

# BULATS

Business Language Testing Service



## 劍橋博思國際職場英檢 2016-英語測驗解答篇(B2)

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# Arrangements and Planning

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

estimated	scope	phases	renegotiate
milestones	employ	deliverables	

## Managing a Project

The first step to planning a project is to create a plan which includes:

- goals that are measurable
- the key phases of the project and the timing of each
- the deliverables that the project will produce and estimated delivery dates
- a clear timeline for achieving milestones

If you underestimate the resources or time required for the project or if you fail to anticipate problems, there are three possible courses of action:

- Renegotiate the deadline (problem: project delay)
- Employ more resources (problem: cost overrun)
- reduce the scope of the project (problem: less delivered)

# Objectives and Targets

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

priority	allocated	formulated
fulfillment	initiated	on track

## PLANNING

When a project is 1. initiated, it is vital that care is taken in the planning phase. This is where the scope of the project is determined and the key objectives 2. formulated. Clear objectives and the steps and resources required to achieve them are vital if a project is to be kept 3. on track and completed within the 4. allocated time frame. In larger projects, there will be multiple objectives, but in planning it must be made clear which objectives will take 5. priority over others. In order to achieve the 6. fulfillment of these objectives, planning must ensure that adequate manpower and resources are assigned and timelines are realistic.

Note: in British English fulfillment is spelled fulfilment

# Office Routines & Activities

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

extensive	adherence	tiers
remuneration	ethic	forecasting

## JOB DESCRIPTION: BUSINESS MANAGER

A business manager is required to oversee all aspects of our company's business operations. This position reports directly to senior 1. tiers of management. The successful candidate will have an 2. extensive and up-to-date knowledge of the industry, related experience and a strong work 3. ethic. Responsibilities include:

- budget 4. forecasting and strategic planning
- attainment of productivity targets
- managing all aspects of staff performance and 5. remuneration
- ensuring 6. adherence to company policy and official regulations

# Numbers and Amounts

In the Reading and Listening sections of BULATS numbers and amounts is a topic that can appear. Look at the adjectives and nouns in that describe 'amount' and place them in the table at the bottom.

ample	deficient	glut
want	sufficient	surplus
abundant	scarcity	adequate

NOUNS		ADJECTIVES	
Not enough	want scarcity	Not enough	deficient
More than enough	glut surplus	Enough	sufficient adequate
		More than enough	Abundant Ample

# Buying and selling

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In the Reading and Listening sections of BULATS buying and selling 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.

offset	wary	hike
alienating	impetus	effect

## RAISING PRICES

Businesses are often 1. wary about putting up prices. The last thing a company wants is the negative publicity a price 2. hike can generate. Nor does it have any desire to provide an 3. impetus for existing customers to reevaluate and consider switching to a competing product or service. The reality is, however, that at times there is little choice, so the question becomes, how do we do this without 4. alienating customers? These days many companies 5. effect a virtual price increase by reducing the volume of the product or scope of service without changing the price

- Another idea is to 6. offset the increase in price with the addition of services. Customers are often more accepting of higher prices if it seems they're getting something a little extra.

# Recruiting

In the Reading and Listening sections of BULATS recruiting 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.

## COMPETENCY-BASED INTERVIEWS

In order to guarantee that new recruits possess the necessary ability for a job, many interviewers ask candidates to give an example of an 1. \_\_\_\_\_ in which they demonstrated a particular type of behavior or 'competency'. This is based on the principle that past behavior is a strong 2. \_\_\_\_\_ of future performance. For example, if a company wants to know how you manage conflict in a team, they may ask a question like: 'Tell us about a time when someone did something that upset or 3. \_\_\_\_\_ you.'

When answering these questions it is important to remain focused on the competency the interviewers are asking about. Furthermore, be 4. \_\_\_\_\_ and don't start talking about unrelated aspects. If the interviewers feel that there are some parts of the question that you have failed to 5. \_\_\_\_\_, they may ask one or two follow up questions to get more information.

- 1 a. item b. occurrence c. **instance** d. illustration
- 2 a. symbol b. evidence c. symptom d. **indicator**
- 3 a. **offended** b. counteracted c. interfered d. overstepped
- 4 a. **concise** b. limited c. comprehensive d. pointed
- 5 a. confront b. remark c. respond d. **address**

# Markets and Products

In the Reading and Listening sections of BULATS markets and products 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.

## ENTERING NEW MARKETS

Advances in technology and the ubiquity of the internet mean 1. \_\_\_\_\_ is now feasible even for small companies to consider expanding into virtually any market in the world. However, such 2. \_\_\_\_\_ undertaking should not be taken lightly. When looking at a particular market, companies need to look carefully at who their customers are and 3. \_\_\_\_\_ this demographic can be reached. When addressing this, it is vital to be realistic about extent to 4. \_\_\_\_\_ the company will need to modify its product, offering or business structure to achieve the desired result. In addition, other barriers 5. \_\_\_\_\_ entry must be considered and these are likely to include internet and mobile penetration, existing competition and local laws and regulations.

- 1 **it**  
\_\_\_\_\_
- 2 **an**  
\_\_\_\_\_
- 3 **how**  
\_\_\_\_\_
- 4 **which**  
\_\_\_\_\_
- 5 **to/like**  
\_\_\_\_\_



# Complaints and Service

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.

