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Циклова комісія економіки, управління та адміністрування

ПРОФЕСІЙНІ КОМУНІКАЦІЇ ІНОЗЕМНОЮ МОВОЮ

Збірник тестових завдань
для здобувачів освітньо-професійного ступеня
«фаховий молодший бакалавр»
(2 семестр)
спеціальності D5 Маркетинг

Харків, 2026

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Збірник тестових завдань обговорено та схвалено на засіданні циклової комісії економіки, управління та адміністрування, протокол протокол від 28.08.2026 р. № 1.

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Зміст

Вступ 4
Тема 1. Working Day 6
Тема 4. Travelling for Work 28
Тема 5. Organising 35
Тема 6. Products 42
Тема 7. Competition 49
Тема 8. Jobs 56

Вступ

Однією з інноваційних форм інформатизованої системи освіти є тестування. Ця форма, надзвичайно популярна за кордоном, в останні десятиліття активно впроваджується в Україні і є одним із важливих кроків до реалізації Болонської конвенції, яка передбачає створення об’єктивної системи контролю отриманих знань і умінь, сформованості професійної та комунікативної компетентності.

На користь використання тестування з метою контролю та оцінювання результатів навчально-пізнавальної діяльності здобувачів освіти свідчать такі важливі чинники:

– тестовий контроль мінімізує суб'єктивний фактор викладача, що робить оцінки більш справедливими та неупередженими, тобто реалізується дидактичний принцип об’єктивності оцінювання;

– тестові завдання можуть охоплювати широкий спектр тем, які включають питання як теоретичного, так і прикладного характеру, що дозволяє краще визначити рівень засвоєння навчального матеріалу здобувачами освіти, проаналізувати рівень їх знань та вмінь;

– тестування дозволяє швидко оцінити роботу здобувачів освіти;

– систематичне тестування стимулює здобувачів освіти до регулярного повторення та закріплення знань, тобто підвищує рівень мотивації до навчання;

– регулярні тести допомагають відстежувати прогрес здобувачів освіти і вчасно виявляти проблемні області, відбувається вимірювання динаміки навчання;

– результати тестування можуть бути використані для вдосконалення програми навчальної дисципліни та методики її викладання з орієнтацією на потреби здобувачів освіти;

– у сучасних умовах тестування є важливим елементом онлайн-освіти, дозволяючи проводити контроль знань дистанційно.

Програмою навчальної дисципліни «Професійні комунікації іноземною мовою» для здобувачів фахової передвищої освіти зі спеціальності D5 «Маркетинг» передбачено вивчення восьми тем: «Topic 1. Working Day», «Topic 2. Doing Business», «Topic 3. Changes», «Topic 4. Travelling for Work», «Topic 5. Organising», «Topic 6. Products», «Topic 7. Competition», «Topic 8. Jobs» та проходження тематичного тестування за кожною з них, проведення двох контрольних робіт, підсумкового семестрового контролю у формі заліку.

При складанні тестових завдань беруться до уваги передбачувані результати навчання здобувачів освіти.

У результаті вивчення навчальної дисципліни у майбутніх фахівців мають сформуватися такі компетентності, як: здатність до абстрактного мислення, аналізу та синтезу; здатність до адаптації та дій в новій ситуації; цінування та повага різноманітності та мультикультурності; здатність діяти соціально відповідально та свідомо, зокрема спрямованих на покращення комунікації

іноземною мовою при взаємодії між клієнтом та торговельною організацією; розуміти принципи психології та використовувати їх у професійній діяльності, зокрема при налагодженні комунікаційних зав'язків при роботі з клієнтами та в середині торговельної організації; здатність формувати та демонструвати лідерські якості та поведінкові навички.

Навчальна дисципліна «Професійні комунікації іноземною мовою» сприяє досягненню таких результатів навчання: розвиток комунікативних навичок студентів, що дає змогу ефективно спілкуватися іноземною мовою в професійному середовищі, використовуючи відповідну термінологію та мовні конструкції. Важливим аспектом є також поліпшення навичок міжкультурної комунікації, оскільки студенти навчаються враховувати культурні особливості співрозмовників для побудови ефективних відносин у професійній діяльності.

Крім того, дисципліна допомагає здобути навички використання професійного лексикону, розширюючи словниковий запас і освоюючи терміни та вирази, що використовуються в конкретних професійних галузях, таких як туризм, менеджмент, маркетинг та інші. Окрему увагу приділено розвитку вмінь ведення ділової переписки, що включає написання та оформлення різних видів ділових документів, таких як листи, електронні листи, запити, звіти, пропозиції тощо.

На вивчення навчальної дисципліни відводиться 4 кредити ЄКТС (120 годин). Питання, винесені на самостійний розгляд здобувачів освіти, також включаються до змісту тестових завдань.

Тестування різнорівневе. 1-й рівень – тести з однією правильною відповіддю. 2-й рівень – тести на заповнення пропусків.

Тематичне тестування. Банк запитань – мінімум 15, максимум – 50, на контроль – 15. Час для відповіді – 15 хвилин. Кількість спроб – 2.

Тестування проводиться на Порталі навчальних ресурсів ВСП «Харківський торговельно-економічний фаховий коледж ДТЕУ».

Тема 1. Working Day

1. What time do you usually start work?
   A) At 8 o’clock.
   B) In the office.
   C) With my manager.
   D) By bus.
2. What does a receptionist usually do?
   A) Answers the phone and welcomes visitors.
   B) Repairs computers.
   C) Designs buildings.
   D) Drives company trucks.
3. Choose the correct sentence.
   A) She work in a bank.
   B) She works in a bank.
   C) She working in a bank.
   D) She is work in a bank.
4. What do you usually do after arriving at work?
   A) Check my emails.
   B) Go to bed.
   C) Have dinner.
   D) Leave the office.
5. Choose the correct question.
   A) Where you work?
   B) Where do you work?
   C) Where does you work?
   D) Where are you work?
6. What is a meeting?
   A) A planned discussion between people.
   B) A place where products are stored.
   C) A document about a customer.
   D) A type of transport.
7. Choose the correct form: “My manager _____ emails every morning.”
   A) check
   B) checking
   C) checks
   D) is check

8. What does “full-time job” mean?
   A) A job with regular working hours as a main occupation.
   B) A job that lasts only one hour.
   C) A job done only at weekends.
   D) A job without any responsibilities.
9. Choose the correct sentence.
   A) They works from Monday to Friday.
   B) They work from Monday to Friday.
   C) They working from Monday to Friday.
   D) They is work from Monday to Friday.
10. What is a colleague?
   A) A person you work with.
   B) A person who buys your house.
   C) A person who repairs your car.
   D) A person who lives in another country.
11. What does “working hours” mean?
   A) The time when you are expected to work.
   B) The time when you are travelling on holiday.
   C) The time when you are sleeping.
   D) The time when you are having lunch at home.
12. Choose the correct option: “I _____ coffee before work every morning.”
   A) drink
   B) drinks
   C) drinking
   D) am drink
13. What is a deadline?
   A) The latest time or date by which something must be completed.
   B) The beginning of a working day.
   C) A place where employees have lunch.
   D) A regular business meeting.
14. Choose the correct question.
   A) Does your company have many employees?
   B) Do your company has many employees?
   C) Does your company has many employees?
   D) Is your company have many employees?
15. What does an employee do?
   A) Works for a company or organisation.

B) Owns every company in the country.

C) Only visits companies.

D) Buys products for personal use.

16. Choose the correct sentence.

A) He usually arrive at 9 a.m.

B) He usually arrives at 9 a.m.

