

BULATS

Business Language Testing Service



劍橋博思國際職場英檢 2016-英語測驗解答篇(B1)

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Innovation

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

launched	founder	profitable
personalized	automated	concerns

Financial technology (FinTech) companies now use 1. automated systems to offer cheaper loans, investment services or 2. personalized financial advice. One such company, LifeLine, recently 3. launched a platform to provide loans to small companies. The 4. founder of the company said that although users still had some safety 5. concerns, business was growing. FinTech companies have high start-up costs, but she expected the business to be 6. profitable within three years.

Policy, Guidelines & Announcements

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

blame	procedure	resolve
satisfactory	courteous	matter

GUIDELINES FOR DEALING WITH COMPLAINTS

Our company welcomes complaints as they offer us the opportunity to improve the quality of our service. It is important, therefore, that the following complaints 1.

procedure is properly implemented.

1. Front line staff who receive a complaint should try to deal with the 2. matter immediately. If no 3. satisfactory solution can be found, it should be reported to the relevant manager without delay.
2. Thank the customer for bringing the issue to your attention and remember to be patient, 4. courteous and sympathetic at all times.
3. Remember not to accept 5. blame for the problem or make excuses.
4. If those dealing with the complaint are unable to 6. resolve the problem to the customer's satisfaction, the customer should be asked to submit the complaint in writing.

Trade Fairs and Conferences

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

accessible	requirements	catering
venue	forethought	facilities

CONFERENCE PLANNING

A successful conference only results from a great deal of 1. forethought and planning. First of all, it is important to select a suitable 2. venue in an appropriate location. Is it 3. accessible and will it be convenient for delegates from other cities or countries? Conferences can be tiring so it is important that the accommodation is comfortable and the hotel or conference center has good 4. facilities. As the conference center will provide 5. catering and audio-visual equipment, you will need to determine if these meet your 6. requirements before confirming a booking.

Customer Relationship Management

In the Reading and Listening sections of BULATS customer relationship 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.

existing	critical	productivity
cost	track	interaction

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

These days companies are relying on automated CRM systems to 1.track and manage their relationships with 2. existing and potential customers. This kind of tool can be 3. critical to a company's success as it provides a highly efficient way of managing and analysing large amounts of data so that marketing and sales can focus on more targeted 4.interaction with customers. Not only is this highly 5.cost effective, but it can also lead to significant gains in 6. productivity.

Culture

In the Reading and Listening sections of BULATS culture 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.

practices	discriminate	obligations
workforce	arise	contribution

CULTURAL DIVERSITY IN THE WORKPLACE

These days companies are well aware of the benefits of having a culturally diverse 1. workforce. Employees with different cultural backgrounds can make a unique 2. contribution if they feel included and respected. Therefore, it is important that companies are aware of the areas in which potential problems or misunderstandings could 3. arise. These include:

Customs

Cultures often have different attitudes to things such as food and how it is eaten, or they may have different religious 4. practices which require some flexibility on the part of the employer. For example, some time through the working day may be required for prayer.

Values

Different cultures also have different ideas about how people of different genders or ages should be treated, and they may feel differently about family 5. obligations, money or business ethics. Thus, in order not to 6. discriminate against employees on the basis of their backgrounds, companies need to think carefully about how best to manage diversity in their organizations.

Office Equipment

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

NEW COPIER

With regard to what kind of copy machine we should get, it definitely needs to be a multi-functional copier; one which is 1._____ of scanning, printing and faxing as well as copying. The machine will also need wireless 2._____, since we are trying to reduce the number of cables in our office. It would be good to know if suitable 3._____ have a sorting and stapling function too, as this can save a great deal of time. The last thing we need to check is whether the touch-screen 4._____ is user friendly and to make sure that it has Chinese and English language options.

One further decision we have to make is whether we should 5._____ or buy the machine. As we only make between 2000 and 3000 copies per month on average, the first option might be better.

- | | | | | |
|---|------------------------|---------------------|------------------|--------------|
| 1 | a. capable | b. able | c. equipped | d. efficient |
| 2 | a. connectivity | b. linkage | c. integration | d. networks |
| 3 | a. versions | b. examples | c. models | d. forms |
| 4 | a. connection | b. interface | c. attachment | d. alignment |
| 5 | a. deal | b. lease | c. engage | d. retain |

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 have 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**

Hosting and Dining

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

THE PERFECT HOST

Business meals can be an excellent opportunity for you to build meaningful relationships with your clients or potential clients. However, if you are the host, it is vital that you have the skills to 1._____ guests and make the meal an enjoyable experience.

Before the meal

When selecting a restaurant, be aware of what kind of food your guests are likely to feel comfortable with and, if possible, find out if they have any dietary 2._____.

