center        | c. <b>key</b> | d. direction       |
| 3 | a. partner            | b. <b>member</b> | c. joiner     | d. staff           |
| 4 | a. worker             | b. job           | c. business   | d. <b>career</b>   |
| 5 | a. solve              | b. produce       | c. function   | d. <b>complete</b> |



# Business Travel and Plans

In the Reading and Listening sections of BULATS jobs and responsibilities is a topic that can appear. Look at the text and think of ONE word that can go in each gap. Write the word in the space below.

## CONFIRMATION OF TRAVEL ARRANGEMENTS

Dear Ashok

I have confirmed all the arrangements for your Sweden trip. Your flight will arrive in Stockholm at 16:50 on Sun 14 Aug, and I 1. \_\_\_\_\_ arranged for someone from the hotel to pick you 2. \_\_\_\_\_. You will be staying at the Nordic Hotel again this time.

On Mon, a company representative will meet you in the lobby at 09:15 and take you to the meeting. After the meeting you will 3. \_\_\_\_\_ free until 18:00 when the company representative will return to the hotel to 4. \_\_\_\_\_ you to dinner.

Your return flight will be at 10:15 on Tues and 5. \_\_\_\_\_ is a shuttle bus you can take from the hotel.

Good luck.

1            **have**

2            **up**

3            **be**

4            **take**

5            **there**

# Locations and Environments

In the Reading and Listening sections of BULATS locations and environments is a topic that can appear. Look at the text below and decide which word is the best choice for each gap.

## FRANKFURT: A GREAT PLACE TO LIVE AND WORK

As a regional center for business and finance, Frankfurt attracts large numbers of workers from many countries. With its combination of modern and traditional culture, Frankfurt is a wonderful place to enjoy life and chase your career goals.

### Living

The city has a large amount of rental accommodation 1.\_\_\_\_\_, but many people will find it quite expensive compared to other European cities. However, one of the city's best features is its efficient, but cheap, transportation 2.\_\_\_\_\_. The airport and train stations are some of the biggest and best in Europe, and when it comes to 3.\_\_\_\_\_ in the city itself there is an excellent network of trams and buses.

### Working

If you are going to be working in Frankfurt you need to understand that the city has a more formal business 4.\_\_\_\_\_ than you find in many other western countries. It is expected that you will always be on time and remember to 5.\_\_\_\_\_ formally.

- |   |                 |                  |                  |                   |
|---|-----------------|------------------|------------------|-------------------|
| 1 | a. usable       | b. available     | c. free          | d. convenient     |
| 2 | a. system       | b. organization  | c. structure     | d. management     |
| 3 | a. going around | b. moving around | c. going through | d. getting around |
| 4 | a. nature       | b. atmosphere    | c. methods       | d. culture        |
| 5 | a. dress        | b. wear          | c. clothe        | d. put on         |

# Transportation & Commuting

---

In the Reading and Listening sections of BULATS transportation and commuting is a topic that can appear. Look at the text and think of ONE word that can go in each gap. Write the word in the space below.

## COMMUTING HABITS

A recent survey shows that people in this county spend an average of 64 minutes 1. \_\_\_\_\_ day commuting to and from work. Most workers (62%) travelled to work 2. \_\_\_\_\_ car while 32% take public transport. On average, commuters who use public transport take longer to get to work 3. \_\_\_\_\_ commuters who use cars. Commuters who use their own vehicle spend an average of 25.1 minutes travelling to work, compared 4. \_\_\_\_\_ 42.7 minutes for bus riders and 52.4 minutes for subway users. Public transport travel times include 5. \_\_\_\_\_ time required to walk to the bus stop or the subway or train station.

- 1          a / per / each / every
- 2          by
- 3          than
- 4          with / to
- 5          the

# Arrangements and plans

In the Reading and Listening sections of BULATS arrangements and plans is a topic that can appear. Look at the text below and decide which word is the best choice for each gap.

## INVITATION TO INTERVIEW

Dear Ethan Chou

Thank you for your application for the above 1.\_\_\_\_\_.

We have reviewed your resume and we would now like to invite you for an interview. The interview will be with both myself and Elaine Chen, the department manager.

The interview will be 2.\_\_\_\_\_ on Thursday 13 May at 10:00am in our head office. Please be at the 3.\_\_\_\_\_ desk in the lobby at 09:50. My assistant will be there to meet you and he will bring you to the interview room which is in another building.

Click the link below for the location of our head office and details of public transportation: [www.livewire.com/contact\\_map.php](http://www.livewire.com/contact_map.php)

Please 4.\_\_\_\_\_ by email or phone whether this appointment will be convenient for you. If you plan to drive, you can also let me know 5.\_\_\_\_\_ you require parking.

We look forward to hearing from you.

Warm regards

Hannah Lee  
Recruiting Manager

- |   |                     |             |                    |                |
|---|---------------------|-------------|--------------------|----------------|
| 1 | a. placing          | b. space    | c. <b>position</b> | d. situation   |
| 2 | a. taken            | b. received | c. assigned        | d. <b>held</b> |
| 3 | a. <b>reception</b> | b. waiting  | c. checking        | d. delivery    |
| 4 | a. <b>confirm</b>   | b. check    | c. accept          | d. allow       |
| 5 | a. do               | b. are      | c. <b>if</b>       | d. about       |

# Office Routines & Activities

In the Reading and Listening sections of BULATS companies and structure is a topic that can appear. Look at the text and think of ONE word that can go in each gap. Write the word in the space below.

## PAYMENT FOR STAFF ON HOURLY CONTRACTS

On each assignment, you will be given a timesheet to record the hours you work. It is your responsibility to fill 1. \_\_\_\_\_ your timesheet, get it signed and hand it to your supervisor 2. \_\_\_\_\_ the end of each week, or the last day of assignment. Failure to do so may result in a delay in payment.

Please understand that 3. \_\_\_\_\_ is necessary for all time sheets to be signed after each shift, as payment cannot be made without your supervisor's signature.

Your wages will be paid directly 4. \_\_\_\_\_ your bank account on the first Thursday of each month. However, 5. \_\_\_\_\_ the day before is a public holiday, payment will be made on the Friday.

1                      **in / out**

\_\_\_\_\_

2                      **by / at**

\_\_\_\_\_

3                      **it**

\_\_\_\_\_

4                      **into / to**

\_\_\_\_\_

5                      **if / when**

\_\_\_\_\_

# BULATS

Business Language Testing Service

