

International Business Communication

As a result of globalization, business people are often required to communicate with partners around the world. Hence, much time and money is invested in improving knowledge of foreign languages. However, the ability to speak and understand a foreign language is not always adequate. There are covert rules for business communication within each culture that are not always obvious to foreign business people. If unaware of these rules, it is possible to “put your foot in your mouth” by making communication mistakes that are likely to impair foreign business relations.

In western countries, business cards are often not paid much attention to whereas in eastern countries such as Japan, they are highly regarded and placed on the table prior to a business meeting. In the United Kingdom, business presentations are generally peppered with humour whereas in other countries, this may not be appropriate. In some countries, small talk and pleasant conversation prior to business meetings is greatly emphasized, contrary to the norm in other countries where no time is wasted on non-business interpersonal relations.

It is important to resist holding stereotypes about other cultures as such views are often narrow and can lead to bigotry. Our views and notions need to be adaptable and flexible. One should also be open to experiences so as to get the most out of interactions with international business allies.

Questions:

6/ The passage is titled “International Business Communication” because it deals with:

A The standard communication procedures used in

- | | | |
|---|-----------------------|---|
| | | companies around the world. |
| B | <input type="radio"/> | The differences in communication patterns around the world that affect business dealings. |
| C | <input type="radio"/> | Language difficulties in international companies. |
| D | <input type="radio"/> | The differences between language and communication patterns in international businesses. |



7/ The phrase “put your foot in your mouth” in the first paragraph means which of the following?

- | | | |
|---|-----------------------|---|
| A | <input type="radio"/> | Making communication mistakes with international business allies. |
| B | <input type="radio"/> | Taking the first step in business negotiations. |
| C | <input type="radio"/> | Meddling in others business. |
| D | <input type="radio"/> | Adhering strongly to what you want in the “game of business”. |



8/ According to the passage, which of the following is not a valid example of international business communication?

- | | | |
|---|----------------------------------|---------------------------|
| A | <input type="radio"/> | Formal parties |
| B | <input checked="" type="radio"/> | Business meetings |
| C | <input type="radio"/> | Interpersonal relations |
| D | <input type="radio"/> | The use of business cards |




9/ In the first paragraph, the word “covert” means which of the following?

- | | | |
|---|-----------------------|---------------|
| A | <input type="radio"/> | Hidden. |
| B | <input type="radio"/> | Closed. |
| C | <input type="radio"/> | Well-defined. |
| D | <input type="radio"/> | Specific. |



10/ According to the passage, all of the following are important in preventing “bigotry”, except:

- | | | |
|---|-----------------------|------------------|
| A | <input type="radio"/> | being adaptable. |
| B | <input type="radio"/> | being flexible. |


- C being open to experiences.
 - D being intolerant.
- 

Questions 11 to 35 - Grammar

These questions are based on regular Business English usage. Specific instructions are given for each question.


11/ Choose the statement below that can be formed correctly using the following words:

James/ want/ appear/ the exam.

- A James wants to appear the exam.
 - B James wanted appear for the exam.
 - C James wanted to appear for the exam.
 - D James is wanting to appear for the exam.
- 


12/ Focus on the use of the articles: "a, an, the" in the given statements and select one of the four options.

- I. If we interfere with a nature, we must expect consequences.
- II. If we interfere with the nature, we must expect consequences.

- A Only sentence I is correct
 - B Only sentence II is correct
 - C Both are correct
 - D None is correct
- 

Nature needs no articles

13/ In which of these sentences is the use of the apostrophe correct?

- A My cousin's school is close by.
 - B He'd got a headache.
 - C There's many pens!
 - D All of the above.
- 

14/ Look at the following verbs and choose the one that's different from the others.

- A Went
- B Started
- C Got
- D Flew

✓ Regular verb

15/ Pick the correct sentence:

- A Look up the notice board for informations.
- B Look up all notice boards for informations.
- C Look the notices boards for information.
- D Look up the notice board for information.

