



SCHOOL OF INTERNATIONAL COMMUNICATION GMBH

Placement Test

Before you start, please note that

- The overall timing for this test is 60 minutes.
- In an actual test situation you would not be allowed to use any reference sources, such as dictionaries.
- To make the test and our assessment valid, please comply with the above two regulations.

NAME:	DATE:
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1. Complete the following business letter. For each gap in the text choose a sentence/phrase from the box below.

- a) Could you please send me current catalogues, price lists and technical specifications?
- b) I look forward to hearing from you soon.
- c) We are a large multiple retailer with outlets in Europe and the UK.
- d) These machines are operated through an Apple Talk system.
- e) Dear Sirs

Reasonable Retailers
FRI GmbH, Karlsforstr. 71, 42221 Düsseldorf
Tel: 77 427 25 – Fax: 77 427 26

October 3, 20

EF Marketing Services
209 Euston Road
London NW1 3DG
UK

1 _____

I am writing to enquire about your video-conferencing equipment.

2 _____

_____ Our associate company, LX Sales,
suggested

that we contact you.

Our existing data processing system is accessed through Apple LCI5s at 27 sites located throughout

Europe. 3 _____ We would like to

upgrade one station at each site for video conferencing.



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4 _____ We are also interested in having an on-site demonstration if this can be arranged.

5 _____

Yours faithfully

Jenny Bland

2. Complete this fax, using one word from the box in each gap.

a) explain	e) command	i) possibly	m) message	q) possible
b) number	f) other	j) credit	n) deliver	r) delivered
c) can	g) able	k) bill	o) request	s) ones
d) balance	h) creditor	l) order	p) equal	t) delivery

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To: Jane P. Deighton
Sales Manager
Q+S Electrical Distributors
Tel: 01355 834678
Fax: 01355 834679

Quick Step Lighting
183 High Street
Camberwick Green
Horsham Surrey SU3 9TX
Tel: 01355 783423
Fax: 01355 783424

Dear Ms Deighton

Order No. PK 217

We received a consignment of light bulbs from you today, against the above 1 _____.

Could you sort out the following points, please?

1. 4 boxes of 100 W standard bulbs are broken. Could you please arrange a 2 _____ note and replacements?



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2. You delivered 4 dozen boxes of CFL 13 Compact Fluorescent Lamps instead of the 14 dozen boxes we ordered. Is this an error or are you out of stock? The despatch note says 4 dozen boxes. How can we have the 3 _____?

3. You delivered 8 boxes of CFB 15 Company Fluorescent Bulbs which we did not order. Are they in place of the CFB 20s that were not 4 _____?

Could you get back to us as soon as 5 _____?

Regards

John Jameson
Purchasing Manager

3. Consider the following situation:

Your company has its own cafeteria but you feel the food and service offered are inadequate. To make matters worse, the cafeteria is always overcrowded and there were recently also a few reports of food poisoning.

Write an email to Alan Starvick, the Human Resources Manager, complaining about this situation.



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