

# BULATS

Business Language Testing Service

## 劍橋博思國際職場英檢 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

# Jobs and Responsibilities

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.

## PAYROLL OFFICER

We are seeking an experienced Payroll Officer to join our Sydney branch on a contract basis. You will be responsible 1. \_\_\_\_\_ all payroll-related tasks including:

- calculating wage and overtime payments
- processing new-starter and termination payments
- maintaining records and filing tax reports

To 2. \_\_\_\_\_ considered for this position you will need to meet the following criteria:

- certification in standard accounting software
- a demonstrated ability to work 3. \_\_\_\_\_ pressure

Successful applicants will also have had 2-4 years' experience 4. \_\_\_\_\_ a similar role.

To apply online click below. 5. \_\_\_\_\_ a confidential discussion about this opportunity, please contact Rani Hashmi on +61 2 7739 8423.

1            **for**  
\_\_\_\_\_

2            **be**  
\_\_\_\_\_

3            **under / with**  
\_\_\_\_\_

4            **in**  
\_\_\_\_\_

5            **for**  
\_\_\_\_\_

# Customer Relations

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

## MEMO: CUSTOMER RELATIONSHIPS

The key to our success is our 1. \_\_\_\_\_ to keep our customers happy. To give excellent customer service, remember two important things:

### 1. Be clear

Customers don't like surprises with their orders. 2. \_\_\_\_\_, make sure you are very clear and you confirm everything with the customer before the transaction is final.

### 2. Keep calm and be polite

Some customers are friendly, some are impatient, some are angry and some won't stop talking. No matter what kind of customer you are 3. \_\_\_\_\_ with, remember to stay calm and be polite. We know it can be very difficult, but remember to be positive at all times. This is very important since any negative experiences can be 4. \_\_\_\_\_ on social media, and that can cause us to lose business.

We know that our company's success is because of your hard work, and we are very thankful for everything you do. 5. \_\_\_\_\_ up the good work!

- |   |                |                  |                     |                   |
|---|----------------|------------------|---------------------|-------------------|
| 1 | a. possibility | b. qualification | c. <b>ability</b>   | d. management     |
| 2 | a. In addition | b. As a result   | c. <b>Therefore</b> | d. Besides        |
| 3 | a. handling    | b. managing      | c. discussing       | d. <b>dealing</b> |
| 4 | a. sent        | b. participated  | c. <b>shared</b>    | d. delivered      |
| 5 | a. <b>keep</b> | b. make          | c. put              | d. show           |

# Culture

In the Reading and Listening sections of BULATS culture 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.

## Preparing for business trips

These days, most people doing business in any large city in the world are familiar with the basics of Western business culture. However, if you are travelling for business, it is still always very helpful to try to learn something about the culture you are visiting.

For example, you could first find 1. \_\_\_\_\_:

- How people usually greet each other 2. \_\_\_\_\_ business situations
- If it is a good idea 3. \_\_\_\_\_ give a gift
- If 4. \_\_\_\_\_ is anything you should do differently at a meal

Showing you have made the effort to learn about a culture makes people feel respected. And that is always good 5. \_\_\_\_\_ business!

1                      out          

2                      in          

3                      to          

4                      there          

5                      for

# WEBSITE VOCAB PRACTICE ACTIVITIES

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

## MOVING OVERSEAS

Have you been offered a job in another country? Are you planning to move your 1. \_\_\_\_\_ home overseas?

Global Movers can move your household contents door to door anywhere in Asia, Europe or North America by sea or air freight. We offer the best prices and the best service. If you are considering moving, we can 2. \_\_\_\_\_ an 'in-home appraisal' where we will visit you and discuss your moving 3. \_\_\_\_\_. Otherwise, you can contact our nearest office to speak to one of our experienced staff.

You can also request a moving quote online. By simply selecting what 4. \_\_\_\_\_ you want to ship, we can provide a quote for any 5. \_\_\_\_\_ in Asia, Europe or North America. We offer several choices for flexible international shipping your goods to your new location, depending on your 6. \_\_\_\_\_ and time frame.

