

3903Y_Ä°_Æyani_Yekun imtahan testinin sualları

Fənn : 3903Y İşgüzar xarici dil

1 There isn't _____ traffic along the street where I live.

- no more
- much
- many
- much of
- many of

2 They needed someone who was both an excellent administrator and manager _____ was not easy to find.

- such person
- such a person
- so a person
- such
- a such person

3 He is a _____ .

- difficult decisions taking manager
- manager capable of taking difficult decisions
- capable of taking difficult decisions manager
- capable manager of taking difficult decisions
- manager capable to take difficult decisions

4 If the technology _____ available, we should be able to expand the business.

- becoming
- became
- would become
- were become
- was to become

5 It was midday. _____, I put on the light.

- although
- even so
- so
- even though
- even

6 Aviation, taxation, and commerce are categories of _____ law.

- legislative
- administrative
- executive
- Judicial
- local

7 Which of the following is true regarding passenger rights in the air travel industry:

- It is not legal.
- It is legal for an airline to overbook a flight.
- There is an international "Bill of Rights" to protect air travel consumers.
- If baggage is lost, airlines pay a flat fee to reimburse the passenger.
- Airlines must provide monetary compensation if a flight is delayed due to bad weather.

8 Channel members of a supply chain should be familiar with antitrust laws so they do not engage in activities that

- restrict efficiency.
- limit monopolies.
- hinder competition
- unlimited monopoly
- prohibit authority.

9 Which of the following benefits of partnerships among channel members in a distribution channel has the most potential for misuse

- Improved product quantity
- Sharing of sensitive information
- Improved product quality
- Lower inventories and operating costs
- Rapid order fulfillment

10 What is a technique that often helps businesspeople to write effective business letters?

- Asking questions
- Preparing outlines
- Consulting references
- Developing charts
- Asking background

11 A persuasive message that asks a person to do something should be written in a way that makes it easy for the person to

- read slowly.
- respond positively.
- organize logically.
- respond negatively
- answer politely

12 A business improves its technology so it can better meet customer wants and needs. This results from a business activity known as

- Exploring
- business process management.
- continuous improvement.
- employee training.
- organizational structuring.

13 Distribution channel members must keep in mind that customers tend to

- refuse late shipments.
- expect low service levels.
- define service differently.

- want immediate delivery.
- delay shipment

14 I Complete the sentences with expressions. If you do the actual work of the organization rather than being a manager, you are

- originality
- hands- on
- rewarding
- stimulating
- creativity

15 If you want to say that work is not repetitious, you can say

- hands -on
- stimulating
- creativity
- getting on well with
- no two days are the same

16 I don't always like working with other people. I like

- red tape
- working on my own
- team working
- sense of achievement
- chained to a desk

17 When we see a new plane fly for the first time, we all feel a great.....

- angry
- sense of achievement
- snowed under
- stress
- originality

18 If there's a family emergency, I can take.....

- time on
- time off
- long hours
- time over
- commute

19 I enjoy I don't like when someone breathing down my neck all the time.

- originality
- flexibility
- bureaucracy
- red tape
- commuting

20 II Replace underlined items. She encourages us to do things without asking her first.

- morale
- use our initiative

- responsibility
- satisfaction
- empowerment

21 We have a real sense of the idea that our efforts are important for the success of the company.

- consultation
- responsibility
- well-being
- motivation
- discipline

22 We have a real sense of liking what we do and feeling good when we achieve specific goals in our work.

- consultation
- job satisfaction
- responsibility
- well-being
- decision- making

23 The way employees are managed

- security
- policy
- salary
- supervision
- supervision

24 The overall purpose and goals of the organization

- working conditions
- policy
- peer relationship
- security
- supervision

25 How you develop personally in your work, and your opportunity to do this

- recognition
- personal growth
- to work itself
- personal income
- career ladder

26 The feeling that you have been successful in reaching your goals

- feedback
- achievement
- responsibility
- personal growth
- empowerment

27 The feeling that your employers understand and value what you do for the company

- advancement

- recognition
- responsibility
- personal income
- security

28 III Give the right preposition. Tucher Anderson works _____ the IT department.

- on
- for
- at
- to
- with

29 He's been working _____ a biotech company for about ten years now.

- by
- in
- about
- with
- to

30 Anderson is working _____ the Human Resources Department to develop a new payroll software.

- by
- with
- for
- in
- to

31 He is responsible _____ integrating the payroll software to work well with the taxes and pensions deductions.

- into
- for
- to
- with
- to

32 The company hopes that the two departments can work together _____ the benefit of everyone involved

- at
- for
- to
- with
- by

33 Wages for work; monthly pay.

- check
- salary
- cash
- interest
- money

34 IV Use the correct word for definition. Money paid for the use of other's use.

- cash
- interest
- account
- salary
- return

35 Responsible for filling, typing and printing correspondence, scheduling appointments, etc.

- purchasing manager
- secretary
- sales manager
- production manager
- public relations manager

36 Works to create a good image and reputation for the company.

- chairman of the board
- chief executive officer
- public relations manager
- marketing manager
- human resources director

37 Responsible for the total operation of the company; reports directly to the Board of Directors.

- production manager
- chief executive officer
- accounting manager
- chief financial officer
- marketing manager

38 Manages and coordinates hiring and training of all employees.

- sales manager
- human resources director
- accounting manager
- secretary
- marketing director

39 Assures the company has the products the public wants and helps create and improve their demand.

- production manager
- marketing manager
- public relations manager
- purchasing manager
- secretary

40 V Match the behavior with the characteristic. Wants to move up in the company, desires top job, top salary.

- patient
- ambitious
- efficient

- dynamic
- demanding

41 Keeps records and responsibilities in good order, knows where things are.

- reliable
- organized
- self-confident
- relaxed
- punctual

42 Thinks carefully before making decisions and acting on them.

- efficient
- cautious
- punctual
- dynamic
- organized

43 Energetic, usually successful; improving, growing and changing

- ambitious
- dynamic
- reliable
- demanding
- punctual

44 Able to make others work hard and at a high standard; does not accept poor performance

- shy
- demanding
- cautious
- self-confident
- punctual

45 VI Match the similar meaning (synonym) . Personnel

- buyer
- human resources
- head
- customer
- executive

46 Managing director

- human resources
- chief executive director
- head
- executive
- customer

47 Sales revenue

- goal
- turnover
- target

- supply
- goods

48 Objective

- turnover
- target
- executive
- manufacturing
- firm

49 Client

- supplier
- customer
- seller
- provider
- distributor

50 VII Match the meaning with the similar statement. Not enough profit has been put back into the company

- there was a loss
- investment is too low
- profits are low
- margins are too low
- cash flow is poor

51 More money is being spent than was planned

- forecasts are good
- spending is over budget
- cash flow is poor
- overheads are too high
- profits are up

52 Last year, the company spent more money than it earned

- profits are up
- there was a loss
- investment is too low
- spending over a budget
- margins are too high

53 The company needs to ask the government for financial assistance

- there was a loss
- the company requested a subsidy
- forecasts are good
- profits are up
- overheads are too high

54 The company needs to spend less money on things like electricity, rent and postage

- cash flow is poor
- overheads are too high

- margins are too high
- spending is over a budget
- profits are up

55 VIII Fill in blanks by using the terms. Huda just got a raise and now her base _____ will be €300,000 per year an executive at Bayer . Pharmaceuticals.

- raise
- benefit
- compensation
- salary
- pension

56 When she is 65, she will get a _____ of €250,000 per year.

- salary
- pension
- benefit
- wage
- insurance

57 She will get many other _____ as well.

- salary
- benefits
- cause
- expense accounts
- insurance

58 A _____ plan gives her shares in the company which she can sell at a profit if the price goes up.

- pension
- stock option
- raise
- salary
- benefit

59 She also gets free _____ for her medical care.

- benefit
- health insurance
- car
- pension
- perk

60 Though her compensation looks very good, she plans to ask for another _____ next year.

- pension
- raise
- wage
- profit
- compensation

61 IX Match the meaning with the similar statement. Banking, insurance, tourism are important to the country's economy

- the economy has a large service sector
- the country has a mixed economy
- the rate of inflation is high
- people fear a recession
- the exchange rate is stable

62 Prices are much higher this year than last year

- the exchange rate is stable
- the rate of inflation is high
- the unemployment rate is 5 %
- the standard rate of income tax is 30%
- the growth rate was 1% last year

63 Two million of the twenty million works belong to labor organizations

- unemployment is high
- trade union membership is about 10% of the entire workforce
- the economy has a large service sector
- the unemployment rate was 1% this year
- the rate of inflation is high

64 X Fill in the blank. We look at what our _____ do and then we try to do it even better.

- providers
- competitors
- employees
- investors
- producers

65 We _____ more in research and development than anyone else in our business

- investigate
- invest
- service
- experience
- practice

66 Our people are _____ to make decisions on the spot about what is best for the customer.

- competitive
- empowered
- flexible
- experienced
- advanced

67 The protection of something so that it can be made or sold by one person is by means of a _____.

- company
- patent
- right
- rule
- justice

68 The protection of books, films, software etc., is by means of a _____.

- license
- copyright
- patent
- agreement
- right

69 The importance of tourism and hospitality employment is attested to by the _____.

- NMW
- WTTC
- WTR
- TGWU
- SME

70 What is the nerve center of a hotel property?

- back office
- front office
- lobby
- cuisine
- door-keeper

71 An architectural design in which guests room overlook the lobby from the first floor to the roof.

- extended stay
- atrium concept
- motel
- limited-service hotel
- all-suites

72 Who first used the Atrium concept?

- Conrad Hilton in 1919
- Hyatt in 1960s
- J.W.Marriott in 1957
- E.M.Statler in 1901
- Ray Schultz in 1980s

73 The earliest hotelier entrepreneurship, who was motivated by wealth and developed the chain of hotel

- Ray Schultz
- E.M.Statler
- Conrad Hilton
- Cezar Ritz
- Kemmons Wilson

74 A level of service provided by a hotel for a guest who will desire an at home-atmosphere

- limited-service hotel
- residential hotel
- motel
- extended stay
- all-suited hotel

75 Tourists who plan vacations to understand the culture and entertainment of a particular area

- official guests
- walk-in guests
- dignitaries
- eco tourists
- business travelers

76 A level of service provided by a hotel with guest room accommodations and limited food service and meeting space

- all-suites
- limited-service hotels
- atrium concept
- extended stay hotels
- motels

77 A level of service that attracts long-term guests by providing light food service and amenities that include fully equipped kitchenette, bedrooms, and living areas for relaxation and work

- all-suites
- extended stay
- hotels
- hostel
- motels

78 Offering guests a full range of accommodation and services, which may include reservations, suites, public dining and entertainment areas, room service, etc.

