

ENGLISH LANGUAGE SKILL LEVEL ASSESSMENT TEST

Name _____
Organisation _____
Date of test _____

This Skill Level Assessment Test is a vital link in the process of Language Development. We recommend that you take between one and two hours to complete and mark the test. Enter your score on the back page and return the test to your **ICG** Consultant.

***INTERNATIONAL COMMUNICATIONS
GROUP ICG AB***

Skill Level Assessment Test

PART ONE - VOCABULARY

Choose the correct or most appropriate alternative in the following sentences:

1. *We like making/doing business with the British.*
2. *They needed to do/make arrangements with the supplier.*
3. *Samuelsson was looking forward to meet/meeting the Minister.*
4. *Fees rose/raised last month.*
5. *They will refund/rebate your money if you take it back.*
6. *All shipments have been slowed/delayed due to the strike.*
7. *You can be ensured/assured of our best attention at all times.*
8. *Please be sure for/to send the parcel today.*
9. *It's his job to/at deal with the administration?*
10. *He lent/borrowed us \$2000 to tide us over.*
11. *His comments have had an adverse effect/affect on our credibility.*
12. *Is it economic/economically viable?*
13. *I hope we hearing/hear from you next week.*
14. *My advise/advice is that you should not go to the New York meeting.*
15. *Our fast/fastest selling line is a food item.*
16. *He wasn't see/seeing things clearly.*
17. *Our latest/latter product range is to be released next month.*
18. *Profits fell/dropped drastically last year.*
19. *Please control/check the documents for errors.*
20. *The last instance/instant of this disease was 20 years ago.*

PART TWO - EXPRESSIONS

English Expressions

Choose the most suitable reply to the following:

1. *Have a nice vacation!*
a) *You also, thanks.* b) *I think so.* c) *Thank you, likewise.*

2. *I really appreciate your help, thank you.*
a) *It's no worry.* b) *Not to matter.* c) *Don't mention it.*

3. *Would you like a drink before dinner?*
a) *Yes.* b) *Yes, that would be nice.* c) *Yes, okay.*

4. *May I go home early today?*
a) *Not yet.* b) *Why not.* c) *Of course you may.*

5. *How is your mother after her operation?*
a) *She's okay.* b) *Getting better.* c) *Improving well, thanks.*

6. *What do you think about the sunny weather?*
a) *Not bad.* b) *It's a lovely day, isn't it?* c) *It's sunny.*

7. *May I use your telephone?*
a) *Go on.* b) *Yes, go ahead.* c) *I don't care.*

8. *Wonderful news about the increased sales figures, isn't it?*
a) *I believe so.* b) *I like it.* c) *Yes, it is.*

9. *How about a game of golf tomorrow?*
a) *What about golf.* b) *I'd like that.* c) *That would be nice. What time?*

10. *Has there been a bad reaction to the redundancy announcements?*
a) *Could be.* b) *In due course.* c) *Yes, they were very unhappy.*

What would your response be in the following situations?

11. *You have just been told of a time change for the meeting you have arrived for.*

12. *You arrive at London airport and your baggage is not on the flight. You go to the 'missing baggage counter'.*

13. *The food you've received at the restaurant isn't cooked properly. Make a complaint to the waiter.*

14. *You are in London on business and you need to ask a stranger how to get to your hotel, The Holiday Inn, Kings Cross.*

15. *You greet a visitor to your office. You have not met this person before.*

16. *Your presentation to a group of international visitors is about to start. Explain the purpose of the presentation.*

17. *Show your disagreement with your boss about a salary/pay freeze.*

18. *Ask your boss for an extended vacation.*

19. *You have been invited to dinner by a friend at his home. You must decline.*

20. *Ask the hotel reception to change rooms. The one they have given you isn't large enough.*

PART FOUR - BUSINESS LETTER WRITING

*Complete the following letter by adding words or phrases where necessary.
You may need to change the form of some words.*

To be marked by ICG Consultant

*The Purchasing Manager
Bell Industries
Belmont Industrial Estate
Belmont BY 6314
ENGLAND*

Dear Sir,

I / write / inform you / the Aircraft engine parts ordered / us /

our order number 3637IF / still not arrive. We / in urgent /

the parts / a job for Qantas / is delayed. Could / please / know

immediately / day / the parts / despatched / the U.K.

We eagerly / reply

Thank / you / anticipate / Yours...

PART FIVE - READING COMPREHENSION

I am baffled by Italians. I was dreading the trip to Italy. Every time I go to our Milan office something backfires! Whenever I have to discuss tricky issues with our Italian Sales and Marketing staff I feel reticent about it. This trip was no exception. It started in Manchester when I arrived at the airport. Upon checking the departures board my Alitalia flight was delayed 2 hours, that meant at best, I wouldn't get to Milan until 4 pm that afternoon.

Upon arrival at Milan I was pleasantly surprised to see Alex. Alex Donati is our Sales & Marketing Manager for Southern Europe. He is Sicilian. Alex was his usual exuberant self and gave me his customary hug. I wanted to go straight to the office to kick-off the meeting. Knowing Italians as I do, I should have known that Alex wanted an espresso and social chat first, so we joined the Milan traffic chaos and headed for Luigis restaurant. I wasn't feeling very sociable as I was a little wound-up about the meeting but Alex nattered on about his wife and kids and their recent holiday in America. Little did he know I was going to dress him down later. Time was getting on so I asked Alex to drive me to the Continental Hotel, I declined dinner with him and Siria that evening and watched a football match on RAIUNO instead.