✓

16/ "It will rain today." The use of 'will' in this sentence indicates:

- A a decision
- B a prediction
- C a fact
- D a standard

✓

17/ I don't usually eat three meals a day, but I _____ used to it.

- A am getting
- B have got
- C got
- D am

✓ Present continuous

18/ Complete the sentence:

Research in the workplace indicates that people work for many reasons _____ .

- A money beside

- B money besides
- C over money
- D besides money



19/ Fill in the blank:

I regret _____ Mary about the wedding.

- A telling
- B to tell
- C saying
- D to say



20/ Which of the following statements is incorrectly phrased?

- A We have many days to go.
- B We have a lot of time.
- C We don't have much time.
- D We have plenty time.



21/ Fill in the blank:

It was a relief that after months of dry weather, we had ___ rain last night.

- A a little
- B a few
- C few
- D little



22/ Select the right preposition to fill in the blank:

Select your favourite holiday destination _____ the cities given.

- A of

- B from
- C to
- D in



23/ Fill in the blank:

When more than one answer is required, they may be given ___ any order.

- A into
- B in
- C by
- D of



24/ Fill in the blank:

There is an example ___ the beginning of the passage.

- A on
- B to
- C by
- D at



25/ Choose the correct word to fill in the blank.

I'm terribly sorry but I ___ what you just said and was wondering if you could repeat it.

- A wasn't listen to
- B wasn't hearing
- C didn't hear
- D didn't hearing



26/ In which sentence is the placement of the adverb 'sometimes' incorrect?

- | | | | |
|---|-----------------------|---|---|
| A | <input type="radio"/> | My children watch sometimes a football match on television. | ✓ |
| B | <input type="radio"/> | My children sometimes watch a football match on television. | |
| C | <input type="radio"/> | My children watch a football match on television sometimes. | |
| D | <input type="radio"/> | All of the above. | |

27/ Complete the sentence:

They love English weather, ____

- | | | | |
|---|-----------------------|--------------|---|
| A | <input type="radio"/> | don't they? | ✓ |
| B | <input type="radio"/> | aren't they? | |
| C | <input type="radio"/> | didn't they? | |
| D | <input type="radio"/> | do they? | |

28/ Complete the sentence:

I feel really bad about my mistake. It was one that I ____ .

- | | | | |
|---|-----------------------|------------------------|---|
| A | <input type="radio"/> | mustn't make | ✓ |
| B | <input type="radio"/> | had not to make | |
| C | <input type="radio"/> | ought not to have made | |
| D | <input type="radio"/> | ought not to be making | |

29/ Choose the correct phrase to fill in the blank:

The Managing Director is supposed ____ Australia next year.

- | | | | |
|---|-----------------------|-----------------|---|
| A | <input type="radio"/> | visit | ✓ |
| B | <input type="radio"/> | to be visiting | |
| C | <input type="radio"/> | visiting | |
| D | <input type="radio"/> | to have visited | |

30/ Fill in the blank:

She can drive well, she _____ driving for fifteen years.

- A could
- B is able to
- C is used to
- D has been



31/ Fill in the blank:

"I'm a person ___ technical knowledge of computers would impress anyone."

- A who
- B which
- C whom
- D whose



32/ Fill in the blank:

When the police arrived, the criminals _____ escaped.

- A were already
- B already
- C had already
- D have already



The sentence is in the past perfect tense, which is used to describe an event that happened before another event in the past.

33/ Fill in the blank:

If I _____ enough money, I would have bought a car.

- A would have
- B had had
- C had have
- D have



If + past perfect (had+past participle), would + (have/has) + past participle.

34/ Fill in the blank:

We are looking for the lady _____ handbag was stolen yesterday.

- A of whom
- B which
- C whose
- D from whom



35/ Fill in the blank:

We've reduced the price _____ sell more.

- A for to
- B for
- C to
- D so to



Questions 36 to 60 - Vocabulary

These questions are based on regular Business English usage. Instructions are given for each question.

36/ Choose the correct form of the word 'energy' to complete the sentence:

Jill is an extremely _____ child.

