Englisch-Selbsttest

entwickelt von Prof. Dr. Hazel Grünwald, ESB Reutlingen
**Vorwort**


Die Lösungen zur Selbstkontrolle und Selbsteinschätzung finden Sie am Ende des Tests.

Für die Bearbeitung sollten Sie ca. 60 Minuten einplanen.

Starten Sie nun Ihren Selbsttest – wir wünschen Ihnen viel Erfolg!

Ihr Euro-FH-Team
1. **Section 1: Reading Comprehension and Language**

**Questions 1-8**

- Look at the following extracts from messages, notices and articles.
- For questions 1-8, choose the one statement which best fits the text a), b), c) or d)

**EXAMPLE:**

**KEEP AWAY FROM HEAT, HOT SPARKS AND OPEN FLAMES**

a) The contents are probably flammable
b) The contents are sensitive to heat and light
c) The contents should be kept at a constant temperature
d) The contents need to be refrigerated

The answer is a)

1. **To:** Organizational Development Department Employees  
**From:** Anton Spencer, Organizational Development Manager  
**Subject:** Last week’s strategy meeting

Please pass the attached notes on to any colleagues who were at the strategy meeting on 17 November but for some reason are not on our current mailing list.

a) There may be employees who should receive information from the Organizational Development Department
b) A list of colleagues who attended the conference is required by the Organizational Development Manager
c) The Organizational Development Manager wants to contact colleagues who were at the conference for a number of reasons
d) The current mailing list is up-to-date

2. The contents of this message and any attachments to it are confidential and may be legally privileged. If you have received this message in error you should delete it from your system immediately and advise its sender.

a) You are privileged to receive this email and its attachments
b) If you have received this email by mistake, forward it to the sender
c) If there is an error in this message, delete it and inform the person who sent it to you
d) If you receive this mail by mistake, you should not disclose the contents to others
3. It is the buyer’s responsibility to ensure that what is received is what was ordered and to make sure that changes in the purchasing system are performed if necessary
   a) The exporter checks all goods before shipping
   b) The buyer should check whether the goods are damaged
   c) The purchaser should check to see if the goods are those that were ordered
   d) The purchasing system needs to be changed

4. Hi Jayne,
   I’m running behind. We had a series of mishaps in production. Could you please extend the deadline for the Lean 12 project application? Thanks.
   Anthony
   a) Anthony is requesting more time
   b) Anthony needs some time off
   c) Anthony is slower than his competitors due to problems in production
   d) Anthony wants to improve his running time for the marathon

5. **Firms are controlling costs tightly**
   The pace and severity of decline in the economy has meant companies have to control staff costs closely to remain viable. Most employers are planning pay freezes or only moderate increases in pay during the next pay round.
   a) The economic decline has reached an all-time low
   b) Companies need to check up on how much employees are spending to remain viable
   c) Many companies intend to keep salaries at the same level in the near future
   d) Many employers intend to sharply increase salaries in the future

6. Retail sales declined sharply in July this year as car sales nose-dived following the end of the government’s popular Cash for Clunkers program. Other than autos, sales were better than expected.
   a) Retail sales fell slightly in July
   b) The sale of automobiles plummeted following the close of a government car exchange program
   c) Turnover in other sectors than the car industry increased
   d) The economy is coming out of recession
7. **Constantine Associates – We are relocating!**
   Beginning **June 4, 2009** - ALL clients will be seen in our new location

   **Business Park**
   **51 Melnik Street, 2th Floor, Suite 3B**
   **Sofia**

   Our new office will be conveniently located just a few blocks from our current premises. There is ample, convenient parking attached to the facility and valet parking is also available.

   a) All clients are invited to a tour of the new location on June 4, 2009
   b) The new office is situated just a few floors higher than the current location
   c) The company offers a service in which clients’ cars can be parked for them
   d) The new premises have no parking facilities

8. **Business continues to value training - but support is required to maintain investment**

   As with all business investments, training budgets are under considerable pressure as a result of the recession. While nearly half of employers (47%) are leaving training expenditure unchanged and 9% are planning to increase investment, 44% of employers are having to reduce training expenses.