- all-suites
- hotels
- hostels
- extended stay
- limited-service hotels

79 Offering guest a limited range of services, which may include reservations, vending machines, swimming pools, and cable television

- limited-service hotels
- motels
- limited-service hotels
- hotels
- all-suites

80 The person in charge of directing and leading the hotel staff in meeting its financial, environmental and community responsibilities

- accountant
- general manager
- marketing manager
- CEO
- HRM

81 The contemporary tourism and hospitality industry is increasingly _____ and this is important in a number of ways.

- in-house
- global
- local
- regional
- oversea

82 In order to alleviate dangers in the workplace and ensure that employees are working in a healthy or happy environment, tourism and hospitality organizations develop _____

- care
- welfare policies
- well-being
- prosperity
- success

83 Virus, which attacks the body's natural defense system and leaves it open to various infections, was first diagnosed in 1981.

- cancer
- hepatitis c
- AIDS
- meningities
- pneumonia

84 It is difficult to be definitive in terms of _____ the number of people who may be HIV positive or have AIDS within the workplace.

- transferring
- identifying
- learning
- studying
- looking through

85 AIDS presents _____ encompassing moral, social and medical issues resulting from health, safety, legal and humanitarian problems.

- recruitment
- a leading challenge
- a hiring issue
- a) a managerial challenge
- a selection problem

86 Many young workers that have the highest level of economic activity may be infected with HIV because they are _____ in shared accommodations.

- travelling
- living together
- working together
- eating together
- relatives

87 A maximum working week of not more than _____ a week, including overtime, normally calculated over a rolling 17-week period.

- 52 hours

- 48 hours
- 50 hours
- 38 hours
- 40 hours

88 Tourism and hospitality establishments rank high on the list of workplace with high incidences of

- arguing
- violence
- robbery
- killing
- harassment

89 Many employees in the tourism and hospitality sector have _____ with members of the public, work at night and work alone.

- to employ
- to start
- to deal
- to acquire
- to respond

90 Welfare, health and safety issues have become _____ to tourism an hospitality organizations.

- of no importance
- increasingly important
- particularly irrelevant
- increasingly unimportant
- more meaningless

91 A person who holds a full-time job at one organization and a part-time job at another organization

- motivator
- moonlighter
- freelancer
- headhunter
- recruiter

92 The amount of sales a hotel might obtain at a given level of occupancy, average daily rate, and anticipated yield

- percent yield
- potential gross income
- gross domestic income
- gross annual profit
- percent occupancy

93 The person who takes and confirms incoming request for rooms, noting special requests for service; provides guest with requested information; maintains an accurate room inventory; and communicates with marketing and sales

- secretary
- reservation manager

- accounting manager
- sales manager
- marketing manager

94 A group of frontline employees and supervisors who discuss safety issues concerning guests and Employees

- banquet manager
- safety committee
- sales associate
- human resources director
- bell captain

95 The person who analyzes available markets, suggests products and services to meet the needs of those markets, and sells these products and services is known as

- economist
- director of marketing and sales
- chief of board of directors
- desk clerk
- marketing manager

96 The person who works with department directors to develop procedures that help ensure employee honesty and guest safety is known as

- book keeper
- director of security
- director of sales
- housekeeper
- director of marketing

97 When a senior manager gives advice to a younger colleague on their career, how to improve their job performance is called

- training
- developing
- mentoring
- creating
- monitoring

98 Which of the following statement is an example of emotional intelligence

- storming
- self-awareness
- forming
- resource investigator
- monitor

99 Some creative businesses, like design services, are kept going by work done by _____ and have hardly any permanent staff

- selector
- freelancer
- employer
- mentor

headhunter

100 They directed that the building _____

- is pulled down
- be pulled down
- to be pulled down
- will pull down
- should pull down

101 You don't object _____ late tonight, do you?

- works
- to working
- to work
- work
- working

102 The _____ faulty.

- equipment
- equipment was
- equipments are
- equipments were
- equipment were

103 A circumstance that often motivates people to select one lodging facility over another is the

- use of positioning strategies
- location of the property
- seller's personal preferences
- buyer's preference
- food and beverage tax rate

104 Which of the following is the main purpose of the management

- to double profit
- to accomplish the business's goals
- to create a pleasant working atmosphere
- to reach a specific level of productivity
- to obtain the needed resources

105 I deal ... a lot of different people ... the company.

- for, in
- with, in
- At, in
- of, at
- in, with

106 I manage a team ...designers 20 people work ...me.

- in, with
- of, under
- under, of
- with, under

of, with

107 I am also ...charge ...design budgets

- with, in
- in, of
- of, in
- for, of
- of, with

108 I am responsible ...co-ordination between design and production.

- on
- for
- With
- in
- at

109 Choose the correct prepositions: ___ the one hand the customers have the right ___ choice and they benefit ___ the fact that competition keeps prices close ___ costs.

- in, of, by, to
- on, of, from, to
- in, for, through, with
- on, in, at, with
- with, of, after, by

110 Choose the correct prepositions: Economic machines are subject ___ a business cycle that alternates ___ periods ___ rapid expansion and periods ___ recession.

- for, among, of, of
- to, between, of, of
- during, of, from
- of, to, for, for
- during, to, between, between

111 Complete the sentence, choose one of the following words and use in appropriate form: If she ..., we'll have to start looking again

- to headhunt
- to turndown
- To accept
- T o hire
- to recruit

112 Complete the sentence, choose one of the following words and use in appropriate form: That last applicant was very strong, but I understand he's had two other... already.

- to appoint
- to accept
- to offer
- to hire
- to headhunt

113 Complete the sentence, choose one of the following words and use in appropriate form: The

selection process has lasted three months, but we're going to ...someone next week.

- to deal
- to appoint
- To Apply
- to turndown
- to headhunt

114 Which of the five things (a-e) are most likely done by this person: A software designer in an Internet company. Has to be in the office

- Clock on and off at the same time every day
- Work under a flextime system
- Work in shifts
- Telecommute
- Commute to work

115 Complete the sentence, choose one of the following words and use in appropriate form: They've finally ... a new receptionist.

- to deal
- to Hire
- to Apply
- to turndown
- to headhunt

116 Which of the five things (a-e) are most likely done by this person: A construction worker on a building site in a large city. Lives in the country

- Clock on and off at the same time every day
- Work in shifts
- Work under a flextime system
- Telecommute
- Commute to work

117 Which of the five things (a-e) are most likely done by this person: A manager in a department store in a large city. Lives in the country.

- Clock on and off at the same time every day
- Commute to work
- Work in shifts
- Work under a flextime system
- Telecommute

118 Which of the five things (a-e) are most likely done by this person: A technical writer for a city computer company. Lives in the country.

- Clock on and off at the same time every day
- Telecommute
- Work in shifts
- Work under a flextime system
- Commute to work

119 Which of the five things (a-e) are most likely done by this person: An office worker in a large, traditional manufacturing company.

- Commute to work
- Clock on and off at the same time every day
- Work in shifts
- Work under a flextime system
- Telecommute

120 She felt the organization was.... and wasting money on entertainment and luxury travel.

- mistakes
- overspending
- budget
- curve
- stup

121 In planning the concert, they found they had forgotten to the singers, and only had money to pay the orchestra.

- true
- budget for
- report
- trade credit
- discount

122 If you want to save time,.... digressions

- next
- Avoid
- subject
- feeling
- marker

123 a place to live or work

- travel card
- Accommodation
- sport
- industry
- lake

124 Complete the sentence: Business is _____ government regulation.

- followed by.
- subjected to
- made contract
- risen by

125 Complete the sentences It is characteristic of any society that while –of people are growing constantly –required to satisfy these- are limited and scare.

- income, unemployment, benefits
- companies, interest, sources
- wants, economic resources, wants
- needs labor resources prices
- employment, labor force needs

126 Match the words similar in their meaning. Well established.

- Credit
- reliable
- to obtain
- to let
- to give

127 Match the words similar in their meaning. To allow.

- to answer
- to let
- To give
- to obtain
- to ask

128 Match the words similar in their meaning. To grant.

- to answer
- To give
- to obtain
- to let
- to ask

129 Match the words similar in their meaning. Loan.

- cheap
- credit
- Dear
- reliable
- expensive

130 The synonym of the word upheaval is

- assumption
- Overturn
- increase
- slump
- downsizing

131 The synonym of the word steadily is

- previously
- Constantly
- unexpected
- equitable
- equally

132 The synonym of the word assumption is

- challenge
- Admission
- renew
- distribution
- interaction

133 The synonym of the word portray is

- reduce
- Represent
- allocate
- supply
- respond

134 The synonym of the word assist is

- inflict
- Aid
- belong
- produce
- develop

135 Choose the closest meaning of the word customer .

- businessman
- buyer
- seller
- director
- manager

136 Choose the closest meaning of the word manage

- demand
- control
- serve
- pay
- send

137 Choose the closest meaning of the word offer

- discount
- suggest
- deliver
- agree
- shipment

138 Choose the closest meaning of the word product

- contract
- Goods
- discuss
- demand
- price

139 Choose the closest meaning of the word contract

- enquire
- business
- agreement
- letter
- model

140 Which of the words is closest in meaning to the word output ?

- outflow
- product
- outlet
- input
- overcapacity

141 Give the meaning of the word interest

- rate
- percentage
- goods
- price
- currency

142 Give the synonym of the word require

- suffer
- demand
- requirement
- request
- supply

143 Business are subject to laws and government....

- regular
- regulations
- regularity
- regulable
- regulate

144 When expenditurethe revenue the budget has a deficit.

- reaches
- Exceeds
- influences
- utilizes
- regulates

145 Choose the correct expression. If the work finishes after a fixed period :

- permanent job
- temporary job
- full time job
- part-time job
- contemporary job

146 What is a scarce resource?

- labour resources
- limited commodity
- daily product
- undemandable product
- unlimited commodity

147 Which of the sentences is not true?

- Sales describes what a business sells and the money it gets for it.
- Investment trusts are limited company.
- Unit trusts issue shares.
- Finance houses provide business with loans
- Investment trusts buying shares in other companies.