At 10 am the next day our meeting finally started. I got straight to the point - Southern European Sales figures were not good and there must be an improvement immediately otherwise there would be considerable repercussions! Alex told me to relax and that time would take care of the £3 million shortfall in sales. Suddenly the door of the room burst open and in walked Sal, the Area Sales Manager with a piece of paper in his hand. 'Look' he said, 'The order from Fiat'. 'What order' I said. Then Alex casually remarked 'John sit down, we've been expecting this order - it's worth £4 million over 6 months and it fixes your stomach ulcer, I think!'

Choose the nearest/most suitable answer according to the text.

1. *'I am baffled by Italians' means*
 - a) I am happy with Italians
 - b) Italians are infuriating
 - c) I cannot understand Italians
 - d) I am upset by Italians
2. *'Feel reticent' about something means*
 - a) You don't want to talk about it
 - b) You feel sick
 - c) You are regretful
 - d) You are very withdrawn
3. *'His usual exuberant self' means*
 - a) he's always miserable
 - b) he doesn't like airports
 - c) he's usually very happy
 - d) he's usually tired
4. *'Wound up about the meeting' means*
 - a) he was cut up
 - b) he was tense
 - c) he was frustrated
 - d) he was dizzy
5. *'Dress him down' means*
 - a) tell him everything is okay
 - b) reprimand him
 - c) have dinner with him
 - d) ask him to change his clothes
6. *'Considerable repercussions' means*
 - a) a poor result
 - b) serious consequences
 - c) many promotion opportunities
 - d) everybody will be dismissed
7. *'Shortfall in sales' means*
 - a) sales are behind budget
 - b) sales are over budget
 - c) sales are a little slow
 - d) volumes are up
8. *Alex is ...*
 - a) French
 - b) worried about the sales figures
 - c) middle-aged
 - d) Italian
9. *Sal is ...*
 - a) Italian
 - b) the Area Sales Manager
 - c) very happy
 - d) a good salesperson
10. *'Fixes your stomach ulcer' means*
 - a) gives a pain in the stomach
 - b) stops John worrying about the Sales
 - c) cures John's ulcer
 - d) fixes the sales budget for next year

ANSWERS

PART 1 - VOCABULARY

- | | |
|-------------------|-------------------------|
| 1. <i>doing</i> | 11. <i>effect</i> |
| 2. <i>make</i> | 12. <i>economically</i> |
| 3. <i>meeting</i> | 13. <i>hear</i> |
| 4. <i>rose</i> | 14. <i>advice</i> |
| 5. <i>refund</i> | 15. <i>fastest</i> |
| 6. <i>delayed</i> | 16. <i>seeing</i> |
| 7. <i>assured</i> | 17. <i>latest</i> |
| 8. <i>to</i> | 18. <i>fell</i> |
| 9. <i>to</i> | 19. <i>check</i> |
| 10. <i>lent</i> | 20. <i>instance</i> |

PART 3 - GRAMMAR

- | | | |
|--------------|--------------|--------------|
| 1. <i>a</i> | 11. <i>c</i> | 21. <i>b</i> |
| 2. <i>d</i> | 12. <i>c</i> | 22. <i>a</i> |
| 3. <i>b</i> | 13. <i>c</i> | 23. <i>c</i> |
| 4. <i>c</i> | 14. <i>b</i> | 24. <i>d</i> |
| 5. <i>a</i> | 15. <i>d</i> | 25. <i>d</i> |
| 6. <i>b</i> | 16. <i>a</i> | 26. <i>b</i> |
| 7. <i>a</i> | 17. <i>b</i> | 27. <i>c</i> |
| 8. <i>d</i> | 18. <i>c</i> | 28. <i>b</i> |
| 9. <i>a</i> | 19. <i>b</i> | 29. <i>c</i> |
| 10. <i>c</i> | 20. <i>b</i> | 30. <i>b</i> |

PART 2 - EXPRESSIONS

1. *c* 2. *c* 3. *b* 4. *c* 5. *c* 6. *b* 7. *b* 8. *c* 9. *c* 10. *c*
Question 11-20 to be marked by ICG Consultant

PART 4 - BUSINESS LETTER WRITING

To be marked by ICG Consultant

PART 5 - READING COMPREHENSION

1. *c* 2. *a* 3. *c* 4. *b* 5. *b* 6. *b* 7. *a* 8. *d* 9. *b* 10. *b*

SCORING

YOUR SCORES

PART 1	<i>Questions 1 to 20, 1 point for each correct answer</i>	<i>Max 20</i>	<input type="text"/>
PART 2	<i>Questions 1 to 10, 1 point for each correct answer</i>	<i>Max 10</i>	<input type="text"/>
	<i>Questions 11 to 20, 2 points for each correct answer</i>	<i>Max 20</i>	<input type="text"/>
PART 3	<i>Questions 1 to 30, 1 point for each correct answer</i>	<i>Max 30</i>	<input type="text"/>
PART 4	<i>Question, 1 point for each correct answer</i>	<i>Max 20</i>	<input type="text"/>
PART 5	<i>Questions 1 to 10, 2 points for each correct answer</i>	<i>Max 20</i>	<input type="text"/>
YOUR TOTAL SCORE			<input type="text"/>