A Positive Business

In the factory, which **1** (they believe are / is believed to be / it is believed that) one of the biggest in the Middle East, wooden toys are wrapped up in parcels. By tomorrow, these parcels **2** (will have been sent / will be sending / having been sent) to homes all over the world.

3 (No matter what / What matter no / Matter no is) profits they achieve, they always treat their customers **4** (as only they are / they are as if / as if they were) a small community business. "If we only thought about profits, we **5** (will be / wouldn't have / must have been) sent out all those free parcels last year," says the CEO. As one advertising expert says - only if you treat your customer as a neighbour, **6** (you won't / can it / will you) build a relationship with them.

Read the text and choose the correct word(s) to complete the sentences.

1 - 6 6.75 Marks

1.

a. they believe are

b. is believed to be

c. it is believed that

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Read the text and choose the correct word(s) to complete the sentences.

2 - 6 6.75 Marks

2.

a. will have been sent

b. will be sending

c. having been sent

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3 - 6 6.75 Marks

3.

a. No matter what

b. What matter no

c. Matter no is

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Read the text and choose the correct word(s) to complete the sentences.

4 - 6 6.75 Marks

4.

a. as only they are

b. they are as if

c. as if they were

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5 - 6 6.75 Marks

5.

a. will be

b. wouldn't have

c. must have been

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Read the text and choose the correct word(s) to complete the sentences.

6 - 6 6.75 Marks

6.

a. you won't

b. can it

c. will you

New Restaurant

Sami owned a restaurant and ran it with his two children, Joe and Amy. He was always proud of his children and how they supported the restaurant. Business was such a success that they expanded into a new restaurant on the other side of the city. Sami now had to decide who would become the manager of the new restaurant.

Amy immediately started to show that she had the skills for this. She changed the menu, and got many positive reviews about the new items on there. She even started researching how she might buy some of the ingredients cheaper to change prices. Meanwhile, Joe acted as if he were already the CEO of the new restaurant, and he even behaved in this way around customers. Soon, the complaints started reaching Sami and helped make his mind up.

When it came to the big decision day, Sami gathered his children and explained that he was pleased with the plan Amy had made and that she should manage the new restaurant. If Joe weren't so arrogant, he would have been proud of Amy. Instead, they started a big quarrel. Once Amy and Joe's conflict settled, there was an uncomfortable silence as no one knew what to say to each other. After what felt like forever, Sami finally broke the silence. He told them that he would be proud of both his children, no matter who he had chosen to run the restaurant.

Later that month, Joe went to visit Amy in her new restaurant. As he arrived, he couldn't believe what a nice part of the city it was in. He sat down and ordered, and it pained him to admit the lobster sandwiches were delicious. "I think this place will be a success," said Amy.

"Only if you change the decoration, will it," Joe stated back, keeping his same attitude towards Amy.

Read the text and answer the questions.

1 - 6 15.75 Marks

The customers didn't like ____.

a. Joe's attitude

b. the new menu

c. the price changes

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Read the text and answer the questions.

2 - 6 15.75 Marks

Joe's ____ meant he couldn't be proud of Amy.

a. plan that he made ○

b. view of himself ◉

c. opinion of the customers ○

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Read the text and answer the questions.

3 - 6 15.75 Marks

The mood after Amy and Joe's talk was ____.

a. relaxed ○

b. awkward ◉

c. excited ○

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Read the text and answer the questions.

4 - 6 15.75 Marks

Both before and after the big decision on the new restaurant, Sami ____.

a. didn't feel proud of Joe

b. always preferred Joe to Amy

c. thought equally of his two children

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Read the text and answer the questions.

5 - 6 15.75 Marks

Joe immediately made a negative comment about the ____.

a. decoration

b. sandwiches

c. location

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Read the text and answer the questions.

6 - 6 15.75 Marks

Another good title for the story would be ____.

a. Brother's Support for Sister ○

b. The Menu Quarrel ○

c. Family Business Troubles ◉

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Read the text and answer the questions.

1 - 2 10.00 Marks

*******BONUS***** Through the story, Joe _____ most of what Amy suggests.**

a. agrees with

b. argues with

c. ignores

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Read the text and answer the questions.

2 - 2 10.00 Marks

*******BONUS***** Joe will most likely ____.**

a. continue to cause some trouble for Amy

b. always support Amy fully in her restaurant

c. keep working on the menu changes

Work Email

Dear Ahmed,
After speaking to staff, it **1** (are thinking it is / is thought to be / is thought that) the case that the bonus payments **2** (are not being / is not been / they are not) shared equally amongst staff. In no way **3** (do I / am I / I did) approve of this. Some feel **4** (as they are had / if they hadn't as / as if they had) done something wrong. **5** (But working of the / But they are working / But for the work) of our staff, our company wouldn't have had last year's success. We must look at the finances and fix this. I can help you. **6** (if you are need / if needed / if I need it).
Thanks for your understanding,
Saif

Read the text and choose the correct word(s) to complete the sentences.