148 Which of these functions is not the main function of public finance?

- the implementation of social policy in respect of social services:
- to buy shares in other company;
- the encouragement or control of particular sectors of the economy:
- the provision of essential services:
- the encouragement of the growth of economy as a whole;

149 What are the common risks not insured by insurance companies?

- goods in transit;
- the destruction of property by fire;
- losses arising from burglary or other causes
- motor vehicles
- borrowing from bank

150 What is the main function of the financial institutions?

- to sell something
- to provide finance for companies.
- to issue new shares
- to make a product
- to satisfy the needs of the consumer

151 a license to operate an enterprise under s corporate name and usually with standards established by the licensing corporation.

- logo
- Franchise
- chain
- users
- joint

152 A person hired on a fee basis to give advice or carry out work for a limited period.

- operators
- artist
- nurse
- consultant
- soldier

153 Make up sentences. 1. world 2. different 3. are 4. in 5. today 6. systems 7. economic 8. the 9. there

- 5, 7, 6, 3, 2, 9, 4, 8, 1
- 9, 3, 2, 7, 6, 4, 8, 1, 5.
- 4, 8, 1, 9, 3, 2, 7, 6, 5

- 9, 3, 5, 8, 1, 7, 6, 4, 2.
- 2, 6, 3, 9, 4, 8, 1, 7, 5.

154 Make up sentences. 1. demand 2. if 3. price 4. exceeds 5. tends 6. rise 7. to 8. the 9. supply

- 6, 9, 8, 2, 1, 3, 4, 7, 5
- 2, 1, 4, 9, 8, 3, 5, 7, 6,
- 2, 9, 4, 1, 8, 3, 5, 7, 6
- 2, 8, 3, 6, 9, 4, 1, 7, 5
- 8, 3, 5, 7, 4, 2, 1, 6, 9

155 Make up sentences. 1. wants 2. constantly 3. people 4. are 5. of 6. growing

- 3, 1, 5, 6, 4, 2
- 1, 5, 3, 4, 2, 6
- 2, 6, 1, 4, 5, 3
- 3, 4, 2, 6, 5, 1
- 1, 4, 5, 2, 6, 3

156 She leaves home for work at 8 she drives

- In work
- To work
- Work
- After work
- Before work

157 Luckily, I am never ill, she says. I could never take the time.....work

- In
- Off
- Up
- Before
- Of

158 Librarian required for public library afternoons 2-till 6 job.

- Before work
- A part time job
- A permanent job
- Full job
- Out of work

159 A system in a company which means we can work when we want

- Demanding
- Flexitime
- Work overtime
- Clocking on
- Involving

160 Choose the antonym of the word launch .

- hire
- Close
- start

- prepare
- accumulate

161 Choose the correct variant. People who are self-driven

- have flexible work
- good at working on their own
- work in shifts
- have temporary work
- work part-time

162 Complete the following statements:.... is the most effective system in the world today.

- Utilizing resources
- Free enterprise or the market economy
- Economic growth
- Production of goods
- Equitable distribution of revenues

163 Complete the following statements: It is characteristic of any society that...

- when economic resources satisfy the wants and are limited scarce.
- when wants of people are growing the economic resources are limited and scarce.
- when economic resources are growing.
- when wants of people are growing.
- when wants are limited and scarce.

164 Which of the following factors have provided businesses with more opportunities to buy and sell products at the international level:

- Protectionism
- Free-trade agreements
- Language barriers
- Monopolism
- Strict safety standards

165 A major characteristic of a market economy is _____ ownership of property.

- Government
- Private
- unlimited
- Monopolistic
- Limited

166 The things that people buy in order to satisfy their economic wants are known as

- economic goods and services.
- tangible objects.
- Free resources
- economic votes.
- free goods

167 One of the roles of ethics in finance is to encourage business employees to

- prepare operating budget
- increase company profits.

- decrease losses
- make the right decisions.
- sell to customers.

168 One way that the use of computer technology benefits human resources management is by

- reducing the need to interview candidates.
- quickly delegate work assignments.
- short list
- analyzing valuable feedback.
- electronically processing information.

169 Which of the following would be the best option for restaurant managers to do to encourage the identification of new product ideas:

- Encourage family members to generate new product suggestions and ideas
- Encourage their trade association to regularly submit new product ideas to local restaurants
- Encourage competitors to recommend new product ideas
- Encourage employees to report new product ideas from other restaurants they visit
- Encourage customers to buy their product

170 A large company that owns a chain of economy hotels recently developed plans to start a chain of upscale hotels. This is an example of

- multicorporate franchising
- purchasing of property
- property management systems.
- product extensions.
- market potential

171 The main oil-producing nations are located in the

- near West
- middle East
- far South
- South Central Region
- near South

172 encourage consumers to purchase substitute commodities.

- stable prices
- nominal prices
- basic prices
- high prices
- low prices

173 Complete the sentence with the following words: Among insurance documents....

- there are commercial invoices.
- there are Insurance policies and Insurance certificates.
- there are customs declarations.
- there are consular invoices.
- there are Import license.

174 is a document giving permission to carry on a particular kind of activity

- carry
- a license
- travel
- roads
- local

175 Answer the question: What is the main law of the market?

- goods and consumer
- the law of supply and demand
- bank and business
- customer and seller
- manager and accountant

176 Choose the antonyms: 1. profit. 2. expenditure. 3. ownership. 4. obvious.

- 4.2
- 1.2
- 2.3
- 3.4
- 1.4

177 Choose the correct sentence:

- Ownership doesn't pass purchase to the buyer when it's paid in trade credits.
- Trade credits are paid in three months
- Trade credits aren't normal in business.
- Trade credits are granted by the buyers allowing the sellers to pay in some time.
- Firms cannot acquire equipment via trade credits.

178 Choose the correct translation. Ticarət kreditləri biznesdə tam normal haldır.

- Trade credits are not normal in business.
- Trade credits are quite normal in business.
- Trade credits are normal in business.
- Credits are quite normal in business
- In business trade credits are normal.

179 Choose the logical ending. loans can be

- only long-term
- short-term and long-term ones
- cheap and expensive
- little and big
- passed to borrowers

180 Choose the synonyms: 1. property. 2. obvious. 3. hire. 4. ownership.

- 1.2
- 1.4
- .2,3.
- 1.3
- 3.4

181 Complete the sentence operate in a very similar manner to investment trusts.

- trade balance
- unit trust
- investment trusts
- insurance companies
- pension funds

182 Make up a sentence: 1. quite. 2. business. 3. trade. 4. are. 5. credits. 6. in. 7. normal

- 5,3,1,7,6,4,2
- 3,5,4,1,7,6,2
- 3,5,2,1,7,6,4
- 4,3,5,1,7,2,6
- 6,2,1,7,3,4,5

183 What is the most obvious source of finance for firms?

- shareholders
- Profits
- loans
- equipment
- cars

184 Choose the correct pair of synonyms.

- competition – running
- to demand – to require
- to utilize – to tend
- to solve – to provide
- important – improvement

185 Choose the correct pair of synonyms.

- to supply – to conform
- monetary – expenditure
- total – common
- consumer – seller
- to sell – to produce

186 Choose the correct pair of synonyms. Another "important" force of the market is "competition".

- useless, recession
- essential, rivalry
- valuable, production
- principle, race
- difficult, championship

187 Choose the synonyms of the words. Competition "protects" the "customers" – they have the right of choice.

- supplies, consumers
- defends, buyers
- defeats, consumers
- attacks, sellers
- deceives, purchasers

188 Choose the synonyms of the underlined words. Market "competition" makes "producers" and suppliers of scarce resources utilize them economically.

- recession, confer
- rivalry, manufactures
- contest, merchants
- comprehension, consumers
- completion, sellers

189 Choose the antonym: "revenue"

- saver
- Expenditure
- income
- goal
- tax

190 Choose the correct logical ending. When expenditure exceeds the revenue.....

- provision of money rises.
-the budget has a deficit.
- ... the budget grows
- people get credits and loans
- country's economy grows

191 We ... to boast our sales in the Western market.

- terms
- Require
- sound
- need
- test

192 According to the purpose and contents contracts can cover...

- Conditions
- Goods
- Sing
- Effect
- Bank

193 ... of money is one of the oldest crimes in history.

- gradually
- counterfeiting
- exist
- adopt
- exist

194 Two parties come to...

- Price
- Agreement
- Description
- Sign

Effect

195 Complete the sentence with the one of the following words Pig farming is unprofitable and ... at present.

- Economically
- Uneconomical
- Economical
- Economics
- Economy

196 We didn't receive many ... last week

- Money
- Faxes
- information
- Mail
- Payment

197 Nobody was hurt in the accident, but the damage to the car was quite...

- Usual
- Bad
- Good
- Important
- Trouble

198 Some companies, like certain life insurance companies are...

- limited companies
- mutual
- members
- shareholders
- building societies

199 Complete the sentence using the correct word. UK tobacco companies have an advertising ... of 50 \$ million a year.

- Spent
- Spend
- Overspending
- Underspending
- Spends

200 ... is the process of planning, designing, pricing, promoting and distributing ideas, goods and services in order to satisfy customers needs, so to make a profit.

- market
- marketing
- marketing orientation
- the four Ps
- competition

201 Complete the sentence with the following words: Oil ... are traditionally quoted in US dollars per barrel.

- business
- Prices
- income
- rise
- shares

202 Complete the sentence with the following words: When the price of some commodity increases, consumers will try to use less of it but ... will want to sell more of it.