- A energize
- B energetic
- C energizing
- D energetical



37/ Choose the correct use of the word 'scale.'

- A I stepped on the bathroom scale hoping for a change in my weight
- B The two mountaineers will scale the peak this winter.
- C Hope you will be able to rate this test on a scale of 1 to 10.

D All of the above.



38/ Complete the sentence with the most appropriate word:

When people reach 60, they generally plan to _____.

A retire

B resign

C rescind

D recede



39/ Complete the sentence with the most appropriate word:

During the chorus, the soprano and tenor sang a romantic ____.

A duel

B duet

C dual

D dole



40/ Which of the following best describes the word "merge" ?

A Make better

B Make smaller

C Restrict

D Unite



41/ "The previous history of this place was something that we were not aware of."

Which word can be removed from the above sentence without affecting its meaning?

A this

B not

C previous



D of

42/ Exposure to high levels of noise may cause hearing loss. This is a particular problem in congested urban areas.

The word “congested” may be replaced with:

- A Compact
- B Polluted
- C Crowded
- D Rushed



43/ Choose the verb that means “to cause; to bring about; to set in motion; to influence”

- A Introduce
- B Induct
- C Induce
- D Imply



44/ Read the following statements and choose the correct answer

1. I am taking a Japanese language course at the moment
2. During the course of the lecture, the orator had a short theatrical presentation.
3. I am going to have fish for my main course

In which sentence, does the word “course” suggest the duration of an activity?

- A Sentence 1
- B Sentence 2
- C Sentence 3
- D None of the above



45/ Fill in the blank using the most appropriate word:

The employee _____ meets every Wednesday.

- A counsel
- B council
- C consul
- D console



46/ What is the collective noun used for a group of playing cards?

- A A stack
- B A bundle
- C A bunch
- D A deck



47/ Fill in the blank with the most appropriate word:

I want you to tell me the ____ truth.

- A all
- B exact
- C real
- D whole



48/ Which of the following words denotes "a book for recording appointments, tasks to be done"?

- A Planner
- B Calendar
- C Journal
- D Log book



49/ What is the correct term for describing a person who works on behalf of someone else?

- A A replacement
- B An employee

- C A representative ✓
- D An employer

50/ Study both statements carefully and select the correct option.

1. He laid the newspaper on the table.
2. She often lies down after lunch.

Laid is the past of lay and means to place something.

Lies is a present verb means to recline (someone) in a flat surface, its past is lay.

- A Only statement 1 is correct. ✓
- B Only statement 2 is correct.
- C Both the statements 1 and 2 are correct. ✓
- D Neither statement is correct.

51/ Choose the word that could have a negative implication:

- A Cunning ✓
- B Bright
- C Smart
- D Level-headed

52/ Which of the following words is not a synonym for “rival”?

- A Contractor ✓
- B Challenger
- C Opponent
- D Competitor

53/ Choose the most appropriate word to fill in the blank:

Take care that your love for him doesn't _____ your judgment.

- A erase
- B cloud ✓
- C darken

D override

54/ Fill in the blank with the most appropriate word:

Some employers frequently _____ their employees in order to keep them motivated.

A praise

B prays

C preys

D prize



55/ Fill in the blank with the most appropriate word:

The car is not ____, it is slow.

A fast

B unhurried

C speed

D hasty



56/ Fill in the blank with the most appropriate word:

A collection of documents is usually called _____

A A gather

B A bunch

C A collection

D A file



57/ Fill in the blank with the most appropriate word:

Every year many small companies get _____ up by multinationals.

A crushed

B swallowed



- C digested
- D drowned

58/ Complete the sentence using the most appropriate word:

A farmer had two sons neither of whom was very _____ and both of whom liked to avoid work at all costs.

- A industrialised
- B industrialist
- C industrious
- D industrial



59/ Fill in the blank:

I often _____ money from my parents.

- A impart
- B cash
- C lend
- D borrow



60/ Complete the sentence:

If you need to check your sink I recommend hiring a _____ plumber.

- A knowing
- B literate
- C trained
- D careful

