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05 28.07.2024

Генеральный директор

 Братинский А. .



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CEFR (The Common European Framework of Reference for Languages)
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Oxford University

Press, Cambridge University Press, McMillan,

) :
ABBY Lingvo: www.lingvolive.com

) :
www.cambridge.org/cambridgeenglish

) , www.teachers.tv

) www.englishrevealed.co.uk

) www.flo-joe.co.uk

) Ted Talks www.ted.com

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Listening

Track 4

A Listen to an employee appraisal interview. Match the sentence halves (1–5) to (a–e).

- | | | | |
|---|---|----|--------------------------|
| 1 | When he took the job, Ahmed liked | a) | a hard-working boss. |
| 2 | When Ahmed started work, he didn't have | b) | the financial incentive. |
| 3 | Ahmed says he has | c) | the world economy. |
| 4 | Ahmed's main motivation now is | d) | the important job title. |
| 5 | Ahmed's only worry is | e) | enough time off. |

Track 5

B Listen to another employee appraisal interview. Match the sentence halves (6–10) to (f–j).

- | | | | |
|----|-----------------------------------|----|----------------------------|
| 6 | Howard feels that the company is | f) | Howard's job satisfaction. |
| 7 | Howard likes | g) | contact with people. |
| 8 | Howard says no one notices | h) | working from home. |
| 9 | Sara wants to increase | i) | a big machine. |
| 10 | Howard suggests that he might try | j) | his contribution. |

Reading

A **Read the article.**

B **Now decide if the statements about the article on page 14 are true (t) or false (f).**

- 11 According to Rita Clifton, the product is more important than the brand.
- 12 Clifton says a product won't have long-term success if it isn't unique.
- 13 Kodak was successful because it looked to the future.
- 14 Innocent has succeeded because it hasn't stood still.
- 15 David Molian says that successful businesses must understand what they are good at.
- 16 Molian believes that great businesses are good at only one thing.
- 17 Most entrepreneurs succeed when they go beyond their core competence.
- 18 Richard Branson succeeded because he managed his brand well.

C **Read the article below. Choose the words and phrases (a–g) to complete the text.**

- a) a problem
- b) a risk-averse market
- c) solutions to their problems
- d) the answers
- e) the competition
- f) the emotional reason
- g) the value

Language

A Choose the correct verb tense for 26–30.

B Find five examples of passive verbs in the text.

31 _____

32 _____

33 _____

34 _____

35 _____

C Find adverbs in the text with the following meanings.

36 more than a little _____

37 a lot _____

38 a small amount _____

39 completely _____

40 more and more _____

Skills

A Complete the conversation with the appropriate phrase (a–j).

- a) I don't want to repeat myself but
- b) Hold on now
- c) I want to ask a question.
- d) if you give us \$2,500 next week
- e) providing you can
- f) So what you're saying is
- g) Are you saying
- h) I'd like to make a suggestion.
- i) I'm sorry to say
- j) how do you feel

Dean: We agreed a budget of \$15,000.

Alan: Right. But we've had some unexpected costs.

Dean: _____⁴¹ that you need more than that.

Alan: Yes, _____⁴² I've been saying for the last six months that we simply don't have any more money for this.

Alan: _____⁴³ that you don't have the money, or that you don't want to spend it?

Dean: _____⁴⁴ I think we should leave this point and come back to it later.

Alan: _____⁴⁵, don't you think we need to sort this out before we talk about anything else?

Dean: Bianca, _____⁴⁶ about this?

Bianca: Well, _____⁴⁷, I agree with Alan on this one. We need to talk through it.

Alan: Thanks, Bianca. Dean, _____⁴⁸ we can deliver the machines, and we'll give your employees training on them. That wasn't part of the original agreement, but we can do that.

Dean: _____⁴⁹ What date are you offering to do the installation?

Alan: We can agree to installation on 12 August, _____⁵⁰ give us the extra money.

B Match Beatrice's sentences (a–e) to Carlos's sentences to complete the conversation.

- a) I was wondering if you'd be interested in talking with us about a job.

- b) I wonder if we could talk about it? ADG are offering a top salary with very good benefits, and they give staff a substantial bonus – well above the industry average. Could we get together?
- c) Hello Mr Ortega. My name's Beatrice Lumb. I work for R&S, the executive recruitment agency. I was given your name by Kim Mason.
- d) OK, I quite understand.
- e) Kim thought you might consider looking at a position that's become vacant at ADG Logistics.