1 - 6 11.25 Marks

1.

a. are thinking it is

b. is thought to be

c. is thought that

Work Email

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Saif

Read the text and choose the correct word(s) to complete the sentences.

2 - 6 11.25 Marks

2.

a. are not being ◉

b. is not been ○

c. they are not ○

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3 - 6 11.25 Marks

3.

a. do I

b. am I

c. I did

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Thanks for your understanding,
Saif

Read the text and choose the correct word(s) to complete the sentences.

4 - 6 11.25 Marks

4.

a. as they are had

b. if they hadn't as

c. as if they had

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Read the text and choose the correct word(s) to complete the sentences.

5 - 6 11.25 Marks

5.

a. But working of the

b. But they are working

c. But for the work

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Thanks for your understanding,
Saif

Read the text and choose the correct word(s) to complete the sentences.

6 - 6 11.25 Marks

6.

a. if you are need ○

b. if needed ◉

c. if I need it ○

The Johnson Business

The Johnson family has been in the distribution sector for over 50 years. Their family business, Johnson Distributors, is often thought to be one of the most prosperous businesses in the industry. It is true that the business faced some tough times in the past. Under no circumstances, though, should you underestimate the value of their hard work and determination.

One time, the Johnson family had to comply with new administrative requirements. Although they knew that they could manage it easily, they acted as if they had received their biggest challenge yet. The whole family came together to make decisions as a single unit, and this greatly improved their decision making. They had to change the components of their products and adjust their prices to remain affordable. But for their innovative approach, the business would have had a significant loss of revenue. As it was, the changes they made turned business around.

Family businesses are often thought to have problems with succession planning, which is the process of deciding which family member takes over the business. However, the Johnson family have a very clear succession plan to ensure a stable change when the owner finally retires. The only issue is the huge amount of paperwork which national rules mean they have to complete. They have asked for outside support but these administrative issues are not being resolved.

It seems that the Johnson distribution business will continue to go from strength to strength. What sets the Johnsons apart is how they overcome challenges and remain successful in a changing industry. In contrast to many other family businesses, they don't get stuck in following the same traditional processes. For example, they incorporated new technologies and improved their distribution channels, making it easier for customers to access their products. These differences have led them to be a world leader in this industry.

Read the text and answer the questions.

1 - 6 26.25 Marks

It is impossible to ignore the Johnsons' ____.

a. failures in distribution

b. high level of effort

c. troubles with finances

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Read the text and answer the questions.

2 - 6 26.25 Marks

The Johnsons' decision-making process was improved because they ____.

a. treated the new situation very seriously

b. took a relaxed approach to the new changes

c. each did their own planning independently

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Read the text and answer the questions.

3 - 6 26.25 Marks

The reason the business didn't lose money was their ____.

a. high prices they could charge ○

b. keeping the same parts ○

c. original and creative approach ◉

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Read the text and answer the questions.

4 - 6 26.25 Marks

The main problem the Johnson business is having is ____.

a. choosing a successor to take over the family business

b. not finding a solution to some paperwork

c. the unexpected retirement of a key family member

The Johnson Business

The Johnson family has been in the distribution sector for over 50 years. Their family business, Johnson Distributors, is often thought to be one of the most prosperous businesses in the industry. It is true that the business faced some tough times in the past. Under no circumstances, though, should you underestimate the value of their hard work and determination.

One time, the Johnson family had to comply with new administrative requirements. Although they knew that they could manage it easily, they acted as if they had received their biggest challenge yet. The whole family came together to make decisions as a single unit, and this greatly improved their decision making. They had to change the components of their products and adjust their prices to remain affordable. But for their innovative approach, the business would have had a significant loss of revenue. As it was, the changes they made turned business around.

Family businesses are often thought to have problems with succession planning, which is the process of deciding which family member takes over the business. However, the Johnson family have a very clear succession plan to ensure a stable change when the owner finally retires. The only issue is the huge amount of paperwork which national rules mean they have to complete. They have asked for outside support but these administrative issues are not being resolved.

It seems that the Johnson distribution business will continue to go from strength to strength. What sets the Johnsons apart is how they overcome challenges and remain successful in a changing industry. In contrast to many other family businesses, they don't get stuck in following the same traditional processes. For example, they incorporated new technologies and improved their distribution channels, making it easier for customers to access their products. These differences have led them to be a world leader in this industry.

Read the text and answer the questions.