- borrower.
- Producers
- customer
- auditor
- creditor

203 The right to buy new shares of the company at a low price is called.....

- rights
- rights issue
- rights purchase
- rights installment
- rights operate

204 One of the main laws of the market is the law of ... and ...

- Stable prices
- supply demand
- Wants
- economic resources
- labor forces

205 Another important force of the market is ...

- transaction
- Competition
- employment
- revenue
- Complete

206 At first coins were worth their face value as ...

- bronze
- Coin
- Metal
- banknote
- Payment

207 Choose the correct answer. Price cut is ...

- the process of planning, designing and pricing
- a reduction in price
- an increase in price
- government efforts to limit price increases
- a good period for sellers, when prices are rising quickly

208 The major instrument of any financial system is the ...

- Thrift institution
- Budget
- Funds
- tax
- benefit

209 forecasting is the most fundamental step in the process of budget preparation.

- Economic entity
- revenue and expenditure
- Thrift institution
- finance company
- pension fund

210 Choose the correct answer. A brand is...

- the process of planning ,pricing and designing
- a name a company gives to its products.
- deciding what to sell
- a company's products, as a groups
- a company's products of a particular type

211 If the company needs to raise more capital for expansion might issue

- capital
- Shares
- Profits
- shareholders
- Dividends

212 The company may turn some of its ... into capital.

- elapse
- profits
- Divided
- equity capital
- Shares

213 Complete the sentence. Copyright infringement ...

- is the law relating to designs ,ideas etc. that belong to someone.
- when someone uses another's text, pictures etc. without permission
- is designs, ideas that belong to someone
- is a payment to the owner of a design, or to an author
- is an arrangement between the owner of a design and someone else, allowing them to use the design for money

214 Companies often issue such shares instead of paying dividends to the

- elapse
- Shareholders
- Shares
- profits
- Shares

215 Choose the correct variant: Selling on the Internet

- Shop
- Warehouse
- Retail
- E-commerce
- Market

216 Once you are earning money and you want to keep it safe you can always _____ an account with bank.

- arrange
- Open
- start
- begin
- commence

217 First , you should describe your products and services and discuss the market that you are

- driving
- targeting
- designing
- joining
- goading

218 A business run by a has two or more owners

- limited partner
- Partnership
- sleeping
- active partner
- general partner

219 Shares sold by public limited companies can be listed on the exchange.

- capital
- share
- stock
- goods
- currency

220 ... can refer to the materials and components used to make products.

- promoting
- goods
- designing
- advertising
- production

221 Many banks and institutions offer this service in return for a commission.

- public
- financial
- market

- investor
- commercial

222 Today gold is mostly ... by mining.

- retail
- extracted
- century
- wholesale
- fairly

223 ... will certainly depend on the terms of delivery.

- expenditure
- the price
- expences
- transportation
- quotation

224 The type of life assurance

- sickness benefit
- Endowment
- relief
- retirement
- allowance

225 In some areas, the government ... the number of laws and regulations to encourage business to move there.

- goes up
- reduces
- increases
- raises
- rises

226 At different ... of time and in different ... of the world many different ... have served as money.

- commodities,periods,parts
- periods,parts.commodities
- periods,commodities,parts
- commodities,parts,periods
- parts,periods,commodities

227 ... and expenditure ... is the most fundamental step in the process of ... preparation.

- forecasting,revenue,budget
- revenue,forecasting,budget
- budget,revenue,forecasting
- forecasting,budget,revenue
- budget,forecasting.revenue

228 Both companies work in close ... with their banks and carriers.

- collocation
- competition

- collaboration
- circulation
- capitalization

229 . . . happens when there is a lot more money available than are goods for sale.

- negotiation
- inflation
- determination
- liberation
- mortgage

230 Match the word combination to its definition: Sales revenue is...

- sales aimed for in a particular period.
- money got from sales
- the number of things sold
- increase in sales
- statistics showing the amount sold

231 The document which states what goods are insured, against what risks

- policy issue
- for what amount, at what premium
- insurance policy
- insurance licence
- funeral grants

232 Premiums for whole life assurance are paid.....

- every week
- quarterly or annually
- once a month
- every six months
- every other month

233 The exchange rates for various currencies are determined by.....

- policy issue
- market forces
- monetary policy
- government authorities
- thrift institution

234 Individuals or households that own securities are known as.....

- commercial investors
- financial investors
- individual investors
- household investors

235 Choose the synonym of the word “particularly”

- verbally
- specially
- notably

- accordingly
- closely

236 Choose the synonym of the word “retirement”

- promotion
- to go on a pension
- withdrawal
- appearance
- execution

237 Choose the synonym of the word “contribution”

- disturbance
- promotion
- installment
- competition
- objection

238 Choose the synonym of the word “ensuing”

- supply
- follow
- posterior
- accurate
- proper

239 Choose the words: .You won’t receive high salary, when you sell something we pay you.....

- credit
- commission
- money
- card
- salary

240 Choose the words: . At first coins were worth their face value as

- bronze
- metal
- silver
- coins
- legal

241 Choose the words: Biggercoins are made from.....and are usually.....called.

- , silver,----
- coppers, silver, appeared
- domination, cupronickel, silver
- metal, coin, silver
- bronze, payment, metal

242 Choose the words: When a was made thewas first weight out.

- sheep
- Payment
- value

- coppers
- metal

243 Choose the words:of money is one of oldestin history

- fibro, thread
- currency, -----
- features, crimes
- counterfeiting, crimes
- , established

244 Choose the words: It curtailed.....to a certain extent but thisstill exist

- counterfeiting, history
- counterfeiting, crime
- made, local
- banknotes, print

245 Choose the words: .Individuals partnership and trusts pay

- financial
- tax system
- overtime
- salaries
- income tax

246 Choose the words: The price will certainly depend on

- cover
- the terms of delivery
- price
- fob terms
- goods

247 Choose the words: Fineness of gold is very often shown in

- stone
- carat
- equal
- ruby
- grantee

248 Share holders receive periodic payments called...

- small proportion
- equity
- dividends
- hold shares
- capital

249 If the company doesn't make a profit the _____ shareholder will not be paid his dividend either.

- ordinary
- preference
- share prices

- convertible
- cumulative

250 People sometimes make _____ decision based on brand loyalty

- getting
- purchasing
- going
- selling
- obtaining

251 It's important to encourage _____ development projects, not just short-term ones

- access
- lasting
- following
- sustainable
- achieve

252 One of the _____ mentioned in the original agreement has decided that she does not want to continue with the profit-sharing scheme.

- singer
- teacher
- parties
- doctor
- partner

253 The exporter buys the forms from the consulate of the importing country located in his own country.

- capacity
- sustainable
- proper
- fit
- unbearable

254 After the complaint had been received from the customer about poor service, she was given a written _____ that the matter would be put right

- assurer
- assurance
- insurance
- paper
- conviction

255 The company may turn some of its into capital.

- income
- profits
- shares
- dividend
- salary

256 It curtailed ... to a certain extent but this ... still exists.

- features, adopt
- counterfeiting, crime
- appear, issue
- crimes, currency
- established, crimes

257 ... means the money of a foreign country.

- currency
- foreign exchange
- duty
- checks
- draft

258 He made an ..., sending his ... and ... explaining why he wanted the ... and why he was the right person for it

- Visa, cv, letter, apply
- application, Cv, covering letter, job
- CV, covering letter, job, application
- Covering letter, CV, job, application,
- job, Application, covering letter, CV

259 When the capital of a company has been fully paid up, its shares are frequently converted into _____.

- stock broker
- stock
- share
- prospectus
- share capital

260 According to the purpose and contents, ... can cover goods, services, licences, patents, technology and know-how.

- terms
- contract
- transaction
- letter
- commercial invoices

261 If the company wants to turn some of its ... into capital or .. some of its profit it can issue new ... at no cost to the existing

- shares, capitalize, profit, shareholders
- profit, capitalize, shares, shareholders
- shares, profit, shareholders, capitalize
- . shareholders, shares, capitalize, profit
- . profit, capitalize, shareholders, shares

262 Choose the words: Actual gold is used as..... .

- maple
- Coins
- eagle

- alloy
- bar

263 Choose the words: A company's share capital is often referred to as.....

- assist
- equity capital
- share
- shareholders
- purpose

264 Choose the words: If the company needs to raise more capital for expansion it might issue new.....

- pay
- shares
- capital
- outflow
- fact

265 Choose the words: It can issue new shares at no cost to the existing

- banks
- shareholders
- bonus
- profit
- outflow

266 Choose the words: .The company may turn some of itsinto capital

- issue
- banks
- stocks
- own
- Profit

267 Choose the words: Shares, stocks and bonds form

- government
- Securities
- job
- gilts
- chips

268 Choose the words: After the prospective buyer receives the offer he

- sign contract
- carefully studies
- date of delivery
- packed
- offer

269 Choose the correct synonym of the word. When you have finished, remember "to log off" for security reason.

- Take off

- Turn off
- Access
- Enter
- Registration

270 Choose the correct variant "Physical delivery" of goods to internet customers.

- Written order
- Speedy delivery
- Slow delivery
- Particular delivery
- Last mile problem

271 Complete the sentence. Industry is the...

- deciding what to sell
- production of materials and goods
- activity of producing, buying and selling goods and services
- process of making a product available
- number or type of things that a company produces

272 Choose the correct variant. Invent is ...

- the practical or industrial use of scientific discoveries.
- to design and make something for the first time
- to think of new ideas, methods, products, etc.
- to make a new idea successful
- to make plans or drawings for how something is to be made.