Carlos: Carlos Ortega speaking.

Beatrice: _____ 51

Carlos: Oh, hello. What can I do for you?

Beatrice: _____ 52

Carlos: Oh, yes?

Beatrice: _____ 53

Carlos: I'm flattered that you've called, but I'm very happy in my job.

Beatrice: _____ 54

Carlos: I'm afraid there's no point in us meeting. I'm completely happy where I am now.

Beatrice: _____ 55

Vocabulary

A Match the prefixes (56–60) to the words (a–e).

- 56 em
- 57 under
- 58 dis
- 59 de
- 60 bi

- a) perform
- b) regulate
- c) lateral
- d) loyal
- e) power

B Choose the correct word from Exercise A to complete the sentences.

- 61 It was _____ of John to tell our competitors about the new product launch.
- 62 The government is going to _____ the sector in the near future.
We don't need someone who's going to _____ the way Leon did. We need someone who can sell!
The two countries agreed to work hard to improve _____ relations.
- 65 If you _____ employees – give them real control over their work - that increases productivity.

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

Vocabulary

A Choose the best word to complete each sentence.

- 21 Bev is an excellent salesperson because she's very (persuasive / reserved).
- 22 The (product / customer) profile is a description of the type of person who we expect to use the product.
- 23 The fire at our distribution centre (disrupted / soured) our ability to fill customer orders.
- 24 One reason that the (brand / workforce) is so successful may be its world-famous logo.
- 25 Bob didn't want to leave the job, but he was satisfied with the generous (severance payment / remuneration) when he finally had to go.
- 26 You can't eliminate risk but you can (negligibly / significantly) reduce it in most cases.
- 27 The employees really respect Adrian because he's supportive, inspiring, and (irresponsible / considerate).
- 28 We're having cashflow problems because some of our (debtors / creditors) haven't paid the money they owe us.
- 29 The most successful customer service teams give (payments / refunds) to customers who are dissatisfied and want to return a product.
- 30 Roberts Logistics and Global Postal and Telecom have set up a (joint venture / takeover) to run a new business parcel courier and delivery service in northern Europe.

- c) Plan your schedule
- d) Pack efficiently
- e) Take the right technology
- f) Don't work on the plane
- g) Wear the right clothes
- h) Take time to readjust
- i) Fly business, drink water
- j) Keep fit

Reading

A Read the two articles. Match each heading (a–j) with the correct section in the articles.

- a) No to make-up, yes to moisturiser and shaving
- b) Use an arrivals lounge

Language

A In the article, there is one mistake in each sentence. Identify the wrong word(s) and write the correct word(s) in the gaps (41–50) below.

- 41 _____
42 _____
43 _____
44 _____
45 _____
46 _____
47 _____
48 _____
49 _____
50 _____

Writing

You work in the facilities management department of a small manufacturing firm. Your firm needs to purchase a new heating and cooling system for the warehouse. You have been asked to investigate three systems that would all be suitable from a technical point of view.

Use the data below and write a memo of 200–250 words to the purchasing manager. Tell him which system you would recommend and give your reasons.

Speaking

You are going to have a speaking test that will last about 15 minutes. There will be two parts:

Part A: You will be asked to prepare a short (3–4 minute) presentation.

Part B: You will have to ask for information about two companies, which you should then summarise and evaluate.

Part A: Presentation

Choose one of the topics below and prepare a short presentation. You should begin with a suitable introduction, divide the main information into about three main parts, and end with a conclusion. You can make notes but should not try to read the whole presentation. You will have about 15 minutes to prepare.

1 Make a presentation about an experience you have had with customer service. Explain the situation and describe the customer service. Explain what was good and what was bad and why. Describe how the customer service could be improved, or, if it was as good as it could be, explain how other companies could learn from your experience.

2 Make a presentation about a successful product. Give information about the product (what it is, who buys it, why it's so successful) and talk about the company (its size, nationality, main offices, etc.).

3 Make a presentation about a crisis that a company has had. What was the crisis? How did the company respond? How did the public perceive the response? Did the crisis ultimately help or hurt the company?

Part B: Gather information and summarising

You work for a company that produces mobile phones and laptop computers. Your company wants to take over a software company as a way to develop a 'package' that will include a laptop, a mobile phone and software that runs on both and makes them work well together. Ask the examiner for information about two possible companies: NuuSofft (based in Germany) and PDQriter (based in the US).

Try to get the following information about each company:

- type of software the company produces