C) He usually arriving at 9 a.m.

D) He is usually arrive at 9 a.m.

17. What is a break?

A) A short period when you stop working.

B) A long business project.

C) A type of contract.

D) A meeting with a customer.

18. Choose the correct option: “We _____ lunch at one o’clock.”

A) has

B) having

C) have

D) are have

19. What does “work from home” mean?

A) To do your job at home instead of going to the office.

B) To stop working permanently.

C) To work only during holidays.

D) To work in another company.

20. Choose the correct sentence.

A) Our office opens at 8:30.

B) Our office open at 8:30.

C) Our office opening at 8:30.

D) Our office is open at 8:30 every morning only yesterday.

21. What is a department?

A) A section of a company that has a particular function.

B) A type of business trip.

C) A company customer.

D) A working day.

22. Choose the correct option: “She _____ in the marketing department.”

A) work

B) works

C) working

D) is work

23. What does a manager usually do?

A) Organises work and manages employees.

B) Only answers personal phone calls.

C) Delivers all company mail personally.

D) Cleans every office.

24. Choose the correct question.

A) What time does the meeting start?

B) What time do the meeting starts?

C) What time does the meeting starts?

D) What time is the meeting start?

25. What does “busy” mean?

A) Having a lot of things to do.

B) Having no work at all.

C) Being on holiday.

D) Being late for work.

26. Choose the correct option: “My colleagues _____ usually very busy on Mondays.”

A) is

B) are

C) be

D) am

27. What is an appointment?

A) An arrangement to meet someone at a particular time.

B) A document describing a product.

C) A company's financial result.

D) A period of annual leave.

28. Choose the correct sentence.

A) I usually have three meetings a week.

B) I usually has three meetings a week.

C) I usually having three meetings a week.

D) I am usually have three meetings a week.

29. What does “to finish work” mean?

A) To stop working at the end of the working period.

B) To start a new job.

C) To arrive at work.

D) To organise a meeting.

30. Choose the correct option: “The sales team _____ customers every day.”

A) contact

B) contacts

C) contacting

D) is contact

31. What is a task?

A) A piece of work that needs to be completed.

B) A person who manages a company.

C) A place where employees work.

D) A type of business trip.

32. Choose the correct sentence.

A) Does he work in an international company?

B) Do he works in an international company?

C) Does he works in an international company?

D) Is he work in an international company?

33. What does “to be responsible for” mean?

A) To have a particular duty or task.

B) To avoid all work.

C) To travel for pleasure.

D) To work without a manager.

34. Choose the correct option: “Anna _____ responsible for customer service.”

A) are

B) am

C) is

D) be

35. What is a schedule?

A) A plan showing when activities or events will happen.

B) A list of company employees.

C) A type of business product.

D) A customer complaint.

36. Choose the correct sentence.

A) We usually start meetings on time.

B) We usually starts meetings on time.

C) We usually starting meetings on time.

D) We are usually start meetings on time.

37. What does “overtime” mean?

A) Time worked in addition to normal working hours.

B) Time spent travelling to work.

C) A lunch break.

D) A holiday period.

38. Choose the correct option: “Our manager _____ a lot of meetings.”

A) have

B) has

C) having

D) is have

39. What is teamwork?

A) People working together to achieve a common goal.

B) One person working without any communication.

C) A company working without employees.

D) Employees competing against their colleagues all the time.

40. Choose the correct question.

A) How often do you have meetings?

B) How often you have meetings?

C) How often does you have meetings?

D) How often are you have meetings?

41. What does “to attend a meeting” mean?

A) To go to and take part in a meeting.

B) To cancel a meeting.

C) To organise a holiday.

D) To leave work early.

42. Choose the correct option: “They _____ a meeting every Monday.”

A) has

B) have

C) having

D) is have

43. What is a business trip?

A) A journey made for work purposes.

B) A holiday with friends.

C) A daily journey to school.

D) A trip to a supermarket.

44. Choose the correct sentence.
A) He doesn't work on Saturdays.
B) He don't work on Saturdays.
C) He doesn't works on Saturdays.
D) He not work on Saturdays.
45. What does “to make a phone call” mean?
A) To telephone someone.
B) To write a report.
C) To attend a meeting.
D) To send a parcel.
46. Choose the correct option: “I _____ usually busy in the morning.”
A) am
B) is
C) are
D) be
47. What is a report?
A) A document containing information about something.
B) A short break during work.
C) A person who works in sales.
D) A business trip.
48. Choose the correct sentence.
A) Does she usually check her emails?
B) Does she usually checks her emails?
C) Do she usually check her emails?
D) Is she usually check her emails?
49. What does “to meet a deadline” mean?
A) To complete something by the required time.
B) To arrange a meeting with a manager.
C) To start work later than usual.
D) To take a longer lunch break.
50. Choose the correct option: “Our company _____ new employees every year.”
A) hire
B) hires
C) hiring
D) is hire

Список рекомендованих джерел інформації

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Тема 2. Doing Business

1. What is an order?
   A) A request to buy goods or services.
   B) A meeting between employees.
   C) A company holiday.
   D) A financial report.
2. What is a supplier?
   A) A company or person that provides goods or services.
   B) A person who receives a salary.
   C) A company employee who manages meetings.
   D) A customer who buys products.
3. Choose the correct sentence.
   A) We usually receive orders by email.
   B) We usually receives orders by email.
   C) We usually receiving orders by email.
   D) We are usually receive orders by email.
4. What is a customer?
   A) A person or company that buys goods or services.
   B) A person who manages employees.
   C) A company department.
   D) A business document.
5. Choose the correct option: "The customer _____ a large order yesterday."
   A) place
   B) places

C) placed

D) placing

6. What is a delivery?

A) The act of taking goods to a customer.

B) A discussion between managers.

C) A company's annual meeting.

D) A product advertisement.

7. Which phrase is appropriate when asking about a product?

A) Could you give me some information about the product?

B) Close the meeting immediately.

C) I am responsible yesterday.

D) Send me your office.

8. Choose the correct sentence.

A) We need some information about the order.

B) We need any information about the order.

C) We needs some information about the order.

D) We needing some information about the order.

9. What is an enquiry?

A) A request for information.

B) A completed delivery.

C) A financial problem.

D) A company department.

10. Which expression is suitable for making a business enquiry?

A) I would like to ask about your prices.

B) Give me your product now!

C) You must answer yesterday.

D) I don't want information.

11. Choose the correct option: “How _____ products would you like to order?”

A) much

B) many

C) any

D) some

12. What is a quotation?

A) A statement showing the price of goods or services.

B) A list of employees.

C) A business meeting.

D) A delivery vehicle.

13. Choose the correct sentence.

A) How much does this product cost?

B) How much do this product cost?

C) How much does this product costs?

D) How much this product does cost?

14. What does “place an order” mean?

A) To request goods or services from a supplier.

B) To cancel a meeting.

C) To visit a customer.

D) To write a report.

15. Choose the correct option: “The company _____ the goods next Monday.”

A) deliver

B) delivered

C) will deliver

D) delivering

16. What is a business agreement?

A) A formal arrangement between two or more parties.

B) An informal conversation with a friend.

C) A personal shopping list.

D) A company lunch.

17. Which phrase is appropriate when accepting an offer?

A) That sounds good. We agree to the terms.

B) I don't understand yesterday.

C) Send nothing to us.

D) We are disagree yesterday.

18. Choose the correct sentence.

A) The supplier can deliver the goods on Friday.

B) The supplier can delivers the goods on Friday.

C) The supplier can delivering the goods on Friday.

D) The supplier can to deliver the goods on Friday.