273 Choose the correct answer. The insured is to pay...

- credit
- premium
- dividend
- benefits
- grants

274 Choose the correct answer. What is a scarce resource?

- labour resources
- limited commodity
- unlimited commodity
- daily product
- undemandable product

275 Choose the incorrect variant . What papers do the company require when it recruits the people?

- Covering letter
- handwriting analysis
- backgrounds of applicants
- reference
- CV

276 What is the stock options?

- the lowest amount allowed by law

- the right to buy company's shares at low prices
- the money that clients leave for us in additional to the bill
- pay and benefits the employees receives
- a percentage on everything the seller sells

277 Choose the correct variant. Human resources department deals with...

- buying company's product
- pay and recruitment
- technical support
- supporting company's activities
- carrying out the work of a company

278 Choose the correct sentences. 1. The major instrument of any financial system is the budget. 2. The major instrument of any financial system is the network of institutions. 3. Finance in an economic system. It comprises two parts: public finance and funds. 4. Finance in an economic system. It comprises two parts: public finance and finance of economic entities.

- 4
- 1,4.
- 2,4.
- 3,4
- 2,3

279 Choose the synonyms. 1. essential. 2. tax. 3. major. 4. comprise. 5. main

- 1,4,5
- 2,4,5
- 1,2,4
- 1,3,5.
- 1,2,5

280 Complete. The sentence: The budget is.....

- schemes of business
- an estimate of national revenue and expenditure for the ensuing fiscal year.
- the money in the bank
- the money in economic entities
- work in insurance companies

281 Match the words to their definitions. 1. saver. 2. borrower. 3. tax a. the man, who has deposits in the banks. b. sum of money charged by the government authorities. c. the man who takes loans in the banks.

- 1-b 2-c 3-a
- 1-a 2-c 3-b
- 1-b 2-a 3-c
- 1-c 2-a 3-b
- 1-a 2-b 3-c

282 Which words are close in meaning? 1. revenue. 2. estimate. 3. income. 4. goal.

- 1,2
- 1,3
- 2,3

- 3.4
- 1,4.

283 Choose the synonym “scheme”

- newspaper
- plan, program
- mop
- paper
- magazine

284 Complete the sentence: Industrial assurance policies are usually for

- small houses
- small amounts
- large amounts
- ownership
- large houses

285 Complete the sentence: The largest life assurance company in Great Britain is Prudential assurance Co. Established in...

- 1945
- 1845
- 1855
- 1900
- 1999

286 Complete the sentence: The premiums are collected weekly by the

- costumer
- company's agents
- policy holders
- share holders
- consumer

287 How is the name of the biggest life assurance company? In Great Britain.

- house assurance
- prudential assurance
- car assurance
- industrial assurance
- life assurance

288 what do the financial institutions provide for companies?

- pensions
- Finance
- fax
- money
- cars

289 How many times are premiums for endowment paid?

- every 4 years.
- Quarterly

- weekly
- four times a month
- two times a year

290 What branch of life assurance do you know?

- car assurance
- industrial assurance
- real estate assurance
- capital
- trade

291 What is the one of the main branches of insurance?

- endowment assurance
- life assurance
- car assurance
- house assurance
- industrial assurance

292 Who are the regular premiums paid by?

- teachers
- photographers
- policy holders
- policemen
- doctors

293 . What is money

- it keeps prices close to costs
- it is an asset that serves as a means of payment
- it is an instrument of tax
- it is a loan
- it server as the mechanism of market economy

294 choose the antonym of word “precious”

- portable
- Cheap
- dear
- golden
- silver

295 Choose the right variant:

- shell money was durable
- shell money used by early settlers in North America.
- shell money used by bankers
- shell money used by borrowers in different pacts of the world.
- shell money used by goldsmiths

296 Choose the synonym of the word “token”

- security
- Coin

- banknote
- receipt
- goods

297 Complete the sentence.... Although banks specialize in supplying short term loans..... .

- they accumulate finance.
- they are prepared to make loans for longer periods.
- they aren't prepared to make loans.
- they are prepared to make loans. For short periods.
- they issue securities

298 Make the sentence: 1.the shells. 2. belts. 3. into. 4. strings. 5. or. 6. called. 7. wampum. 8. threaded. 9. were.

- 9,7,8,5,6,4,2,3,1
- 1,9,8,3,4,5,2,6,7
- 3,5,4,2,1,7,8,9,6
- 4,5,6,7,8,9,1,2,3
- 6,5,4,3,2,1,9,8,7

299 What serves as money today

- perks
- coins and bills
- shells
- pelts
- fur

300 What has served as first money?

- equipment
- Leather
- dictionary
- check
- human

301 What is the difference between investment trusts and unit trusts.

- unit trusts offer discounts to shareholders
- unit trusts are not limited companies but investment trust are
- unit trust are limited companies but investment aren't.
- unit trusts coordinate finance
- unit trusts provide borrower with credit.

302 _____ is a branch of life assurance.

- unlimited sum
- industrial assurance
- occurrence
- attainment
- the risk

303 _____ is the type of life assurance

- amounts

- endowment
- occurrence
- the sum
- agents

304 A large British engineering company with employees. Its shares are bought and sold on the stock market.

- limited small office
- public limited companies
- limited liability
- mutuals
- non-profit organizations

305 A symbol used by a company on its products is

- corporate profit
- corporate logo
- corporate chamber
- corporate privatization

306 A very wealthy or powerful software developer ,businessman.

- founder
- Tycoons
- leader.
- captain

307 Among insurance documents there are insurance _____

- cause and links
- accordance and credits
- policies and certificates
- marine and certificates
- policies and claims

308 An engineer who works by herself providing consultancy. She works from home and visits clients in their offices.

- corporate
- chief operator
- solo owner
- partner
- shareholder

309 Any industry that doesn't sell goods

- property
- defense
- industry
- service
- retail

310 An event resulting in great loss and misfortune.

- Disaster

- forecast
- inefficient
- profit
- variety

311 Be careful or certain to do something is

- to assure
- to grant
- to deduct
- to release
- to set

312 large group of companies mainly owned by one person or family is a

- a business leader
- business empire
- a business media.
- a business entrepreneur
- a business property

313 Someone who starts or founds or establish their own company.

- leader
- an entrepreneur
- partner
- magnate
- tycoon.

314 The insurer issues an insurance policy for the _____

- older
- Insured
- broker
- grant.
- state

315 The money made by companies

- corporate ladder
- corporate logo
- corporate profits
- corporate firm
- corporate culture

316 To donate is _____

- to give a charity or good cause
- to clarify
- to assemble
- to collect
- to organize

317 Choose the right word and put it in the sentence. a) ability b) accounting c)percentage 1. ... shows financial picture of the firm. 2. The ... to speak another language is now seen as form of a economic

power. 3. I get a ... on everything I sell.

- 1-b, 2-c, 3-a
- 1-b, 2-a, 3-c
- 1-c, 2-a, 3-b
- 1-a, 2-b, 3-c
- 1-c, 2-b, 3-a

318 Choose the right word and put it in the sentence. a) productivity b) product c) production 1. We'd like to see the ... process. 2. The ... of labour satisfied everybody. 3. The ... of this market is usually cheaper than the others'.

- 1-b, 2-c, 3-a
- 1-c, 2-a, 3-b
- 1-b, 2-a, 3-c
- 1-c, 2-b, 3-a
- 1-a, 2-c, 3-b

319 Choose the right word and put it in the sentence. a) reasonable b) responsible c) reliable 1. Who is ... for the test of the new equipment? 2. Our machines are ... in operation. 3. The terms of delivery are quite ... for our company.

- 1-b, 2-c, 3-a
- 1-a, 2-b, 3-c
- 1-c, 2-b, 3-a
- 1-a, 2-c, 3-b
- 1-c, 2-a, 3-b

320 Choose the right word and put it in the sentence. a) assistance b) percentage c) delivery 1. We require the goods for urgent 2. Due to your ... they succeeded in business. 3. The ... of our sales has remained stable.

- 1-a, 2-c, 3-b
- 1-b, 2-a, 3-c
- 1-b, 2-c, 3-a
- 1-a, 2-b, 3-c
- 1-c, 2-a, 3-b

321 to provide and serve food and drink at a public or private party.

- complex
- catering
- rest
- resort
- offer

322 . If far too many things are produced there is a _____ of these things.

- food shortage
- surplus or glut
- output
- excess or rare
- shortage

323 . _____ is the number or type of things that a plant, company or country produces

- surplus capacity
- output
- productivity
- overcapacity
- spare capacity

324 Attainment is ----

- to prompt
- achievement
- to leave
- assure
- to occur

325 If not enough goods are being produced, there is _____

- less glut
- a shortage
- a surplus
- mass production
- a glut

326 If the goods are offered on CIF terms the price will cover the _____

- railway costs
- cost of goods; insurance expenses ; freight costs
- expenses lost
- expenses property
- cost of the goods

327 If the goods are offered on FOB terms the price will practically include _____

- the cost of the boards
- the cost of the goods transportation expenses
- expenses exposure
- free over board
- the terms of company

328 If the goods are offered on FOR terms the price will include _____

- the cost of the boards on planes
- the cost of the goods and transportation expenses to the railway station
- the cost of covering
- the cost of port to the board
- the cost of price to the ship

329 People selling things in the street are _____

- pressure
- vendor
- user
- customer
- producer

330 Regularly and widely used or sold

- depositing
- Stock
- base
- attainment
- checking

331 System is called _____ to compare our performance to performance levels in other power stations.

- representing goods
- benchmarking
- rivalry
- cooperating
- obtaining

332 The law relating to designs, ideas that belong to someone.

- royalty property
- intellectual property
- copyright property
- a design property
- patent property

333 When someone uses another's text, pictures is _____

- innovation infringement
- copyright infringement
- copyright agreement
- intellectual infringement
- proprietary infringement

334 When an inventor asks the authorities to officially recognize an invention as his/her property

- consumer application
- patent application
- leasing application
- fake application
- property application

335 Choose the correct expression. Small business complain that larger companies abuse ... by paying invoices too slowly.

- Give credit
- Credit card
- Credit policy
- Trade credit
- Take credit

336 Choose the correct expression. A business run by a has two or more owners.

- limited partner
- sole trader
- owner
- partnership
- active partner

337 is a company's product, as a group.