   a) Training costs have risen during the recession
   b) 44% of employers are reducing the time spent by employees in training
   c) Almost 50% of employers are investing the same amount of money in training as before
   d) Almost a tenth of employees are planning to spend more money on training
Questions 9-16

9. In very real ways, the process of globalization has spread many common practices across the surface level of societies. For example, our concept of what the media means today may be very different from what it meant a decade ago, or even a few years ago. Internet journalism, prevalent with the process of globalization, has changed how and when we receive information. When we turn on the television, often the images of newscasters are familiar to us no matter where in the world they are. Styles of news reporting share similarities, especially live reports and interviews. In fact, a recent article in the Jerusalem Post describes the increasing trend of readers becoming viewers (‘Why read it when you can watch it?’).

According to this extract, which of the following statements is true?

a) Globalization has led to more people reading the news.

b) People no longer watch television.

c) The Jerusalem Post offers only internet journalism.

d) Globalization has led to changes in how we receive our information.

10. What is the effect of globalization on the media?

a) Live reports and interviews are no longer relevant.

b) In the last decade, the way the media presents information has remained the same.

c) Newscasters around the world tend to show similarities in how they present information.

d) Less people watch the news than several decades ago.
11. What is the purpose of this letter?
   a) To recruit a team of consultants
   b) To report on the progress of the consultancy team
   c) To complain about the consultancy team
   d) To recommend the team of consultants

12. How did the consultants deal with the core issues?
   a) They took a subjective view of them
   b) They neglected the big picture
   c) They took an all-round view of the problems
   d) They failed to take a critical distance
13. What else would be true to say regarding the consultants’ approach?
   a) The consultants introduced a lot of literature  
   b) The approach was dated  
   c) The approach lacked innovation  
   d) The consultants took a fresh approach to dealing with the issues

14. Leadership styles and major management innovations have considerable impact on employee turnover. The turnover rate in work-team-oriented organizations can be as much as 50% lower than that of similar institutions with traditional worker-management structures.

Anything that influences morale (salary and benefits, new policies or practices, changes in leadership, union organizing activities, to name just a few) is likely to impact turnover. Moreover, there is abundant evidence in employee attitude surveys to support the fact that training positively affects morale, a key factor in personnel retention. A study of chain-store employees showed a marked reduction in staff dissatisfaction after an interpersonal skills training program had been implemented. Jo Marshall claims that staff satisfaction surveys led to improved employee retention.

The cost of staff turnover to your organization or business can be as damaging as producing bad goods or negative financial cash flow. Staff turnover is critical in terms of financial burden on your business resulting from time and effort required to train new personnel, loss of experience and possible loss of business.

What is employee turnover?
   a) The number of sales an employee makes  
   b) The number of calls that an employee processes in a given period  
   c) The total costs of employing a member of staff  
   d) The number of employees being replaced in a given period expressed as a percentage of the total workforce

15. Which of the following statements is true according to the article?
   a) Employers with good morals are more likely to keep their staff  
   b) Interpersonal training can have a positive effect on staff retention  
   c) Satisfaction surveys boost morale  
   d) Team-oriented organizations have a lower retention rate than institutions with traditional worker-management structures
16. According to the article, why can high staff turnover be damaging to your business?
   a) Employees might steal company secrets and take them to a competitor
   b) Staff that want to leave a company are unmotivated and, therefore, produce bad goods
   c) It can be very costly to train new staff
   d) The reputation of your company is at stake

Questions 17-20

- Look at the following tables, graphs and charts.

- For questions 17-20, choose the one statement a), b), c) or d) which best fits the given diagram.

17.