19. What does “terms and conditions” mean?

A) The rules and requirements of an agreement.

B) The working hours of employees.

C) The location of a company.

D) The names of customers.

20. Choose the correct option: “We _____ the contract last week.”

A) sign

B) signed

C) signing

D) signs

21. What is a contract?

A) A formal written agreement.

B) A product catalogue.

C) A telephone conversation.

D) A company timetable.

22. Which phrase is suitable for asking someone to repeat information?

A) Could you repeat that, please?

B) You repeat nothing.

C) Say it yesterday.

D) Repeat this immediately yesterday.

23. Choose the correct sentence.

A) We are looking for a new supplier.

B) We looking for a new supplier.

C) We is looking for a new supplier.

D) We are look for a new supplier.

24. What does “available” mean?

A) Ready or able to be used or obtained.

B) Already damaged.

C) Completely finished.

D) Impossible to order.

25. Choose the correct option: “Is this model _____ stock?”

A) on

B) in

C) at

D) by

26. What is a business event?

A) An organised occasion related to business activities.

B) A private family celebration.

C) A daily lunch break.

D) A personal holiday.

27. Which event is mainly organised for business networking?
A) A business conference.
B) A family dinner.
C) A birthday party.
D) A school holiday.
28. Choose the correct sentence.
A) We are organising a business event this month.
B) We organising a business event this month.
C) We is organising a business event this month.
D) We are organise a business event this month.
29. What is networking?
A) Building professional relationships with other people.
B) Repairing office equipment.
C) Delivering products to customers.
D) Preparing financial documents.
30. Choose the correct option: “There _____ several customers at the event.”
A) was
B) were
C) is
D) be
31. What does “negotiate” mean?
A) To discuss something in order to reach an agreement.
B) To cancel a business meeting.
C) To deliver a product.
D) To advertise a company.
32. Which phrase is appropriate during a negotiation?
A) Could we discuss the price?
B) You discuss nothing.
C) Price yesterday.
D) We discussing tomorrow yesterday.
33. Choose the correct option: “If you order 100 units, we _____ you a discount.”
A) offer
B) offered
C) will offer
D) offering

34. What is a discount?

A) A reduction in the usual price.

B) An increase in the price.

C) A delivery problem.

D) A type of contract.

35. Choose the correct sentence.

A) We can offer you a 10% discount.

B) We can offers you a 10% discount.

C) We can offering you a 10% discount.

D) We can to offer you a 10% discount.

36. What is an invoice?

A) A document showing the amount of money owed for goods or services.

B) A list of business partners.

C) A meeting schedule.

D) A company advertisement.

37. Choose the correct option: “Please _____ the invoice by Friday.”

A) pay

B) pays

C) paying

D) to paying

38. What does “payment” mean?

A) Money given for goods or services.

B) A business meeting.

C) A delivery address.

D) A product description.

39. Choose the correct sentence.

A) The customer hasn't received the order yet.

B) The customer hasn't receive the order yet.

C) The customer haven't received the order yet.

D) The customer isn't received the order yet.

40. What does “on time” mean?

A) At the planned or expected time.

B) Before the company opens.

C) After a long delay.

D) At an unknown time.

41. Choose the correct option: “The goods arrived _____ time.”

A) in

B) on

C) at

D) by

42. What should you do if a customer complains about a late delivery?

A) Apologise and explain the situation.

B) Ignore the customer.

C) End the conversation immediately.

D) Blame the customer.

43. Choose the correct sentence.

A) We apologise for the delay.

B) We apologise the delay.

C) We apologising for the delay.

D) We are apologise the delay.

44. What is a business partner?

A) A person or organisation that works with another business.

B) A company's office building.

C) A person who buys a train ticket.

D) A temporary employee.

45. Which phrase is appropriate for ending a business email?

A) I look forward to hearing from you.

B) See you yesterday.

C) Don't write to me.

D) Finish the email now.

46. Choose the correct option: “Thank you _____ your enquiry.”

A) at

B) for

C) on

D) to

47. What does “confirm an order” mean?

A) To officially say that an order is accepted or correct.

B) To cancel an order.

C) To change a company's address.

D) To complain about a product.

48. Choose the correct sentence.

A) Could you confirm the delivery date?

B) Could you confirming the delivery date?

C) Could you confirms the delivery date?

D) Could you to confirm the delivery date?

49. What is the main purpose of a business email enquiry?

A) To request specific business information.

B) To describe a personal holiday.

C) To invite a friend to dinner.

D) To discuss personal hobbies.

50. Choose the most appropriate response to a customer who says, “I would like to place an order.”

A) Certainly. What would you like to order?

B) No, you aren't.

C) I don't order anything.

D) You ordered yesterday.

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Тема 3. Changes

1. What does “change” mean in a business context?

A) A difference or development in a company or situation.

B) A regular lunch break.

C) A fixed working schedule.

D) A business telephone call.

2. Why do companies make changes?

A) To improve their performance or respond to new conditions.

B) To stop all business activities.

C) To avoid communicating with customers.

D) To reduce the number of working days to zero.

3. Choose the correct sentence.
   A) The company is changing its business strategy.
   B) The company changing its business strategy.
   C) The company are changing its business strategy.
   D) The company is change its business strategy.
4. What is a company’s history?
   A) Information about its development and past activities.
   B) A list of today's meetings.
   C) A plan for one working day.
   D) A customer complaint.
5. Choose the correct option: “The company _____ in 1995.”
   A) starts
   B) started
   C) is starting
   D) has start
6. What does “grow” mean in business?
   A) To become larger or more successful.
   B) To close a company.
   C) To reduce the number of products to zero.
   D) To stop working.
7. Choose the correct sentence.
   A) Our company grew rapidly last year.
   B) Our company grow rapidly last year.
   C) Our company growing rapidly last year.
   D) Our company grows rapidly last year.
8. What can cause changes in a company?
   A) New technology, market conditions or customer needs.
   B) Only employees' lunch breaks.
   C) Only office furniture.
   D) Only the weather.
9. Choose the correct option: “We _____ a new office next month.”
   A) open
   B) opened
   C) are opening
   D) opening
10. What does “performance” mean in business?
   A) How well a company, employee or activity works.

B) The physical location of a company.

C) The number of holidays employees have.

D) The name of a company.

11. Choose the correct sentence.

A) Sales increased by 15% last year.

B) Sales increase by 15% last year.

C) Sales increasing by 15% last year.

D) Sales was increase by 15% last year.

12. What does “successful” mean?

A) Achieving the desired result.

B) Having no customers.

C) Losing money regularly.

D) Closing a business.

13. Choose the correct option: “The project _____ very successful.”

A) was

B) were

C) be

D) are

14. What is a project?

A) A planned piece of work with a specific purpose.

B) A company employee.

C) A business telephone.

D) A regular coffee break.

15. Choose the correct sentence.

A) They completed the project last month.

B) They complete the project last month.

C) They completing the project last month.

D) They was complete the project last month.

16. What does “improve” mean?

A) To make something better.

B) To make something smaller without a reason.

C) To stop something completely.

D) To repeat something without changes.

17. Choose the correct option: “The company wants to _____ its customer service.”

A) improve

B) improved

C) improving

D) improves

18. What does “challenge” mean?

A) A difficult situation that requires effort to solve.

B) A successful business result.

C) A regular working hour.

D) A type of business document.

19. Choose the correct sentence.

A) The company faced several challenges last year.

B) The company face several challenges last year.

C) The company facing several challenges last year.

D) The company was face several challenges last year.

20. What does “solution” mean?

A) An answer to a problem.