- product placement.
- product range
- product line
- product portfolio
- product positioning

338 There may be consumer panels and...

- ideas
- products
- sales forecasts
- focus groups
- market research

339 If the manager also receives benefits , the payment and the benefits form a

- profit
- compensation
- severance payment
- severance package
- compensation payment

340 A contract to buy 500 tons of wheat for delivery in 3 months.

- An option contract
- Share capital
- Insurance document
- Futures contract
- Holding company

341 Someone who arranges multibillion-dollar loans to government works in ...

- Company
- Banks
- Financial institution
- High finance
- Central Bank

342 ... are places where there are many banks and other financial institutions

- outlets
- entertainment centres
- shopping centres
- trade organizations
- super markets

343 My new credit ... is brilliant. I don't pay any ... for 6 months.

- card, send
- card, save
- card, pay
- card, interest
- card, ---

344 When the prospective buyer receives the offer he carefully...

- Looks through
- Signs the contract
- Reads the contract
- Studies it
- References member

345 Choose the correct expression. Before we employ people, we like to put them in job situations to see how they do the work and fit the corporate ladder.

- corporate ethics
- corporate profits
- corporate logo
- corporate culture
- corporate image

346 Complete the sentences: Life assurance is different from all other branches. It is a comparatively.....

- that the premiums for endowment are paid quarterly or annually
- that the insured may face the risk against
- type of occurrence
- recent type of insurance
- not popular form of insurance

347 Choose correct variant. If you do wrong, you are.....

- sacked
- work for several different firms.
- collect money from customers.
- a go-slow
- you continue to work but more slowly than usual.

348 Choose the correct expression. A bank that makes companies shares available.

- Insurance companies
- Finance houses
- Futures contract
- Securities house
- Stock-market

349 Complete the sentence: Therefore, each country has the right to ... on imported goods in order to control prices and protect its economy.

- .export duty
- import duty
- types of duty
- impose duty
- protective duty

350 Complete the sentences. Commercial invoices are usually issued by

- mail
- very important

- total amount
- sellers or seller's
- important mail

351 Complete the sentence with the following word. ... are a company's debts to supplier, lenders, and tax authorities.

- marketing
- brands
- capitals
- Liabilities
- assets

352 Choose the correct variant is given addition to the Bill

- comission
- wage
- salary
- tip
- bonus

353 ... for various currencies are determined by market forces.

- foreign currencies
- special exchange
- exchange currency
- the exchange rates
- certain sums

354 ... is the stages in the life of a product, and the number of people who buy it at each stage.

- product placement.
- product range
- product portfolio
- product lifecycle
- product positioning

355 Where you put your items before you purchase them.

- Password
- Shopping cart
- Card number
- Advertising
- E-mail address

356 ... is a company's product as a particular type.

- product placement.
- product portfolio
- product catalogue
- product range
- product positioning

357 ... is how a company would like a product to be seen in relation to its other products.

- product positioning

- product portfolio
- product lifecycle
- product placement.
- product range

358 is when a company pays for its products to be seen in films and TV programmes.

- product positioning
- product portfolio
- product lifecycle
- product placement.
- product range

359 _____ is someone who puts up money for a lot of new companies.

- share capital
- principal
- joint venture
- venture capitalist
- shareholders

360 Industrial assurance is a....

- Branch of industrial assurance
- Attainment
- Branch of endowment assurance
- Branch of all assurance
- Branch of life assurance

361 are prepared to make loans for longer period up to 20 years in certain circumstances

- insurance companies
- unit trusts
- investment trusts
- banks
- pension funds

362 Contract usually does not contain the following information

- price and total value
- terms of delivery terms of payment
- Description of goods
- monitor checking
- reference number

363 there is room for everybody to sit down

- there is a date for everybody
- There is few talks in the room
- there is description of a room
- there are plenty of chairs
- there is a place of city

364 Making televisions refers to industry

- aerospace

- heavy industry
- steel
- light
- automobile

365 Choose the correct variant: The cost of the heating and lighting is ...

- indirect cost.
- variable cost
- direct cost
- fixed cost
- overhead cost.

366 Complete the sentence with the following words: Bill of exchange enable the company to obtainfrom a bank or discount house.

- trade credit.
- overdrafts
- income tax
- short term finance
- hire purchases

367 In some areas, the government ... the number of laws and regulations to encourage business to move there.

- completes
- raises
- increases
- reduces
- rises

368 may found a series of companies or start- ups.

- enterprises
- entrepreneurship
- entrepreneurial
- an entrepreneur
- free enterprise

369 I'm ... for co- ordination between design and production

- respectful
- response
- responsibility
- Responsible
- respectable

370 happens when there is a lot more money available than there are goods for sale.

- determination
- mortgage
- negotiation
- inflation
- liberation

371 There are different ...system in the world today.

- economize
- economic
- economy
- economics
- economical

372 We hope business relations between our companies will be ofbenefit.

- practical
- helpful
- exclusive
- mutual
- useful

373 Choose correct expression. ... is a part of shops with the same name.

- supermarket
- deep discounter
- convenience store
- chain store
- hypermarket

374 Choose the correct expression. ... is a very large shop,mainly selling food.

- hypermarket
- deep discounter
- convenience store
- supermarket
- chain store

375 Choose the correct expression. When the goods are expensive it is ...

- inflation
- price cut
- downmarket
- upmarket
- marketing boom

376 is the marketing selling the goods and their prices by mails.

- drugstore
- telemarketing
- indirect marketing
- direct marketing
- telemarketing

377 is given with the product for promotion.

- a salesperson
- a free sample
- a special offer
- a free gift
- a present

378 ... is the selling by the telephone, including cold calls to people who have had no contact with us before.

- drugstore
- direct marketing
- indirect marketing
- telemarketing
- marketing network

379 The stock exchange is the centre of the _____ where large quantities of money are raised for companies and the government.

- credit market
- cattle market
- super market
- capital market
- common market

380 Choose the correct variant. I started 15 years ago with ... of \$ a 50000. My ... were members of my family: my parents, brothers and sisters all put up money.

- Capital, borrowers
- Equity, borrowers
- Dividends, shareholders
- Capital, shareholders
- Dividends, interests

381 Price ... is a label attached to goods, showing the price.

- hike
- controls
- boom
- tag
- cut.

382 Price ... when competing companies reduce prices in response to each-other.

- hike
- controls
- boom
- war
- cut.

383 ...to the public on the Internet is business-to-consumer.

- adopting
- business-to-government
- business-to-business
- selling
- approving

384 They often talk about the benefits of ... or She said that her achievement was to establish an ... in Britain, an economy where it was acceptable to get rich through business: an ...

- free enterprise, private enterprise, enterprise economy, enterprise culture

- enterprise economy, culture enterprise, private enterprise, free enterprise
- enterprise economy, free enterprise, private enterprise, culture enterprise
- culture enterprise, enterprise economy, private enterprise, free enterprise
- free enterprise, enterprise economy, culture enterprise, private enterprise

385 for various ... are ... by... .

- the exchange rates, market forces, currencies, determined
- market forces, currencies, determined, the exchange rates
- currencies, the exchange rates, determined, market forces
- the exchange rates, currencies, determined, market forces
- determined, the exchange rates, market forces, currencies

386 Holders of fixed interest securities are paid _____

- share index
- differently
- with terms of payment
- with a fixed rate of interest
- relatively

387 Choose the correct word: The insurer issues for the insured.

- insurance certificates
- profit
- shares
- insurance policy
- the simple document

388 Complete the sentences: . In the course of making enquiries and offers, the parties very often...

- about the time limit
- afraid cannot agree
- meet discuss
- meet to agree upon one or another question
- a speedy delivery

389 ... is the price of one country's currency or commodity (typically gold or silver).

- weakening
- managed rate regime
- depreciation
- a foreign currency exchange rate
- spot exchange rate

390 A company's ... gives a picture of its assets and liabilities at the end of a particular period, usually the 12 month period of its financial year.

- balance of payments
- financial record
- bookkeeping
- balance sheet
- ledger

391 ... is where you buy one product, and you are recommended to buy another product that may go

with.

- sales territory
- Shopping chart
- clicks and mortars
- cross promotion
- sales area

392 Someone who buys food in a supermarket is a/an

- trader
- vendor
- seller
- customer
- economist

393 Someone buying a house is a/an.....

- owner
- trader
- client
- purchaser
- user

394 Choose the correct variant. We do not send our employees to various courses, we have ... training.

- motivated
- skilled
- outdoors
- in-house
- outside

395 Choose the correct variant. The headhunting agency ... three candidates for the final interview

- trained
- joined
- turned down
- selected
- accepted

396 Choose the correct variant. Who is the president of Azerbaijan elected by?

- by Cabinet of Ministry
- by Milli Mechlis
- by ballot
- by popular vote
- by deputies

397 Choose the correct variant. Written tests help to ... the intelligence and personal qualities of the candidates.

- assess
- advertise
- apply

- fire
- analyze

398 Choose the correct variant. Our Director is very... people and we have a very good team.

- self-motivated
- qualify as
- skilled at
- good with
- bad at

399 Fill in each blank with a word from the following list. Dear Sir With reference 1) ...your advertisement in today's newspaper, I am interested 2) ... applying for the 3)...of accounts clerk with your company. Could you please send me an 4)

- position, in, application form, to
- application form, in, to position
- in, position, application form, to
- to, in, position, application form
- in, to, position , application form

400 Match the verb with its definition to retire -:

- to stop a worker's employment for a time when there is little work to do
- to tell someone they can no longer work at their job
- to reduce the total number of employees at a company through retirements, etc
- to stop working when you reach the age when you are officially too old to work
- to force someone to leave their job

401 Match the word with its correct definition a full-time job - :

- a job that you do for fewer hours a week than people usually work
- a work that finishes after a fixed period
- somebody who works in an office for a particular company
- this kind of work is for the whole of the normal working week
- this job does not finish after a fixed period

402 Match the word with its correct definition a shortlist -

- something that you gain over a period of time in the same job
- the set of influences such as training, education and experience affecting the individual's personal
- an analytical process that helps finding the right people for the vacancy
- a list of people you think could be suitable for the job
- it is a title which says that you have achieved something

403 the correct variant: Most employers want from their applicants not less than three years of

- generated
- experiment
- training
- experience
- motivated

404 Choose the correct variant. When parties agree on price, they sign a ...

- Bill of Lading

- signature
- letter
- contract
- document

405 Companies or products in the same market are...

- proprietorships
- stockholders
- partners
- rivals
- entrepreneurs

406 If a company... a market it stops selling there.

- corners
- monopolizes
- penetrates
- Abandons
- dominates

407 If a company... a market, it starts selling there for the first time.

- corners
- gets out of
- abandons
- penetrates
- leaves

408 If a company ... a market it is the most important company selling there.

- leaves
- penetrates
- abandons
- dominates
- gets out of

409 ... describes the activity of trying to sell more and be more successful

- marketing
- sole proprietorship
- partnership
- competition
- segmentation

410 Marketers may describe themselves as...

- rivals
- market-led
- owners
- partners
- competitors

411 Complete the sentence. _____ generally involve some kind of tangible asset.

- institution

- bonus
- loans
- real investments
- generally

412 Pure Internet...operations are very difficult.

- delivery
- retailing
- advertising
- Commerce
- traditional

413 Choose correct word according to the topics: The Internet service...is the organization that provides you with Internet access.