We are ready to move your furniture or belongings whenever you require it. Get a moving overseas quote from us today!

- |   |                 |              |             |              |
|---|-----------------|--------------|-------------|--------------|
| 1 | a. full         | b. all       | c. whole    | d. total     |
| 2 | a. decide       | b. assist    | c. arrange  | d. help      |
| 3 | a. requirements | b. interests | c. demands  | d. results   |
| 4 | a. parts        | b. members   | c. sections | d. items     |
| 5 | a. destination  | b. position  | c. scene    | d. direction |
| 6 | a. money        | b. budget    | c. account  | d. wealth    |

# WEBSITE VOCAB PRACTICE ACTIVITIES

## Sustainability - A2

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

### GREENER OFFICE

Most people know that we need to take better care 1. \_\_\_\_\_ the environment, but what simple changes can we make in our working day that can make a difference?

#### 1. Commute

The first thing we can do is 2. \_\_\_\_\_ change the way we get to work. We all like the convenience of driving to the office, but by taking public transport instead we can reduce greenhouse gasses. An even better way of getting to work 3. \_\_\_\_\_ biking, although that's not possible 4. \_\_\_\_\_ everyone.

#### 2. Stop Printing

We can reduce the amount of paper we consume by creating a better digital filing system. If everyone in the office knows how to access documents, there is much less need to print!

#### 3. Get a Plant

Plants produce oxygen which is going to 5. \_\_\_\_\_ you feel more awake. But the best thing is, plants remind us how important the natural world is!

1                    **of**  
\_\_\_\_\_

2                    **to**  
\_\_\_\_\_

3                    **is**  
\_\_\_\_\_

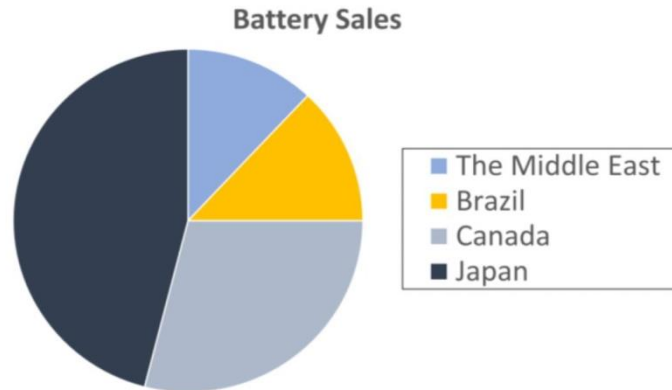
4                    **for**  
\_\_\_\_\_

5                    **make / help**  
\_\_\_\_\_

# FB Activity

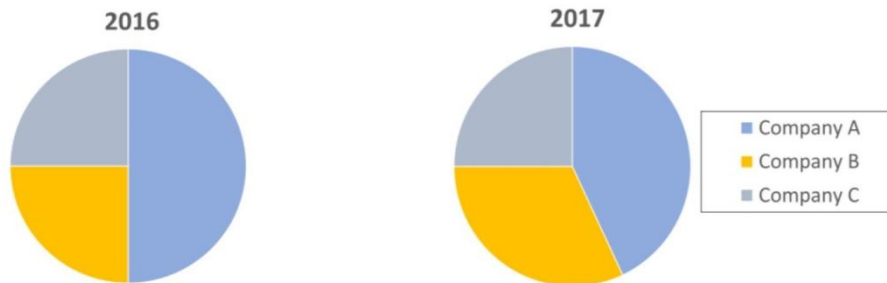
## 2 November

### CHART QUESTIONS A2/B1



- A. Battery sales in Japan were almost the same as all the other regions combined.**
- B. Japan accounted for the majority of the company's sales, with Canada not far behind.
- C. Steel sales in Brazil and the Middle East went down by about 25%.

### MARKET SHARE



- A. Company A was able to increase its share of the market against Company B and Company C, although Company B managed to gain some ground.
- B. Company B made the biggest gain in market share although Company A still leads its competitors.**
- C. Company C was the only company to see no increase in market share, while Company A achieved the greatest growth.