B) A type of problem.

C) A company employee.

D) A business meeting.

21. Choose the correct option: “We need to find a _____ to this problem.”

A) solution

B) challenge

C) performance

D) change

22. What is a new office?

A) A workplace that a company has recently opened or moved to.

B) A type of employee.

C) A business report.

D) A company product.

23. Choose the correct sentence.

A) The company moved to a new office in June.

B) The company move to a new office in June.

C) The company moving to a new office in June.

D) The company has move to a new office in June.

24. What does “move” mean when talking about a company?

A) To change the location of the company or office.

B) To change an employee's job title.

C) To increase the price of a product.

D) To organise a meeting.

25. Choose the correct option: “Our company _____ to a larger office two years ago.”
A) move
B) moves
C) moved
D) moving
26. What does “launch” mean in business?
A) To introduce a new product or service.
B) To close a company.
C) To cancel an order.
D) To reduce working hours.
27. Choose the correct sentence.
A) The company launched a new product last week.
B) The company launch a new product last week.
C) The company launching a new product last week.
D) The company was launch a new product last week.
28. What is an achievement?
A) Something successfully completed or accomplished.
B) A business problem.
C) A customer complaint.
D) A company expense.
29. Choose the correct option: “Winning the award _____ an important achievement.”
A) was
B) were
C) are
D) be
30. What does “increase” mean?
A) To become greater in amount, number or level.
B) To become smaller.
C) To remain exactly the same.
D) To stop completely.
31. Choose the correct sentence.
A) The number of customers increased this year.
B) The number of customers increase this year.
C) The number of customers increasing this year.
D) The number of customers were increase this year.

32. What does “decrease” mean?

A) To become smaller in amount, number or level.

B) To become more successful.

C) To introduce a product.

D) To move to a new office.

33. Choose the correct option: “Company costs _____ last year.”

A) decreased

B) decrease

C) decreasing

D) was decrease

34. What is a company strategy?

A) A plan for achieving business goals.

B) A list of employees' birthdays.

C) A description of a single working day.

D) A customer telephone number.

35. Choose the correct sentence.

A) The company changed its strategy because of market conditions.

B) The company change its strategy because of market conditions.

C) The company changing its strategy because of market conditions.

D) The company was change its strategy because of market conditions.

36. What does “recently” mean?

A) Not long ago.

B) Many years ago.

C) Every day.

D) Never.

37. Choose the correct option: “The company has _____ opened a new branch.”

A) recently

B) yesterday

C) last year

D) ago

38. What is a branch?

A) A local office or part of a larger company.

B) A company product.

C) A business meeting.

D) A customer complaint.

39. Choose the correct sentence.
A) Our company has opened three new branches.
B) Our company have opened three new branches.
C) Our company has open three new branches.
D) Our company is opened three new branches.
40. What does “develop” mean in business?
A) To grow or change in order to become more advanced.
B) To close immediately.
C) To cancel all activities.
D) To reduce the number of employees to zero.
41. Choose the correct option: “The company _____ rapidly over the past five years.”
A) has developed
B) have developed
C) developed has
D) is develop
42. What is an update?
A) New information about a situation or development.
B) A type of company building.
C) A customer discount.
D) A business holiday.
43. Which phrase is appropriate when giving an update?
A) I’d like to give you an update on the project.
B) I give you yesterday the project.
C) Update nothing about the project.
D) I am update yesterday.
44. Choose the correct sentence.
A) We are currently working on a new project.
B) We currently work on a new project yesterday.
C) We are currently work on a new project.
D) We currently working on a new project.
45. What does “currently” mean?
A) At the present time.
B) In the distant past.
C) In the future only.
D) Never.

46. Choose the correct option: “The team _____ on the project at the moment.”
A) works
B) worked
C) is working
D) work

47. What is a business problem?
A) A situation that negatively affects business activities and needs to be addressed.
B) A successful company achievement.
C) A regular business meeting.
D) A product launch.

48. Which phrase is suitable for discussing a problem professionally?
A) We need to look at the problem and find a solution.
B) The problem is your fault.
C) Don't talk about the problem.
D) You caused everything yesterday.

49. Choose the correct sentence.
A) We have made several changes to our business plan.
B) We have make several changes to our business plan.
C) We has made several changes to our business plan.
D) We are made several changes to our business plan.

50. Which phrase is most appropriate when reporting a positive business result?
A) We are pleased to report that sales have increased.
B) We report sales increased yesterday only.
C) Sales are problem and nothing else.
D) We don't want to discuss our results.

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Тема 4. Travelling for Work

1. What is a business trip?
   A) A journey made for work purposes.
   B) A holiday with friends.
   C) A shopping trip.
   D) A school trip.
2. What should you do before a business trip?
   A) Check your travel arrangements.
   B) Cancel all meetings.
   C) Forget your documents.
   D) Leave without a plan.
3. What is a flight?
   A) A journey by aircraft.
   B) A journey by train.
   C) A journey by bus.
   D) A journey by ship.
4. Choose the correct sentence.
   A) I am travelling to London tomorrow.
   B) I travelling to London tomorrow.
   C) I is travelling to London tomorrow.
   D) I am travel to London tomorrow.
5. What is a departure?
   A) The time when a plane, train or bus leaves.
   B) The time when it arrives.
   C) A hotel reservation.
   D) A business meeting.
6. What is an arrival?
   A) The time when a plane, train or bus reaches a place.
   B) The time when it leaves.
   C) A ticket price.
   D) A passport.
7. The flight _____ at 7:30 tomorrow.
   A) departs

B) depart

C) departing

D) is depart

8. What does “delay” mean?

A) A situation in which something happens later than planned.

B) A fast journey.

C) A hotel booking.

D) A business meeting.

9. The flight was _____ because of bad weather.

A) delayed

B) delay

C) delaying

D) delays

10. What should you do if your flight is delayed?

A) Inform your business partner.

B) Ignore everyone.

C) Cancel your passport.

D) Leave the airport without information.

11. Which phrase is appropriate for informing someone about a delay?

A) I’m afraid my flight has been delayed.

B) My flight delay yesterday tomorrow.

C) I don't know flight.

D) You delay my flight.

12. What is a boarding pass?

A) A document allowing a passenger to board a flight.

B) A hotel bill.

C) A business contract.

D) A train timetable.

13. What is luggage?

A) Bags and suitcases that you take when travelling.

B) A passport.

C) A ticket.

D) A hotel room.

14. Choose the correct sentence.

A) I have packed my luggage.

B) I has packed my luggage.

C) I have pack my luggage.

D) I am packed my luggage.

15. What is a hotel reservation?

A) An arrangement to have a room at a hotel.

B) A flight ticket.

C) A business contract.

D) A customer complaint.

16. I _____ a hotel room for three nights.

A) have booked

B) has booked

C) have book

D) am book

17. What does “check in” mean at a hotel?

A) Register when you arrive.

B) Leave the hotel.

C) Cancel a flight.

D) Pay a supplier.

18. What does “check out” mean at a hotel?

A) Leave the hotel after your stay.

B) Enter the hotel.

C) Book a room.

D) Call a customer.

19. What is a travel itinerary?

A) A plan of a journey.

B) A business contract.

C) A hotel employee.

D) A customer complaint.

20. What information can an itinerary contain?

A) Travel times, destinations and transport details.

B) Employees' salaries.

C) Product prices only.

D) Company passwords.

21. Choose the correct question.

A) What time does the train leave?

B) What time do the train leaves?

C) What time does the train leaves?

D) What time is the train leave?