- owner
- searcher
- accountant
- provider
- security

414 The sum of money borrowed is the...

- relevant
- borrower
- percentage
- principal
- profit

415 The amount of loan capital that a company has in relations to its share capital is...

- payment
- loan
- security
- leverage
- property

416 Payments to the author from the publisher are...

- designs
- royalties
- intellectual properties
- payments
- patents

417 There may be consumer panels and...

- ideas
- products
- sales forecasts
- focus groups
- market research

418 Drugs need to be made on...

- assisting
- trialling
- testing
- industrial scale
- researching

419 Large companies considered together are referred to as...

- firms
- goods
- services
- big business
- companies

420 Complete the sentence: The process of finding people for particular jobs is ...

- unemployment
- development
- management
- recruitment
- enjoyment

421 If I sell more than a particular amount in a year, I also get extra money – ..., which is nice.

- remuneration
- commission
- tip
- bonus
- compensation

422 Whatever she does, she just can't help _____ money.

- creating
- massing
- doing
- making

423 buy newly issued shares in the expectation that prices will rise, then sell them on in the hope of making a quick profit

- bears
- stags
- deal
- bullish
- bulls

424 There doesn't seem to be anyone working really hard for the business and yet they all seem to earn _____ money

- comfortable
- simple
- facile
- easy
- quick

425 She knew that there was some kind of business going on because strange things were happening.

- different
- funny
- weird
- unusual
- stupid

426 The trouble with these huge superstores is that they don't have enough to deal with customers at busy times

- obstacle
- exits
- barriers
- checkouts
- sales points

427 Take a good look at the receipt when you leave so that you can see that all the have been listed.

- service
- products
- proceeds
- items
- produce

428 It is used to confirm the of the goods for insurance purposes.

- worth
- cost
- cost
- value
- price

429 My ... were members of my family: my parents, brothers and sisters all put up money.

- Colleagues
- lenders
- borrowers
- Shareholders
- shares

430 I started 15 years ago with of 50000 \$

- shares
- lenders
- dividends
- capital
-

431 Money is..... that serves as a means of payment.

- token
- expense

- agreement
- coin
- asset

432 Complete the following statements :One of the main laws of the market is ...

- labour force.
- stable prices.
- employment.
- the law of supply and demand.
- scarcity.

433 Complete the following statements :Paper money first came into use ...

- in the form of banknotes.
- in the form of silver.
- in exchange for deposits.
- in the form of receipts
- in the form of gold coins.

434 Complete the following statements:Economic resources may be classified as ...

- economic and labour resources.
- labour force and entrepreneurship.
- material and labour resources.
- material and capital resources.
- capital and raw materials.

435 Complete the following statements: In different parts of the world many different commodities ...

- should be portable.
- threaded into strings.
- called wampum.
- have served as money.
- superseded by precious metals.

436 Complete the following statements:Finance is ...

- the budget.
- the network of institutions.
- the provision of money when it is needed.
- the provision of essential services.
- the economic system.

437 Complete the following statements:The financial system is ...

- the network of economic entities.
- the network of units of government
- the network of firms and households.
- the network of institutions.
- the network of funds.

438 Complete the following statements: provide finance for companies

- The community through taxes
- The provisions of essential services

- The major instruments of any financial system
- Many important financial institutions
- The encouragement or control of particular sectors

439 Complete the following statements: Loans can be

- bills of exchange.
- trade credits.
- the sources of loans
- short term and long-term ones.
- hire purchases

440 Oil prices are traditionally quoted in.....

- dinar per barrel
- euro per barrel
- pound sterling per barrel
- US dollars per barrel
- swiss franc per barrel

441 Consumers will try to use less of some commodity but producers will want to sell more of it

.....

- when the price of commodity is alternating
- when the price of commodity is stable
- when the price of commodity decreases
- when the price of commodity increases
- when the price of commodity will rise

442 What is the major instrument of any financial system?

- The expenditure for the ensuing fiscal year
- A provision of essential services
- The financial intermediaries
- The budget
- A finance

443 What is function of pension funds?

- To limit companies buying shares in other companies.
- To pay out interests made by policyholders.
- To supply short or long term loans
- It is a scheme to which all workers contribute
- To insure companies

444 What do the main benefits of insurance include?

- customs declarations
- third party claims
- veterinary certificates
- retirement pensions; unemployment benefits or relieves; sickness benefits; maternity grants; funeral grants; industrial injuries; family allowances
- relieves

445 What is a counterfeiting?

- change
- currency
- paper money
- false money
- coins

446 What is budget?

- The budget is an encouragement or control.
- The budget is financial intermediaries.
- The budget is an estimate of national revenue and expenditure for the ensuing fiscal year
- The budget is a provision of money and financial system is a network of institutions.
- The budget is a provision of essential services

447 What is investment trusts?

- They are interests made by policyholders.
- They are worker's contribute
- They are short or long term loans.
- They are limited companies buying shares in other companies
- They are insurance companies, financial houses.

448 The assessing people's intelligence and personality

- Headhunting
- Check up
- Test
- Psychometric test
- Control

449 An acute insufficiency

- Testing
- Job offers
- Referees
- Shortage
- Appointing

450 Information that is essential to understanding a situation or problem

- Discussion
- Qualification
- Cover letter
- Background
- Test

451 Evaluate professionally a colleague's work

- Conductor
- Consumer
- Consulter
- Referee
- Candidates

452 Finish the supply of something.....

- Run in
- Run over
- Run
- Run out of
- Run off

453 Find the synonym. queue

- plaster
- store
- bill
- Line
- truck

454 Find the synonyms. chauffeur

- consider
- artist
- hire
- Driver
- writer

455 Which currency is the most counterfeited currency in the world?

- pound
- euro
- cent
- US dollar
- pence

456 What is the major instrument of any financial system?

- scarcity of resources
- law of demand and supply
- soal proprietorship
- budget
- competition

457 What are the savers and borrowers connected by?

- By the expenditure for the ensuing fiscal year
- By four functions
- By money and financial system
- By financial intermediaries.
- By the budget

458 What is function of bank?

- To limit companies buying shares in other companies.
- To pay out interests made by policyholders.
- To insure companies
- To supply short or long term loans
- To contribute

459 Which risks are usual for business and private individuals?

- veterinary certificates
- customs declarations
- import/ export licences
- the destruction by fire; losses arising from burglary or other causes; goods in transit; motor vehicles; third party claims arising out of accidents
- consular invoices

460 What is a branch of insurance?

- endowment
- industrial assurance
- death assurance
- life assurance
- whole life assurance

461 What is function of insurance companies?

- To limit companies buying shares in other companies.
- To pay out interests made by policyholders
- To supply short or long term loans.
- To insure companies
- To contribute.

462 How can a market economy solve what, how and for whom to produce?

- It is solved by the economic policies of the government.
- They may be solved as material resources and labour resources
- If an economic system is to perform well it must deal with many economic challenges
- It is solved by the law of supply and demand
- It solves growing wants of people

463 What other documents may be involved in business transactions in accordance with contracts?

- third party claims
- losses arising from burglary or other causes
- the destruction by fire
- import/ export licences; customs declarations; consular invoices; veterinary certificates; phytosanitary certificates
- goods in transit

464 Which of the words is closest in meaning to the word 'collateral'?

- budget
- lender
- capital
- security
- dividend

465 Which of the words is closest in meaning to the word in the red?

- make a discount
- issue a share
- make a profit
- make a loss
- make an account

466 After the huge rise in oil prices in 1973, many developing countries needed to borrow more money to pay for their.....

- agricultural goods
- existing loans
- principal
- imported oil
- interest rates

467 The main benefits of insurance don't include:

- maternity grants
- family allowance
- sickness benefits
- industrial grants
- retirement pension

468 The document which states what goods are insured, against what risks and so on, is called.....

- maternity policy
- funeral grants
- insurance licence
- insurance policy
- policy issue

469 The employees contributions are deducted from.....

- their relieves
- their family allowances
- their retirement pensions
- their wages and salaries
- their funeral grants

470 In Great Britain insurance business is conducted by.....

- unit trusts
- insurance broker
- insurance policy
- insurance companies
- investment trusts

471 The type of life assurance is.....

- attainment
- retirement
- relief
- Endowment
- allowance

472 Premiums for whole life assurance are paid.....

- once
- every six month
- once a month
- Quarterly

every other month

473 Choose the synonym of the word “dispatch”

- own
- share
- involve
- Ship
- decrease

474 Choose the synonym of the word “ensuing”

- follow
- proper
- accurate
- posterior
- precise

475 Choose the synonym of the word “retain”

- repay
- impact
- comprise
- Maintain
- attempt

476 Choose the synonym of the word “safe”

- recurrent
- decisive
- sufficient
- Reliable
- restricted

477 Choose the synonym of the word “decrease”

- overdraw
- contention
- gap
- Recession
- promotion

478 Azerbaijan taxes provide revenue for _____

- a computation of taxable profits.
- the foreign investment
- the profit tax low
- three tiers of the budget legal entities

479 A number of countries have problems because of _____

- harmful effects of double taxation.
- illegal evasion of tax obligations.
- entering with other countries into double tax treaties.
- significant taxpayer non-compliance.
- tax liability on the property and income.