## DEALING WITH COMPLAINTS

Is it true that a complaint is a gift? The manner in which your team deals with complaints can have a direct effect on your company's 1. \_\_\_\_ line. To be in a position to benefit from a complaint, you must respond positively and 2. \_\_\_\_ to whatever issues your customers have with your product or service. While it is never easy to listen objectively to an angry customer, service staff should start from the 3. \_\_\_\_ that the customer has a valid reason for being upset and dissatisfied. When the customer is giving his or her side of the story, listen patiently and never 4. \_\_\_\_ his or her version of the events. Furthermore, make sure you listen to the complaint in its 5. \_\_\_\_ and give the customer the feeling that he or she is being respected. Let the customer know you are doing everything in your power to resolve the issue to his or her satisfaction, and keep them informed of what specific action you are taking.

- 1 a. side b. **bottom** c. financial d. sales
- 2 a. **constructively** b. developmentally c. crucially d. formatively
- 3 a. inception b. essence c. theory d. **assumption**
- 4 a. conflict b. **dispute** c. issue d. quarrel
- 5 a. **entirety** b. completeness c. wholeness d. summation

# Orders and Logistics

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.

## NEW SERVICE ANNOUNCEMENT

Shipping Direct has announced the rollout of its express delivery service. 1. \_\_\_\_\_ response to a demand from customers, we are now offering a next-day delivery service across the country' said a company representative. 'Furthermore, customers can take advantage of our real-time tracking service to check 2. \_\_\_\_\_ their shipments are every step of the way. 3. \_\_\_\_\_ 2011, the company has been steadily building its presence in the country and upgrading its service. 4. \_\_\_\_\_ of its main objectives has been, not just to increase the reach and speed of its service, but also to improve reliability and give customers more control 5. \_\_\_\_\_ delivery times.

- 1           In
- 2           where
- 3           since
- 4           one
- 5           over

# Current events

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

## SHIPPING LINE GOES UNDER

The shipping industry, already struggling as a result of the downturn in global trade, now faces a major crisis. United Shipping, one of the world's largest shipping firms, has 1. \_\_\_\_\_ for bankruptcy leaving billions of dollars of cargo sitting in containers and unable to be unloaded from ships. Currently around half of the company's ships are at sea carrying almost 450,000 containers with a(n) 2. \_\_\_\_\_ \$12 billion in merchandise. Cargo destined for the US and other major markets is unlikely to be unloaded in the near future as ports are 3. \_\_\_\_\_ to let the ships dock over fears that they will not be paid. The company itself almost certainly will not attempt to offload the cargo as it worries its ships or containers will be repossessed or held as 4. \_\_\_\_\_ for unpaid debts. The timing 5. \_\_\_\_\_ with the build up to the busy Christmas season and is a disaster for retailers, especially those with very tight supply chains.

- |   |                     |                     |                      |                     |
|---|---------------------|---------------------|----------------------|---------------------|
| 1 | a. applied          | b. <b>filed</b>     | c. authorized        | d. submitted        |
| 2 | a. <b>estimated</b> | b. speculated       | c. appraised         | d. evaluated        |
| 3 | a. grudging         | b. negative         | c. opposing          | d. <b>reluctant</b> |
| 4 | a. coverage         | b. obligation       | c. <b>collateral</b> | d. warranty         |
| 5 | a. accompanies      | b. <b>coincides</b> | c. eventuates        | d. corresponds      |

# Problems & Solutions

In the Reading and Listening sections of BULATS problems and solutions 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.

## COMMUNICATION AND CONFLICT

Most managers accept conflict between team members as a part of working life. Competition, pressure and differing priorities or personalities mean that disagreements are bound 1. \_\_\_\_\_ occur, and it is the manager's job to ensure that such tensions do not 2 \_\_\_\_\_ out of control. However, one key area over which managers 3. \_\_\_\_\_ have more control is communication. Many conflicts arise from the fact that not all team members have 4. \_\_\_\_\_ fully informed or they have received important information too late. Make sure you provide concise but accurate information 5. \_\_\_\_\_ all relevant parties, and remember, it needs to be timely.

1 to

2 get / spiral

3 do / can / should / could / may / might / must

4 been

5 to

# Arrangements and plans

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

## STANDARDS FOR SUPPLIERS

Our company is committed to high standards and ethical behavior. We therefore expect our suppliers to uphold the same standards with respect to the treatment of workers, facility safety, impact on the environment and ethical business 1.\_\_\_\_\_.

### People

As well as treating employees with dignity and respect, suppliers will comply with all 2.\_\_\_\_\_ labor laws in the country in which they operate. They will also value diversity in their workplace and avoid 3.\_\_\_\_\_ in any form.

### Safety

Ensuring the safety of workers is essential and, in addition to complying with local safety regulations, suppliers will take all 4.\_\_\_\_\_ to protect employees from workplace accidents.

### Environment

We expect our suppliers to be aware of their impact on the environment, and to 5.\_\_\_\_\_ to minimize negative impacts and do their best to preserve our natural resources for future generations.

### Ethics

Our suppliers do not offer gifts to any employee or client in order to obtain or retain business or influence a business decision.

- 1 a. habits                      b. conventions      c. **practices**                      d. modes
- 2 a. **applicable**                      b. linked                      c. equivalent                      d. matched
- 3 a. **discrimination**      b. judgment                      c. distinction                      d. criticism
- 4 a. foresight                      b. **precautions**                      c. concerns                      d. insurance
- 5 a. contend                      b. scheme                      c. tackle                      d. **strive**

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