22. What does “business traveller” mean?
A) A person who travels for work.
B) A person travelling only for holidays.
C) A hotel employee.
D) A tourist guide.
23. What should you take on an international business trip?
A) A passport and necessary travel documents.
B) Only a notebook.
C) Only a phone charger.
D) No documents.
24. Choose the correct sentence.
A) You must bring your passport.
B) You must to bring your passport.
C) You must bringing your passport.
D) You must brings your passport.
25. What does “technical problem” mean?
A) A problem with equipment or technology.
B) A problem with a holiday.
C) A problem with lunch.
D) A problem with a passport only.
26. The video call stopped because of a _____ problem.
A) technical
B) travelling
C) business
D) hotel
27. What should you do if you cannot attend a meeting?
A) Inform the other participants as soon as possible.
B) Say nothing.
C) Leave without explanation.
D) Ignore the invitation.
28. Which phrase is appropriate for changing a meeting time?
A) Could we move the meeting to 3 p.m.?
B) Move meeting yesterday.
C) You move my meeting.
D) Meeting is moving yesterday.
29. What is a travel arrangement?
A) A plan or booking connected with travelling.

B) A company salary.

C) A customer complaint.

D) A product design.

30. We _____ the tickets last week.

A) booked

B) book

C) booking

D) books

31. What is a direct flight?

A) A flight that goes to the destination without a scheduled change of aircraft.

B) A flight with three hotels.

C) A delayed flight.

D) A cancelled flight.

32. What does “miss a flight” mean?

A) Arrive too late to take the flight.

B) Arrive early at the airport.

C) Book a flight.

D) Change a seat.

33. I’m afraid I _____ my flight.

A) have missed

B) has missed

C) miss

D) am miss

34. What does “cancel” mean?

A) To decide that something planned will not happen.

B) To arrive early.

C) To book a room.

D) To start a meeting.

35. The airline _____ the flight because of bad weather.

A) cancelled

B) cancel

C) cancelling

D) cancels yesterday

36. What is a connection flight?

A) A flight involving a change to another flight.

B) A flight without passengers.

C) A hotel transfer.

D) A business meeting.

37. Which phrase is suitable when asking for travel information?

A) Could you tell me what time the train leaves?

B) Tell me train yesterday.

C) What train you are?

D) Train information nothing.

38. What does “on business” mean?

A) For work-related purposes.

B) For a holiday.

C) For entertainment.

D) For personal shopping.

39. She is travelling _____ business.

A) on

B) at

C) in

D) by

40. What is a meeting room?

A) A room where people hold meetings.

B) A hotel bedroom.

C) An airport gate.

D) A train station.

41. Choose the correct sentence.

A) We are having a meeting at the hotel.

B) We having a meeting at the hotel.

C) We is having a meeting at the hotel.

D) We are have a meeting at the hotel.

42. What does “update someone” mean?

A) Give someone the latest information.

B) Cancel someone's ticket.

C) Book someone's hotel.

D) Change someone's job.

43. Which phrase is appropriate for giving an update?

A) Just to keep you updated, the meeting has been moved.

B) Keep you yesterday.

C) Meeting move nothing.

D) I updated you tomorrow yesterday.

44. What should you do if your luggage is lost?
A) Report the problem to the airline.
B) Ignore it.
C) Leave the airport.
D) Cancel your business meeting.
45. What is a destination?
A) The place you are travelling to.
B) The place you leave from.
C) A travel document.
D) A suitcase.
46. Our final _____ is Berlin.
A) destination
B) departure
C) luggage
D) delay
47. What does “arrange” mean?
A) To organise or plan something.
B) To cancel everything.
C) To forget information.
D) To delay a meeting.
48. We need to _____ transport from the airport.
A) arrange
B) arranging
C) arranged
D) arranges
49. What is a video call?
A) A call that allows people to communicate using video.
B) A printed business letter.
C) A hotel booking.
D) A train ticket.
50. Which phrase is suitable for ending a business travel update?
A) I’ll keep you informed of any further changes.
B) I tell nothing about changes.
C) You know yesterday everything.
D) Changes are not my problem.

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Тема 5. Organising

1. What is a conference?
   A) A formal meeting where people discuss a particular subject.
   B) A hotel room.
   C) A business contract.
   D) A product.
2. What is a trade show?
   A) An event where companies display and promote products.
   B) A private holiday.
   C) A staff lunch.
   D) A customer complaint.
3. What should you do when organising an event?
   A) Plan the programme and venue.
   B) Ignore the participants.
   C) Cancel the invitations.
   D) Avoid a schedule.
4. Choose the correct sentence.
   A) We are organising a conference.
   B) We organising a conference.
   C) We is organising a conference.
   D) We are organise a conference.
5. What is an invitation?
   A) A request asking someone to attend an event.
   B) A business complaint.
   C) A product catalogue.
   D) A financial report.

6. Which phrase is appropriate in an invitation?
   A) We would like to invite you to our conference.
   B) Come yesterday to our office.
   C) You attend nothing.
   D) Meeting was tomorrow.
7. What information should an invitation include?
   A) Date, time and location.
   B) Only the company logo.
   C) Only the customer's name.
   D) Only the price of a product.
8. The conference _____ at 10 a.m.
   A) starts
   B) start
   C) starting
   D) is start
9. What is a venue?
   A) The place where an event takes place.
   B) A business partner.
   C) A product.
   D) A meeting agenda.
10. We need to find a suitable _____ for the conference.
   A) venue
   B) customer
   C) supplier
   D) invoice
11. What is an agenda?
   A) A list of topics to be discussed at a meeting.
   B) A list of employees' salaries.
   C) A customer complaint.
   D) A product catalogue.
12. Please check the meeting _____ before the conference.
   A) agenda
   B) luggage
   C) invoice
   D) product
13. What does “organise” mean?
   A) To plan and arrange something.

B) To cancel something.

C) To ignore something.

D) To delay everything.

14. Which sentence is correct?

A) She organises business events.

B) She organise business events.

C) She organising business events.

D) She is organise business events.

15. What is a participant?

A) A person who takes part in an event.

B) A person who sells an office.

C) A product supplier.

D) A hotel room.

16. There are 50 _____ at the conference.

A) participants

B) venues

C) agendas

D) invitations

17. What does “attend” mean?

A) To go to an event or meeting.

B) To cancel an event.

C) To organise a hotel.

D) To write an invoice.

18. Many international guests _____ the conference.

A) attended

B) attend

C) attending

D) was attend

19. What is socialising?

A) Spending time with people in a friendly or informal way.

B) Writing a financial report.

C) Producing goods.

D) Cancelling an event.

20. Why is socialising important in business?

A) It helps build professional relationships.

B) It replaces all contracts.

C) It reduces working hours.

D) It eliminates meetings.

21. Which phrase is appropriate when meeting a business partner?

A) It’s a pleasure to meet you.

B) Meet you yesterday.

C) You are meeting nothing.

D) I don't meet business.

22. What is networking?

A) Developing professional relationships.

B) Working without colleagues.

C) Selling office equipment.

D) Preparing lunch.

23. Choose the correct sentence.

A) We are going to meet some potential clients.

B) We going to meet some potential clients.

C) We are go to meet some potential clients.

D) We is going to meet some potential clients.

24. What is a schedule?

A) A plan showing the times of activities.

B) A product.

C) A customer.

D) A complaint.

25. The event schedule _____ very detailed.

A) is

B) are

C) be

D) am

26. What is a deadline?

A) The final time or date for completing something.

B) A meeting place.

C) A business partner.

D) A social event.