At the table

Remember that guests will generally wait for the host before they start eating, so once everyone has their meal don't wait too long before you pick up your 3._____. Foreign guests will want to make a good impression, but they may not be familiar with local dining 4._____. Be ready to help anyone who seems uncertain about what they should be doing.

End of the meal

Thank each guest individually for attending and 5._____ the bill discreetly.

- | | | | | |
|---|----------------|---------------|----------------|-----------------|
| 1 | a. entertain | b. admit | c. occupy | d. sales |
| 2 | a. controls | b. conditions | c. limitations | d. restrictions |
| 3 | a. instruments | b. tools | c. equipment | d. utensils |
| 4 | a. functions | b. customs | c. methods | d. procedures |
| 5 | a. establish | b. settle | c. fix | d. address |

Shopping / Transactions / Prices

In the Reading and Listening sections of BULATS shopping and transactions 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.

RETURNING YOUR PURCHASE

It is important to us that you feel satisfied with your purchase.

Therefore, 1. _____ you do not feel satisfied with the goods you have received, you may return them 2. _____ a refund or exchange. When you return the items, we will give you a refund of the purchase price less the cost of shipping, or we will provide 3. _____ exchange of merchandise.

We will refund or exchange products which:

- have 4. _____ been used or worn and that are resaleable
- 5. _____ returned in their original packaging with all parts and accessories

If you have any problems with your return, please contact us at the address below.

1 **if**

2 **for**

3 **an**

4 **not (never)**

5 **are**

Directions

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

CONFERENCE CENTER PARKING

The City Convention Center is your ideal choice for any kind of business gathering, from sales meetings and workshops to awards banquets and seminars.

Parking

For those driving their own cars, the center offers a secure, well-lit parking garage which is 1. _____ from the Palmer Street entrance. Guests may self-park or use our valet services at the conference center main entrance.

Rates

- Half day: \$12

- Full day: \$20

Opening Hours

The main parking garage opens from 6:00am to 11:00pm. 2. _____ can be made to open earlier if required. Parking overnight is 3. _____ for guests not staying overnight in conference center facilities.

Electric vehicles

There are charging stations on each level of the parking garage, and additional charges will 4. _____.

Please note: Parking and electric charging fees can now also be paid through the CityParker App on iPhone and Android. All parking rates are 5. _____ to change.

- | | | | | |
|---|---------------------|----------------------|-----------------|------------------------|
| 1 | a. approachable | b. accessible | c. oncoming | d. straightforward |
| 2 | a. procedures | b. adjustments | c. alternatives | d. arrangements |
| 3 | a. banned | b. prohibited | c. restricted | d. prevented |
| 4 | a. prevented | b. relate | c. pay | d. serve |
| 5 | a. reduced | b. appropriate | c. proper | d. subject |

Business Activities

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

CHOOSING VENDORS

Establishing good working relationships with the right vendors is a key to the success of your business. The first step is to make sure you 1._____ the right partner. After you have put 2._____ a list of potential vendors, you can ask for bids or proposals from each. Make sure you look carefully at each quotation and service offering, and decide which best fits with your business objectives. Think about a successful long-term relationship rather than small gains in the short term. Needing to change vendors frequently can be expensive and have a negative 3._____ on your business, so look for reliable partners who offer competitive prices and who can understand and support your business. Nonetheless, when negotiating a contract, try to 4._____ exclusive agreements that would prevent you working with other vendors. Vendors may offer good terms if you sign a long-term contract with them, but try instead to sign a shorter contract but with the option to 5._____.

- | | | | | |
|---|--------------------|-----------------|------------|------------------|
| 1 | a. select | b. decide | c. assign | d. approve |
| 2 | a. together | b. down | c. through | d. up |
| 3 | a. result | b. response | c. outcome | d. impact |
| 4 | a. deny | b. avoid | c. escape | d. pass |
| 5 | a. repeat | b. restore | c. resume | d. renew |

Companies and structure

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.

APPOINTMENT OF CHIEF EXECUTIVE OFFICER

Building an executive team that is ready to face the challenges of the fast-changing market is an important part of managing our company for long-term success. Thus, we are delighted to announce 1. _____ appointment of So-Ra Choi as Chief Executive Officer. Her experience of successfully leading an international organization with more 2. _____ 3400 employees will be of great value to our company, and help lead us 3. _____ our next level of growth. We 4. _____ forward to working with her and benefiting from her professionalism and experience as 5. _____ seek to transform the way we meet the changing needs and preferences of our customers.

- 1 **the**

- 2 **than**

- 3 **to**

- 4 **look**

- 5 **we**

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