5 - 6 26.25 Marks

The succession plan and the product changes show that the Johnson business ____.

a. doesn't have problems with new rules from outside the company

b. has difficulty when making changes to their business

c. is good at managing its internal decisions

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One time, the Johnson family had to comply with new administrative requirements. Although they knew that they could manage it easily, they acted as if they had received their biggest challenge yet. The whole family came together to make decisions as a single unit, and this greatly improved their decision making. They had to change the components of their products and adjust their prices to remain affordable. But for their innovative approach, the business would have had a significant loss of revenue. As it was, the changes they made turned business around.

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Read the text and answer the questions.

6 - 6 26.25 Marks

The last paragraph mostly ____.

a. compares the Johnsons to other family businesses

b. predicts the future of the Johnson business

c. disagrees with the Johnsons' approach

Walmart

1 (Having been founded / Has been found / It having the find) in 1962 by Sam Walton, Walmart has grown to become one of the largest retailers in the world. It **2** (is considering that / is considered to be / is being considering) one of the most successful retailers in history. If it **3** (can't have been / would have / were to be) measured by revenue alone, Walmart would be the largest company in the world.

4 (Were not they / Didn't they be / Had they been) a smaller company, they **5** (will not have / wouldn't have / are not having) had the resources to expand so rapidly. If **6** (it weren't for / it won't be / it isn't that) Walmart's aggressive expansion strategy, it may not have become the retail giant it is today.

Read the text and choose the correct word(s) to complete the sentences.

1 - 6 4.50 Marks

1.

a. Having been founded

b. Has been found

c. It having the find

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Read the text and choose the correct word(s) to complete the sentences.

2 - 6 4.50 Marks

2.

a. is considering that

b. is considered to be

c. is being considering

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3 - 6 4.50 Marks

3.

a. can't have been

b. would have

c. were to be

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Read the text and choose the correct word(s) to complete the sentences.

4 - 6 4.50 Marks

4.

a. Were not they

b. Didn't they be

c. Had they been

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Read the text and choose the correct word(s) to complete the sentences.

5 - 6 4.50 Marks

5.

a. will not have ○

b. wouldn't have ◉

c. are not having ○

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Read the text and choose the correct word(s) to complete the sentences.

6 - 6 4.50 Marks

6.

a. it weren't for

b. it won't be

c. it isn't that

Mariam

Mariam is considered to be one of the most successful retailers in the region, her retail empire having been created over many years and expanding into multiple markets. She studied fashion at university but states this would have been nothing if it weren't for her focussing her awareness on product choices for the local trends and fashions. She does not need to commit herself to long, drawn-out investigative trips to places often considered to be the heart of fashion like Paris or Milan. Having been involved in the retail industry for over 30 years, Mariam has brought a range of experience to local retail which explains her longevity.

One immediate impact Mariam made was with her warm leadership style, which encourages collaboration and communication and meant that she takes time to build relationships with all her staff, who she strongly depends on for the wellbeing of her business. When she first started, it was considered to be rare for a CEO to be so approachable and down-to-earth, as many successful members in the industry were perceived to be snobbish. If it weren't for Mariam's affectionate disposition, her business may not have achieved the success it has today.

Mariam credits both these elements with her success. She frequently listens to customers and attends conferences to keep her finger on the pulse of the latest trends. This focus on building positive relationships with staff and customers has sustained her business for decades - more so than just simply the amount of product she sells. If it were to be solely about making a profit, Mariam argues that her business would not be sustainable in the long run.

So, whatever the future holds for Mariam it seems she has set a different path for herself. But are these lessons applicable to people in all situations? While it is easy to agree that her style of management suits a new, kinder age, it's also possible to consider whether this approach will suit itself to the most ruthless of industries.

Read the text and answer the questions.

1 - 6 10.50 Marks

Mariam is well skilled at product choice due to ____.

a. the qualifications she gained at university ○

b. her length of experience in the sector ◉

c. her research journeys in various countries ○

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Read the text and answer the questions.

2 - 6 10.50 Marks

____ managers have Mariam's attitudes towards her staff.

a. Very successful ○

b. A range of ○

c. Not many ◉

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3 - 6 10.50 Marks

____ is considered to be one of Mariam's personality traits.

a. Independence

b. Snobbishness

c. Kindness

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4 - 6 10.50 Marks

Which aspect of her business does Mariam NOT consider crucial to sustaining the success?

a. the relationships with people ○

b. the ability to generate profits ◉

c. the knowledge of the market ○

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Read the text and answer the questions.

5 - 6 10.50 Marks

The last paragraph mostly _____.

a. gives the author's opinion on Mariam's approach

b. compares Mariam's success to other business people

c. makes predictions about Mariam's future

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Read the text and answer the questions.

6 - 6 10.50 Marks

The text draws a connection between ____.

a. retail profits and university degrees

b. Mariam's attitude and her success

c. employee knowledge and research opportunities