<table>
<thead>
<tr>
<th>Complaints per month</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>801</td>
<td>1197</td>
<td>911</td>
<td>865</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>% of complaints dealt with in 24 hours</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>30</td>
<td>32</td>
<td>33</td>
<td>35</td>
</tr>
</tbody>
</table>

a) The number of complaints received remained steady over the year
b) The percentage of complaints dealt with in 24 hours increased steadily
c) Complaints are being dealt with faster
d) The majority of complaints were received in the Christmas period
18. a) The number of sales of digital cameras remained almost unchanged for three years
b) The number of sales of digital cameras overtook the sales of mobile phones in year 1
c) Sales of navigation systems declined steadily over the three-year period
d) Sales of mobile phones rose sharply

19. a) The majority of small businesses in the UK are sole proprietorships
b) A third of UK small business are limited companies
c) A tenth of UK small business are limited partnerships
d) A fifth of UK small businesses are general partnerships
20. 

a) Amanda Sparrow is responsible for Maria Vladimirova  
b) Juan Sanchez reports to Leslie Peters  
c) John Hope is accountable to Leslie Peters  
d) John Powell is responsible for recruitment
Questions 21-26

• Look at the following extracts from messages, notices and articles.
• For questions 21-26, choose the one statement which best fits the text a), b), c) or d)

EXAMPLE:
He wants you to (0) ______ him the reason.
0. a) speak     b) tell     c) say     d) talk
The answer is b)

Preliminary studies will be carried out (21) __________ the period April to September of next year. (22) __________ this period, the exact scope of the work will be assessed, and a final quotation will be submitted (23) __________ 15 June latest. The customer will then have (24) __________ mid-September to study the proposal. After the signature of the contract, work will begin on 1 October and is expected to continue (25) __________ 18 months. A deposit of 20% will be payable at signature (26) __________ September; thereafter, invoices will be issued within one week of completion of each stage of the project, for payment at 90 days. The final 15% will not be invoiced until reception of the completed building.

21. a) out     b) in     c) by     d) at

22. a) During   b) By     c) For     d) At

23. a) until   b) after  c) by     d) within

24. a) for     b) until  c) after  d) by

25. a) on      b) in     c) for     d) after

26. a) while   b) in     c) until   d) within
Questions 27-32

Read this e-mail giving details about a deal to distribute phones in China. The writer needs some advice from a marketing specialist.

- Put the verbs in brackets in the right form.

EXAMPLE:

(0) We have signed the deal with Shanghai. ___________ (you / ever / be) to Shanghai?

Answer 0. Have you ever been to Shanghai?

To: Maria.Stone@digifuture.nl  
CC:  
Subject: 4G Smart Phone Promotion  

Dear Maria

We (27) _____________ (decide) last week to go ahead and sign a deal with our Shanghai-based distributors allowing them to retail the latest release of our 4G smart phone in China.

As you (28) _______________ (work) on promotion of other models in China since February and are an expert in this field, I wanted to ask you for some advice regarding the design of our packaging. I would like to make an appointment to discuss this next week, unless you (29) _________________ (be) too busy. Furthermore, I (30) _________________ (fly) to Shanghai the week after next and wanted to know what presents I ought to take for our partners.

By the way, (31) _______________ (you / receive) the minutes of our last meeting on ‘Corporate identity’ yet? She (32) _________________ (should send) them by now.

Regards,

Mark
Questions 33-52

- For questions 33-52, choose the correct word or phrase to fill each gap from a), b), c) or d)
- Mark one letter only

33. They offered ___________ Number 3 as a possibility for staging the venue.
   a) to us hall  
   b) us hall    
   c) us the hall
   d) to us the hall

34. Can you please send me a WORD ___________ with our corporate logo?
   a) model
   b) blueprint
   c) template
   d) pattern

35. The printing company Express have had a repeated year of high sales ___________ tough competition from rivals Output Printers.
   a) unless   
   b) except   
   c) despite  
   d) although

36. Please ___________ particular care when selecting email addresses from the global address list.
   a) bring
   b) take
   c) have
   d) make

37. What I find frustrating is that my colleague is ___________ of deciding anything for herself.
   a) unable
   b) incapable
   c) ineffective
   d) incompetent
38. A new cross-cultural training solution ___________ being developed.
   a) were
   b) has
   c) is
   d) have