27. We need to finish the preparations _____ Friday.

A) by

B) on

C) at

D) in

28. What is catering?
A) Providing food and drinks at an event.
B) Providing transport.
C) Selling tickets.
D) Designing products.
29. The company has arranged _____ for the conference.
A) catering
B) luggage
C) invoices
D) contracts
30. What is accommodation?
A) A place where someone stays.
B) A place where goods are produced.
C) A meeting.
D) A business contract.
31. We need to book _____ for our guests.
A) accommodation
B) competition
C) production
D) payment
32. What does “book” mean in the context of travel or events?
A) To reserve something.
B) To cancel something.
C) To discuss something.
D) To repair something.
33. We _____ a meeting room for Friday.
A) have booked
B) has booked
C) have book
D) booking
34. Which phrase is appropriate for offering help?
A) Can I help you with the arrangements?
B) You help nothing.
C) Help me yesterday.
D) I am help you.
35. What does “arrangement” mean?
A) A plan or preparation for something.

B) A complaint.

C) A product.

D) A salary.

36. The travel _____ have been completed.

A) arrangements

B) products

C) customers

D) invoices

37. What should you do if a guest cannot attend an event?

A) Offer an alternative or provide the relevant information.

B) Ignore the guest.

C) Cancel the whole event.

D) Blame the guest.

38. Which phrase is appropriate for accepting an invitation?

A) Thank you. I'd be delighted to attend.

B) I attend yesterday.

C) No invitation yesterday.

D) I am delighted yesterday.

39. Which phrase is appropriate for declining an invitation?

A) Unfortunately, I won't be able to attend.

B) I won't attend yesterday.

C) I cannot attending yesterday.

D) No, invitation is meeting.

40. What is a business dinner?

A) A meal where business people meet and communicate.

B) A private family dinner.

C) A hotel reservation.

D) A trade document.

41. What should you avoid when socialising with business clients?

A) Inappropriate or offensive topics.

B) Professional conversation.

C) Asking about business interests.

D) Showing interest in other people.

42. Choose the correct sentence.

A) We should confirm the arrangements.

B) We should to confirm the arrangements.

C) We should confirming the arrangements.

D) We should confirms the arrangements.

43. What is a presentation?

A) A formal way of giving information to an audience.

B) A customer complaint.

C) A business trip.

D) A hotel reservation.

44. Which phrase can introduce a presentation?

A) Today I'd like to talk about our new project.

B) Today I talked yesterday.

C) Talk nothing about project.

D) I am presentation yesterday.

45. What is a speaker?

A) A person who gives a presentation or speech.

B) A person who books a hotel.

C) A customer who buys a product.

D) A company department.

46. The main _____ of the meeting is customer service.

A) topic

B) luggage

C) venue

D) invoice

47. What does "confirm" mean?

A) To make sure that something is correct or definite.

B) To cancel something.

C) To delay something.

D) To forget something.

48. Please _____ your attendance by Friday.

A) confirm

B) confirming

C) confirms

D) to confirming

49. What is the purpose of an event plan?

A) To organise activities and responsibilities effectively.

B) To cancel all activities.

C) To replace all employees.

D) To reduce customer communication.

50. Which phrase is appropriate when ending an event?

A) Thank you for attending and we hope you enjoyed the event.

B) You attend yesterday.

C) Event finish nothing.

D) Thank you yesterday only.

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Тема 6. Products

1. What is a product?

A) Something made or offered for sale.

B) A company employee.

C) A business meeting.

D) A delivery address.

2. What is a new product?

A) A product recently developed or introduced.

B) An old company building.

C) A customer complaint.

D) A business trip.

3. Choose the correct sentence.

A) The company is developing a new product.

B) The company developing a new product.

C) The company are develop a new product.

D) The company is develop a new product.

4. What is product design?

A) The process of planning how a product will look and work.

B) The process of hiring employees.

C) The process of booking hotels.

D) The process of writing invoices.

5. What does “feature” mean?

A) An important characteristic of a product.

B) A company employee.

C) A customer complaint.

D) A delivery problem.

6. Which feature is important for a modern smartphone?

A) A high-quality camera.

B) A business meeting.

C) A delivery schedule.

D) An invoice.

7. What does “environmentally friendly” mean?

A) Causing less harm to the environment.

B) Being very expensive.

C) Being difficult to use.

D) Being produced abroad.

8. The company wants to develop a more _____ product.

A) environmentally friendly

B) environment friendlyly

C) environmental friend

D) environment friendship

9. What is production?

A) The process of making goods.

B) The process of meeting customers.

C) The process of booking hotels.

D) The process of writing emails.

10. What is a factory?

A) A building where goods are produced.

B) A place where customers have meetings.

C) A business hotel.

D) A company website.

11. Choose the correct sentence.

A) The products are made in our factory.

B) The products is made in our factory.

C) The products are make in our factory.

D) The products made in our factory.

12. What is a raw material?
A) A basic material used to make a product.
B) A finished product.
C) A customer complaint.
D) A business contract.
13. What is packaging?
A) Material used to protect and present a product.
B) A business meeting.
C) A company department.
D) A product price.
14. Good packaging can _____ a product more attractive.
A) make
B) makes
C) making
D) made
15. What does “quality” mean?
A) How good or well-made something is.
B) The price of a product.
C) The location of a factory.
D) The number of employees.
16. Customers expect high _____ from a good product.
A) quality
B) quantity
C) delivery
D) complaint
17. What does “durable” mean?
A) Able to last a long time.
B) Easy to break.
C) Very expensive.
D) Difficult to transport.
18. Which product is likely to be durable?
A) A strong metal tool.
B) A paper napkin.
C) A disposable cup.
D) A single-use ticket.
19. What does “innovative” mean?
A) Introducing new ideas or methods.

B) Very old-fashioned.

C) Difficult to sell.

D) Very cheap.

20. Why is innovation important?

A) It can help companies create better products and compete.

B) It always reduces quality.

C) It stops product development.

D) It eliminates customers.

21. What is a product launch?

A) The introduction of a new product to the market.

B) The closing of a factory.

C) The cancellation of an order.

D) The end of a meeting.

22. The company _____ a new product next month.

A) will launch

B) launched

C) launching

D) launches yesterday

23. What is a customer need?

A) Something a customer requires or expects from a product.

B) A company's office.

C) A business meeting.

D) A production machine.

24. Companies should understand customer _____ before designing products.

A) needs

B) offices

C) invoices

D) holidays

25. What does “place an order” mean?

A) Request products from a supplier.

B) Design a product.

C) Repair a factory.

D) Cancel a meeting.

26. The customer would like to _____ an order.

A) place

B) placing

C) placed

D) places

27. What is a defect?

A) A fault or problem in a product.

B) A product advantage.

C) A customer need.

D) A business opportunity.

28. The customer returned the product because it had a _____.

A) defect

B) feature

C) discount

D) design

29. What should a company do when a product is defective?

A) Offer an appropriate solution to the customer.

B) Ignore the complaint.

C) Blame the customer.

D) Stop answering emails.

30. Which phrase is suitable for responding to a product complaint?

A) We apologise for the problem and will replace the product.

B) The problem is your fault.

C) We don't care about the product.

D) You must solve it yourself.

31. What is a warranty?

A) A promise to repair or replace a product under certain conditions.

B) A product advertisement.

C) A delivery address.

D) A customer meeting.

32. The product comes with a two-year _____.

A) warranty

B) feature

C) factory

D) package

33. What is a discount?

A) A reduction in price.

B) An increase in price.

C) A product defect.

D) A delivery problem.

