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The recordings for the listening sections of these tests are on a separate *Test Master* CD-ROM, which is free with the *Market Leader Third Edition Upper Intermediate Teacher's Resource Book*. They are also on the *Market Leader* website at www.market-leader.net.

Entry test

LISTENING

A

2 Listen to a conversation between Isobel Reed, an HR manager, and her assistant Joyce Payne. Look at her current diary page below and then answer the questions about her new schedule. You will hear the conversation twice.

Mon	Tue	Wed	Thu	Fri
17	18	19	20	21
08:00 Directors' meeting	10:00 Meet with Production – discuss recruitment policy	12:30 Lunch with Stephanie Banks 15:30 Meet with Pietro and Irena – finalise monthly report	09:00 Departmental meeting 15:00 Meet with legal team – go through employment contracts	10:00 Briefing for new management trainees

- Where will Isobel travel to this week?
- Which days will she be away?
- What day and time does Isobel want to reschedule the departmental meeting to?
- What else does Isobel ask Joyce to check about this meeting?
- What is the new deadline for the monthly report?
- What day and time does Isobel suggest holding the meeting with Joyce and Terry?
Day:
Time:
- What other rearrangement must be dealt with urgently?
- When should Joyce tell the trainees about the changes?
- How is the meeting with the legal team being changed?
- When will Isobel be available to discuss other changes?

Progress test 1 (Units 1–3)

LISTENING

A

3 Listen to a phone call between Darren Larson and his manager, Liz Parks. Choose the best answer, a, b, or c to complete the sentences.

- 1 Business in Vietnam is each quarter.
a) improving b) getting worse c) about the same
- 2 Sales in Thailand have recently.
a) increased b) decreased c) not changed
- 3 Darren says the agent in Thailand has been
a) promoted b) replaced c) transferred
- 4 The new agent
a) has already started b) will start next month c) has not been chosen
- 5 Liz the sales conference in Singapore.
a) has already attended b) won't attend c) plans to attend

B

Listen again. For each function (6–10), tick the correct person.

	Darren	Liz
6 asks for repetition	[]	[]
7 asks for clarification	[]	[]
8 has problems with understanding	[]	[]
9 asks for further information	[]	[]
10 complains of technical problems	[]	[]

LANGUAGE

A

Complete the sentences with the words in the box.

bush grapevine nutshell stick wall

- 11 I heard it on the you've been promoted.
- 12 I asked Rudy to say yes or no, but he just beat around the
- 13 Look, in a, my trip to Singapore was a huge success.
- 14 I think you got the wrong end of the I'm not going on holiday, I'm going on a business trip.
- 15 John just doesn't listen. It's like talking to a brick

Exit test (General review)

LISTENING

A

8 Listen to an interview with Vic Wurzel, CEO of Chapman Laney, a financial services firm. Choose the best word(s), a, b or c, to complete these sentences.

- 1 Vic Wurzel arrived at Chapman Laney a crisis.
a) before b) during c) after
- 2 Chapman Laney was originally
a) a management consultant b) an investment bank c) a corporate advisor
- 3 Chapman Laney had problems because it took too many
a) risks b) loans c) losses
- 4 When he arrived, Wurzel 500 employees.
a) fired b) hired c) transferred
- 5 Chapman Laney was founded in
a) 1935 b) 1945 c) 1954
- 6 Wurzel wants to the risk his company takes.
a) increase b) decrease c) maintain
- 7 From 2003 to 2006, the company was trying to achieve
a) spectacular profits b) steady growth c) huge cost reductions
- 8 The company lost in 2007.
a) \$5.3bn b) \$3.5bn c) \$350m
- 9 Chapman Laney's situation improved after Roberts Ferguson.
a) it was taken over by b) it rejected a takeover bid by c) it took over
- 10 Wurzel says that opportunities like the Roberts Ferguson takeover are
a) unusual b) common c) rarely successful

SKILLS

A

Match each of the functions (a–j) to the most appropriate phrase (11–20) below.

- 11 At this stage, we want all your ideas, however crazy you think they are.
- 12 Could you give me some more details, please.
- 13 I was given your name by Albert Redding.
- 14 Are you saying you don't have that quantity in stock?
- 15 Let me give you an interesting statistic.
- 16 I don't think that would do us much good.
- 17 I really understand how you feel.
- 18 I'll have to get back to you on that one.
- 19 Would anyone like to ask any questions?
- 20 If you increase your order, we'll give you a bigger discount.

- | | |
|-----------------------------------|-------------------------------|
| a) checking understanding | f) asking for feedback |
| b) expressing dissatisfaction | g) encouraging contributions |
| c) asking for further information | h) mentioning people you know |
| d) bargaining | i) exemplifying |
| e) playing for time | j) showing empathy |