39. I am quite ___________ French
   a) fit in
   b) well in
   c) good at
   d) bad in

40. She ___________ someone I used to work for.
   a) remembers
   b) reminds me of
   c) remembers me of
   d) reminds me to

41. Mr Cooper called while you ___________ to the team.
   a) was talking
   b) have been talking
   c) had been talking
   d) were talking

42. I ___________ your suggestions, but I am not entirely convinced.
   a) have reviewed
   b) review
   c) was reviewing
   d) had been reviewing

43. Why ___________ good IT skills for the position?
   a) does the candidate need
   b) needs the candidate
   c) does need the candidate
   d) is needing the candidate
44. ________ the management introduced an induction program and training for new employees, our turnover rate has decreased significantly.
   a) Before
   b) During
   c) When
   d) Since

45. He could not ___________ working with the training provider.
   a) repeat
   b) recall
   c) remind
   d) call off

46. Although gradually improving, the problem of high staff turnover still ________
   a) persistence
   b) persists
   c) persisting
   d) persistently

47. He is, in ___________ respect, the perfect replacement for Anthony Giles.
   a) every
   b) all
   c) individual
   d) other

48. ___________ the current terms and conditions of their contracts, it is no wonder that the employees are not motivated to achieve better results.
   a) Below
   b) Beneath
   c) Beyond
   d) Under

49. Our human ___________ department has introduced a job rotation scheme to give employees the chance to gain more insights into the company’s processes.
   a) resources
   b) development
   c) recruiting
   d) resourcing
50. He likes working here ___________ his colleagues are friendly
   
   a) while  
   b) thanks to  
   c) due  
   d) because

51. I ___________ a report about that yesterday

   a) have read  
   b) read  
   c) reading  
   d) readed

52. We awarded the first company the contract. €40,000 is ___________ that the other firms could not really compete.

   a) a so good price  
   b) a such good price  
   c) so good a price  
   d) a good price
Lösungen zum Englisch-Selbsttest
Liebe Interessentin, lieber Interessent,
	nachdem Sie die Übungen vollständig bearbeitet haben, vergleichen Sie bitte Ihre Ant-
worten mit den Lösungen, die Sie auf den nachfolgenden Seiten finden.

Für jede richtige Antwort erhalten Sie 1 Punkt. Die Maximalpunktzahl einer jeden
Übung ist angegeben, tragen Sie Ihre erreichte Punktzahl in das freie Feld neben der
Maximalpunktzahl ein. Errechnen Sie Ihre Gesamtpunktzahl, indem Sie die Punktzahlen
der einzelnen Übungen addieren.

Maximal können Sie 52 Punkte erreichen. Wenn Sie weniger als 31 Punkte (= 60 % / ein
Niveau B2 gemäß des gemeinsamen Europäischen Referenzrahmens für Sprachen) er-
reicht haben oder sich bei einzelnen Aufgaben noch unsicher fühlen, empfehlen wir
Ihnen, vor Ihrer Studienbewerbung Kontakt zu unserer Studienberatung aufzunehmen.

Ihr EURO-FH-Team
Questions 1-8
1. a) 
2. d) 
3. c) 
4. a) 
5. c) 
6. b) 
7. c) 
8. c)

Questions 9-16
9. d) 
10. c) 
11. d) 
12. c) 
13. d) 
14. d) 
15. b) 
16. c)

Questions 17-20
17. b) 
18. c) 
19. a) 
20. b)
Section 2: Grammar and Language – Answers

Questions 21-26

21. b) in
22. a) During
23. c) by
24. b) until
25. c) for
26. b) in

Questions 27-32

27. decided
28. have been working
29. are
30. am flying / am going to fly / will be flying / will fly
31. have you received
32. should have sent

Questions 33-52

33. b) us hall
34. c) template
35. c) despite
36. b) take
37. b) incapable
38. c) is
39. c) good at
40. b) reminds me of
41. d) were talking
42. a) have reviewed
43. a) does the candidate need
44. d) Since
45. b) recall
46. b) persists
47. a) every
48. d) Under
49. a) resources
50. d) because
51. b) read
52. c) so good a price