34. Customers can receive a 15% _____ on large orders.
A) discount
B) defect
C) warranty
D) feature
35. What does “cost” mean?
A) The amount of money needed to buy or produce something.
B) The number of customers.
C) The product colour.
D) The delivery date.
36. How much _____ this product cost?
A) does
B) do
C) is
D) are
37. What is a competitor?
A) A company that competes with another company.
B) A customer.
C) A supplier only.
D) A company employee.
38. Why do companies study competitors' products?
A) To understand the market and improve their own products.
B) To stop producing goods.
C) To avoid customers.
D) To cancel contracts.
39. What does “market research” mean?
A) Collecting information about customers and the market.
B) Producing goods in a factory.
C) Booking a business trip.
D) Sending invoices.
40. Before launching a product, a company should conduct _____.
A) market research
B) hotel booking
C) staff holidays
D) travel arrangements
41. What is a target customer?
A) The type of customer a product is designed for.

B) A company's manager.

C) A supplier.

D) A competitor.

42. This product is aimed _____ young professionals.

A) at

B) in

C) on

D) to

43. What does “user-friendly” mean?

A) Easy for people to use.

B) Difficult to understand.

C) Expensive to produce.

D) Dangerous to use.

44. A good website should be _____.

A) user-friendly

B) customer defect

C) product warranty

D) market price

45. What does “order quantity” mean?

A) The number of products ordered.

B) The price of a product.

C) The delivery time.

D) The product quality.

46. The customer wants to increase the order _____.

A) quantity

B) quality

C) warranty

D) design

47. What is a production process?

A) The series of steps used to make a product.

B) A customer meeting.

C) A business trip.

D) A product advertisement.

48. Which question is appropriate when ordering products?

A) How many units would you like?

B) How many does you like?

C) How much units would you like?

D) How units you like?

49. What is the main purpose of product development?

A) To create or improve products for customers and the market.

B) To reduce communication.

C) To cancel orders.

D) To stop innovation.

50. Which phrase is appropriate when presenting a new product?

A) Let me introduce our latest product.

B) Introduce nothing yesterday.

C) Our product was nothing.

D) You introduce product yesterday.

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Тема 7. Competition

1. What is competition?

A) A situation in which businesses try to attract the same customers.

B) A company meeting.

C) A business trip.

D) A customer complaint.

2. What is a competitor?

A) A company competing with another company.

B) A company employee.

C) A customer.

D) A supplier.

3. Why is competition important?
   A) It encourages companies to improve products and services.
   B) It eliminates all customers.
   C) It stops innovation.
   D) It prevents companies from developing.
4. What is a competitive advantage?
   A) Something that makes a company more successful than its competitors.
   B) A company problem.
   C) A customer complaint.
   D) A business meeting.
5. Which can be a competitive advantage?
   A) High product quality.
   B) Poor customer service.
   C) Late delivery.
   D) Unclear information.
6. Choose the correct sentence.
   A) Our product is cheaper than theirs.
   B) Our product cheaper than theirs.
   C) Our product is cheapest than theirs.
   D) Our product more cheap than theirs.
7. What is a market leader?
   A) The company with a very strong position in a particular market.
   B) A new employee.
   C) A customer.
   D) A supplier.
8. What does “market share” mean?
   A) The percentage of a market controlled by a company or product.
   B) The number of employees.
   C) The price of a product.
   D) The number of offices.
9. A company can increase its market share by _____ more customers.
   A) attracting
   B) attract
   C) attracted
   D) attracts
10. What does “compare” mean?
   A) To examine two or more things to identify similarities and differences.

B) To cancel something.

C) To sell something.

D) To produce something.

11. We need to _____ our prices with those of our competitors.

A) compare

B) comparison

C) compared

D) comparing

12. What is a strength?

A) Something that a company or product does well.

B) A business problem.

C) A customer complaint.

D) A delivery delay.

13. What is a weakness?

A) Something that puts a company or product at a disadvantage.

B) A strong competitive advantage.

C) A successful product.

D) A good business result.

14. The main _____ of our product is its high quality.

A) strength

B) weakness

C) problem

D) complaint

15. The product's high price is a major _____.

A) weakness

B) strength

C) advantage

D) success

16. What is a service?

A) Work provided for customers rather than a physical product.

B) A physical object only.

C) A company building.

D) A business contract.

17. Which service is important to customers?

A) Fast and reliable customer support.

B) Unanswered emails.

C) Late responses.

D) Incorrect information.

18. What does “reliable” mean?

A) Able to be trusted to work well.

B) Very expensive.

C) Difficult to use.

D) New and untested.

19. Our delivery service is fast and _____.

A) reliable

B) reliability

C) reliably

D) rely

20. What does “affordable” mean?

A) Not too expensive for the intended customer.

B) Very difficult to buy.

C) Completely free.

D) Impossible to order.

21. Customers want products that are good quality and _____.

A) affordable

B) affordability

C) afford

D) afforded

22. What is price competition?

A) Competition based mainly on the prices businesses offer.

B) Competition between employees.

C) Competition between managers.

D) Competition at a sports event.

23. A competitor has reduced its prices. What should a company consider?

A) Its own pricing and value proposition.

B) Closing immediately.

C) Ignoring customers.

D) Stopping production.

24. What is a premium product?

A) A high-quality product positioned at a higher price.

B) A defective product.

C) A free product.

D) A product without customers.

25. What does “value for money” mean?

A) A good relationship between price and quality or benefits.

B) The highest possible price.

C) A free service.

D) A business loss.

26. Customers often look for good _____ for money.

A) value

B) price

C) cost

D) market

27. What is a brand?

A) A name, design or symbol that identifies a company's products or services.

B) A company employee.

C) A delivery vehicle.

D) A business meeting.

28. Why is a strong brand important?

A) It can help customers recognise and trust a company.

B) It always reduces quality.

C) It prevents advertising.

D) It eliminates competition.

29. What is advertising?

A) Communication used to promote a product or service.

B) A business contract.

C) A production process.

D) A customer complaint.

30. Companies advertise their products to _____ customers.

A) attract

B) attracting

C) attracted

D) attracts

31. What is a presentation?

A) A formal way of giving information to an audience.

B) A customer invoice.

C) A delivery.

D) A business trip.

32. Which phrase can introduce a presentation?

A) Today I’d like to present our new product.

B) Present yesterday our product.

C) I present nothing.

D) Product presented tomorrow yesterday.

33. What does “advantage” mean?

A) A condition that gives someone a benefit.

B) A problem.

C) A complaint.

D) A delay.

34. What is the opposite of “advantage”?

A) Disadvantage.

B) Benefit.

C) Strength.

D) Success.

35. Our main competitive _____ is excellent customer service.

A) advantage

B) competition

C) competitor

D) disadvantage

36. Choose the correct sentence.

A) This product is more expensive than ours.

B) This product is expensiver than ours.

C) This product more expensive than ours.

D) This product is most expensive than ours.

37. Which is the correct superlative form?

A) the most reliable

B) the more reliable

C) the reliableest

D) more reliable

38. Which sentence is correct?

A) Our service is the most reliable in the market.

B) Our service is most reliable than theirs.

C) Our service is more reliableest.

D) Our service the most reliable.

39. What does “innovative” mean?

A) Using new ideas or methods.

B) Very old.

C) Low quality.

D) Difficult to sell.

40. Innovation can help a company _____ ahead of competitors.

A) stay

B) stays

C) staying

D) stayed

41. What is customer loyalty?

A) Customers continuing to buy from and support a company.

B) Customers changing companies every day.

C) Customers refusing to communicate.

D) Customers working for competitors.

42. Good customer service can increase customer _____.

A) loyalty

B) competition

C) production

D) delivery

43. What is a target market?

A) A particular group of customers a company wants to reach.

