

Unit Test 11

Answer all thirty questions. There is one mark per question.

LANGUAGE REVIEW: CONDITIONALS

A Complete the sentences using the correct form of the verbs in brackets.

- 1 If the test results _____ (be) good, we'll start production immediately.
- 2 If we'd known this model was going to be so popular, we _____ (increase) production months ago.
- 3 If you _____ (pay) up front, we'll give you a substantial discount.
- 4 If you _____ (accept) our terms for this order, we would negotiate new terms for the next order.
- 5 If Dean wants to have dinner and discuss the contract, we _____ (be) happy to meet with him.

B One word is missing from each sentence. Write the missing word in the correct place.

- 6 If you were more relaxed, your presentations be more enjoyable.
- 7 If we don't lower our prices, our sales increase.
- 8 If your sales record better, we'd give you a pay increase.
- 9 If I give you a pay increase, you organise our training programme?
- 10 If Carmen a tougher negotiator, she'd get better discounts.

VOCABULARY: WORD-BUILDING

A Complete the sentences with the correct form of words from the box.

calmness	creativity	emotion	formality	patience
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- 11 Peter is always very _____ and relaxed. Even when he's under a lot of pressure, he never gets upset.
- 12 On Fridays, when everyone wears jeans to work, the atmosphere in our office is _____ .
- 13 When I negotiate, I prefer not so show any _____. Whether I'm very happy or very angry, I try to keep my face politely neutral.
- 14 Our printer is slow and people feel _____ when they have to waste time waiting for a print job to come out.
- 15 I'm afraid the new ad campaign is _____. There isn't anything new or fresh or interesting about it.

B Choose the correct words to complete the text.

As a manager, I sometimes think my greatest (16)(weakness / weak) is wanting my employees to be happy all of the time. I suppose the positive side of this is that I'm (17)(sympathy / sympathetic), but that can be a problem when dealing with conflict. My employees have a lot of (18)(enthusiasm / enthusiastic) for their work and most of them are good at what they do. And they know it. Almost every month, one of them asks me for a pay increase.

I know they talk to each other about money and so I have to be very (19)(consistent / inconsistent) about pay increases. They need to believe that I'm completely fair. Of course I've had to say no more often than yes, but they trust me to be (20)(inflexible / flexible) and to find creative solutions to problems, even when I can't give them more money.

SKILLS: NEGOTIATING: DEALING WITH CONFLICT

A Complete the conversation with the phrases (a–e).

- a) I've always met
- b) What if we gave
- c) Let's look
- d) Yes, I see
- e) I believe I should be

A (21)_____ paid more.

B You're currently earning about \$50,000. What figure did you have in mind?

A \$90,000, immediately.

B That's nearly double!

A Well, (22)_____ my sales targets.

B (23)_____ what you mean. But an 80 per cent pay increase isn't going to happen.

A OK. Then what is going to happen?

B OK. (24)_____ you a 25 per cent increase from the start of next year?

A \$62,500? I'm not sure about that.

B (25)_____ at this another way. Your salary is \$50,000 but there are also benefits to consider.

B Put the words in the correct order to make sentences.

26 record I've sales got excellent an .

27 we don't come Why back later that to ?

28 a I'd to suggestion like make .

29 we've Can agreed I what over go ?

30 the over main go points Let's again .