B) A company's factory.

C) A business contract.

D) A group of employees.

44. Companies need to understand their target market in order to _____ effectively.

A) compete

B) competing

C) competed

D) competes

45. What does “expand” mean in business?

A) To become larger or enter new markets.

B) To become smaller.

C) To close.

D) To stop production.

46. The company plans to _____ into international markets.

A) expand

B) expansion

C) expanded

D) expanding

47. What does “unique” mean?

A) Different from anything else of its type.

B) Very cheap.

C) Very common.

D) Difficult to sell.

48. A unique product can help a company _____ out from competitors.

A) stand

B) stands

C) standing

D) stood

49. What should a company do if a competitor offers a better product?

A) Analyse the competitor and improve its own offer.

B) Ignore the market.

C) Stop communicating with customers.

D) Cancel all products immediately.

50. Which phrase is appropriate when comparing two products?

A) Our product offers better value for money.

B) Our product better yesterday.

C) Compare product nothing.

D) Our product is value yesterday.

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Тема 8. Jobs

1. What is a job?

A) Work that a person does in exchange for payment.

B) A business meeting.
C) A company product.
D) A holiday.

2. What is a profession?
   A) A type of work requiring particular knowledge or skills.
   B) A business trip.
   C) A workplace.
   D) A customer complaint.
3. What is work experience?
   A) Knowledge and skills gained through previous work.
   B) A university building.
   C) A job advertisement.
   D) A business meeting.
4. Choose the correct sentence.
   A) She has five years of work experience.
   B) She have five years of work experience.
   C) She has five years work experiences.
   D) She is have five years of experience.
5. What is a qualification?
   A) An official skill, certificate or level of education.
   B) A company product.
   C) A customer.
   D) A business meeting.
6. Which qualification can be listed on a CV?
   A) A university degree.
   B) A lunch break.
   C) A hotel booking.
   D) A business trip.
7. What is a CV?
   A) A document describing a person's education, skills and work experience.
   B) A company contract.
   C) A customer complaint.
   D) A product catalogue.
8. What information is usually included in a CV?
   A) Education and work experience.
   B) A company's invoices.

C) Customer complaints.

D) Product packaging.

9. What is a job advertisement?

A) Information about a job vacancy.

B) A business contract.

C) A customer email.

D) A product description.

10. What is a vacancy?

A) A job that is available for someone to apply for.

B) A finished project.

C) A company holiday.

D) A business trip.

11. The company has a _____ for a sales manager.

A) vacancy

B) customer

C) product

D) meeting

12. What are job requirements?

A) The qualifications, skills or experience needed for a job.

B) The company's products.

C) The working lunch.

D) The office furniture.

13. Which can be a job requirement?

A) Good communication skills.

B) A business trip.

C) A company logo.

D) A customer complaint.

14. What is a skill?

A) An ability to do something well.

B) A business contract.

C) A company department.

D) A product.

15. Which is an important professional skill?

A) Communication.

B) Sleeping.

C) Shopping.

D) Travelling for pleasure.

16. What does “teamwork” mean?
A) The ability to work effectively with other people.
B) Working without colleagues.
C) Managing a company alone.
D) Avoiding communication.
17. Employers often look for candidates with good _____ skills.
A) communication
B) communicate
C) communicated
D) communicating
18. What is a candidate?
A) A person who applies for a job.
B) A company manager.
C) A customer.
D) A supplier.
19. The company interviewed five _____ for the position.
A) candidates
B) customers
C) suppliers
D) products
20. What is a job interview?
A) A meeting in which an employer asks a candidate questions about a job.
B) A customer complaint.
C) A business trip.
D) A product presentation.
21. Which question is common in a job interview?
A) Why would you like to work for our company?
B) Where is my product?
C) How much is this invoice?
D) When is the delivery?
22. Choose the correct sentence.
A) I have worked in sales for three years.
B) I have work in sales for three years.
C) I has worked in sales for three years.
D) I am worked in sales for three years.
23. What does “responsible for” mean?
A) Having a duty or responsibility for something.

B) Avoiding a task.

C) Cancelling a job.

D) Working without a purpose.

24. She is responsible _____ managing the sales team.

A) for

B) at

C) to

D) on

25. What is a manager?

A) A person who organises and controls work or employees.

B) A customer.

C) A product.

D) A job applicant only.

26. What does “lead a team” mean?

A) Manage and guide a group of people.

B) Leave a company.

C) Attend a meeting.

D) Buy a product.

27. He _____ a team of ten employees.

A) leads

B) lead

C) leading

D) is lead

28. What is a department?

A) A section of a company with a specific function.

B) A job interview.

C) A CV.

D) A qualification.

29. Which department usually deals with employees?

A) Human Resources.

B) Production.

C) Marketing.

D) Sales.

30. What does HR stand for?

A) Human Resources.

B) Human Reports.

C) Hotel Relations.

D) Hiring Results.

31. What does “hire” mean?

A) To give someone a job.

B) To leave a job.

C) To cancel a job.

D) To attend an interview.

32. The company plans to _____ five new employees.

A) hire

B) hiring

C) hires

D) hired

33. What does “apply for a job” mean?

A) Ask formally to be considered for a job.

B) Leave a job.

C) Manage a company.

D) Interview another candidate.

34. She wants to _____ for the position of sales assistant.

A) apply

B) application

C) applied

D) applying

35. What is an application?

A) A formal request for a job.

B) A company product.

C) A customer complaint.

D) A business trip.

36. What is a cover letter?

A) A letter sent with a CV explaining why someone is suitable for a job.

B) A company invoice.

C) A product description.

D) A business contract.

37. Which phrase is appropriate in a cover letter?

A) I am writing to apply for the position of Marketing Assistant.

B) I apply yesterday for nothing.

C) Give me this job immediately.

D) Job application was tomorrow.

38. What does “suitable” mean?
A) Appropriate or right for a particular purpose.
B) Very expensive.
C) Difficult to use.
D) Unavailable.
39. The candidate has the skills _____ for the position.
A) required
B) requiring
C) require
D) requires
40. What is a salary?
A) Money paid regularly to an employee for their work.
B) A business trip.
C) A customer payment.
D) A product price.
41. What is a benefit?
A) An additional advantage provided by an employer.
B) A job interview.
C) A company problem.
D) A customer complaint.
42. Which can be an employee benefit?
A) Health insurance.
B) A product defect.
C) A late delivery.
D) A customer complaint.
43. What does “part-time” mean?
A) Working fewer hours than a full-time job.
B) Working all day and night.
C) Working only once a year.
D) Working without payment.
44. What is a temporary job?
A) A job for a limited period.
B) A permanent position.
C) A lifetime contract.
D) A management position.
45. What does “promotion” mean?
A) Moving to a higher position at work.

B) Losing a job.

C) Starting a holiday.

D) Reducing salary.

46. She was offered a _____ after two years with the company.

A) promotion

B) vacancy

C) application

D) interview

47. What does “retire” mean?

A) Stop working permanently, usually after reaching a certain age.

B) Start a new job.

C) Apply for a job.

D) Get a promotion.

48. What is a career?

A) The progress and development of a person's working life.

B) A single business meeting.

C) A customer complaint.

D) A job interview.

49. Which question is appropriate in a job interview?

A) What are your main strengths?

B) What is your product price?

C) Where is the delivery?

D) When is the conference?

50. Which answer is appropriate when asked about professional strengths?

A) I am organised, reliable and good at communicating.

B) I don't have any professional skills.

C) I never work with other people.

D) I don't know what a job is.

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