480 The natural finalization of the audit process is the ____

- assessment of the internal accounting controls.
- tests in totals
- financial information
- auditor's report
- comparison with budgets

481 Income from capital is

- Current capital
- Fixed capital
- Capital stock
- Capital gains
- Dead capital

482 Choose the wrong variant. Selling and buying foreign currency is carried out in....

- travel agents offices
- bureau de change
- exchange offices
- municipal services
- bank counters

483 Choose the correct variant. Why was the United States Secret Service set up in 1865?

- to prepare the budget
- to cover the risk
- to issue the currency
- to suppress counterfeiting
- to borrow the money

484 Choose the wrong variant. For making a new product, producers need....

- knowledge
- labour
- raw materials
- finished goods
- capital

485 Choose the correct variant. I bought some coffee, which came with

- promotions
- free sample
- special offer
- free gift
- loyalty cards

486 What are the main Ps of the marketing?

- payment, profit, predict, planning.
- planning, providing, place, packing
- product, planning, performance, packing
- product, price, place, promotion
- price, packing, place, performance

487 Each member country is obliged to....

- contribute a certain amount –a quota.
- pay the interest on existing loans.
- borrow foreign currencies from the fund.
- write off some loans.
- start to lend billions of dollars.

488 In Great Britain insurance business is...

- is calculated with great accuracy.
- to pay a premium.
- a document
- conducted by insurance companies.
- undertaken by the state.

489 Among insurance documents there are...

- consular invoices.
- involved in business transactions.
- insured against risks and for amount.
- insurance policies and certificates.
- retirement pensions.

490 The premiums must be paid to....

- the assured at the agreed time.
- the company's agents weekly.
- quarterly or annually the assure.
- the assure until the death of the insured.
- the insured sooner or later.

491 Most employees....

- sell goods on Sundays.
- demand that the Sunday trading rules should be abolished in the UK
- traditionally work different hours.
- have a five-day working week.
- close their business and shops.

492 The bank holidays besides public or national holidays are...

- Easter and Thanksgiving Day.
- Labour Day and Independence Day.
- New Years Day and Christmas Day.
- Spring or Summer and Autumn Holiday.
- Washington's Birthday and Memorial Day.

493 After the reform the US government.....

- have made the production of counterfeit money.
- established the Us Secret Service.
- issued its own currency.
- adopted a national currency in 1863.
- curtailed counterfeiting.

494 A lot of special security features are...

- serious problems in the past.
- modern photographic and printing devices.
- usually used in making banknotes of every country.
- the oldest crimes in history.
- colour copies and laser scanners.

495 Fineness of gold is...

- stated as 750 or as 18 carat.
- applied to precious stones.
- equal to 24 carat.
- often shown in carat.
- the hardest substance.

496 Choose the synonym of the word. foreign branch

- foreign citizen
- foreign operation
- foreign company
- foreign subsidiary
- foreign institution

497 Choose the wrong variant. The main benefits of insurance include:

- industrial injuries.
- funeral grants
- maternity grants
- donations
- family allowances

498 Choose the correct variant. What is the main function of an insurance broker?

- buys products or services for his/her own use
- collects premiums weekly.
- issues an insurance policy for the insured.
- puts the client in touch with the insurer.
- examines a firm's accounting records.

499 Complete the sentence. If the goods are offered on FOB terms ...

- the price will cover the cost of the goods.
- the price includes the cost of the goods and transportation expenses to the railway station only.
- the price will cover the cost of the goods and freight to the port destination
- the price includes the cost of the goods and transportation expenses to the port of shipment.
- the price will cover the cost of the goods, insurance expenses and freight or transportation expenses to the port of destination.

500 Choose the wrong variant. Contract usually doesn't contain the following information:

- terms of delivery
- names of the buyers and sellers
- price and total value
- terms of payment

a firm's accounting records

501 Choose the correct variant. Who are commercial invoices issued by?

- auditor
- customer
- buyer
- seller's bank
- municipal services

502 Complete the sentence. If the goods are offered on C&F terms ...

- the price will cover the cost of the goods.
- the price includes the cost of the goods and transportation expenses to the railway station only.
- the price includes the cost of the goods and transportation expenses to the port of shipment.
- the price will cover the cost of the goods and freight to the port destination
- the price will cover the cost of the goods, insurance expenses and freight or transportation expenses to the port of destination.

503 Choose the correct word. We can delivery the goods with FOB terms English

- price
- detail
- question
- port
- case

504 Complete the sentence. If the goods are offered on FOR terms ...

- the price will cover the cost of the goods.
- the price will cover the cost of the goods and freight to the port destination
- the price includes the cost of the goods and transportation expenses to the port of shipment.
- the price includes the cost of the goods and transportation expenses to the railway station only
- the price will cover the cost of the goods, insurance expenses and freight or transportation expenses to the port of destination.

505 Choose the correct variant. Someone who sells goods or services?

- user
- client
- buyer
- seller
- purchaser

506 Choose the correct variant. You want to raise money for your company, but you do not want to sell shares. What can you do in this situation?

- to buy the raw materials
- to issue the insurance policy
- to sell the company
- to borrow credit
- to prepare the budget

507 Choose the correct variant. Dollars, euros are...

- contracts

- securities
- commodities
- currencies
- derivatives

508 Choose the correct variant. Brokers

- transport goods
- collect money from customers
- clean the offices
- buy and sell securities for the investors
- examines a firm's accounting records

509 Choose the correct variant. Brokers

- examines a firm's accounting records
- transport goods
- clean the offices
- buy and sell securities for the investors
- collect money from customers

510 Choose the correct variant. Dollars, euros are...

- contracts
- securities
- commodities
- currencies
- derivatives

511 Choose the correct variant. You want to raise money for your company, but you do not want to sell shares. What can you do in this situation?

- to buy the raw materials
- to issue the insurance policy
- to sell the company
- to borrow credit
- to prepare the budget

512 Choose the correct variant. Someone who sells goods or services?

- seller
- purchaser
- client
- Buyer
- user

513 Complete the sentence. If the goods are offered on FOR terms ...

- the price includes the cost of the goods and transportation expenses to the railway station only
- the price includes the cost of the goods and transportation expenses to the port of shipment
- the price will cover the cost of the goods.
- the price will cover the cost of the goods, insurance expenses and freight or transportation expenses to the port of destination.
- the price will cover the cost of the goods and freight to the port destination

514 Choose the correct word. We can delivery the goods with FOB terms English

- price
- port
- question
- detail
- case

515 Complete the sentence. If the goods are offered on C&F terms ...

- the price will cover the cost of the goods.
- the price includes the cost of the goods and transportation expenses to the railway station only.
- the price will cover the cost of the goods and freight to the port destination
- the price includes the cost of the goods and transportation expenses to the port of shipment
- the price will cover the cost of the goods, insurance expenses and freight or transportation expenses to the port of destination.

516 Choose the correct variant. Who are commercial invoices issued by?

- auditor
- customer
- seller's bank
- Buyer
- municipal services

517 Choose the wrong variant. Contract usually contains the following information:

- names of the buyers and sellers
- a firm's accounting records
- terms of delivery
- terms of payment
- price and total value

518 Choose the correct variant. What is the main function of an insurance broker?

- buys products or services for his/her own use
- collects premiums weekly.
- puts the client in touch with the insurer.
- issues an insurance policy for the insured.
- examines a firm's accounting records

519 Choose the wrong variant. The main benefits of insurance include:

- industrial injuries.
- funeral grants
- donations
- maternity grants
- family allowances

520 Choose the incorrect variant. The policyholders invest the regular premiums ...

- property
- company shares
- government securities
- administration
- land

521 Complete the sentence with the following word. ... are a company's debts to supplier, lenders,

and tax authorities

- marketing
- brands
- capitals
- Liabilities
- assets

522 Choose the incorrect variant. The source of loans as following

- Overdrafts
- Hire purchase
- Leasing
- Grant
- Trade credits

523 Choose the correct variant. Demoting is ...

- to force someone to leave their job
- to reduce the total number of employees at a company through
- to end or stop something
- to give someone a lower rank or a less important job
- to tell someone they can no longer work at their job

524 Choose the correct variant. Why IMF is described as a fund?

- It issues a company's share
- It puts the borrower in touch with the saver
- It contribute more than poor countries
- It holds a stock of national currencies
- It determines the exchange rates

525 Choose the incorrect variant. Contract usually contains the following information:

- Names of the buyers and sellers
- Terms of delivery
- Place or city
- Control of the interest rate
- Price and total value

526 Choose the incorrect variant. The source of loans as following

- interest
- Choose the correct variant. Part of the company's profit is paid to the shareholders as a...
- Dividend
- face value
- tax

527 Choose the correct variant. Another name for the human resources department is ...

- trade unions
- support staff
- administrative staff
- personnel department
- labor unions

528 Choose the correct variant. Workers with special knowledge and abilities.

- labor unions
- cheap labor
- manual labor
- skilled labor
- labor relations

529 Choose the incorrect variant. One of the people working for an organization.

- staff
- personnel
- employee
- Graduate
- worker

530 Choose the opposite meaning of the word “reduce”

- insecurity
- negative
- outside
- increase
- hire

531 Choose the opposite meaning of the word “promotion “

- hire
- negative
- outside
- demotion
- increase

532 Choose the wrong variant. There are only four precious metals, they are as follows:

- diamond
- gold
- silver
- copper
- platinum

533 Why does company issue the bonus issue?

- instead of interest
- instead of share
- instead of tax
- instead of paying dividend
- instead of capital

534 What is the another name for this department HRD ?

- department of human resources
- human recourse management
- human resources department
- personnel department
- personal company

535 Which document may be involved in business transactions?

- industrial injures
- sickness benefits
- retirement pensions
- customs declarations
- funeral grants

536 What is the meaning of IMF and what does it do?

- International Monetary Fund. It does audit .
- International Medical Fund. It does medical insurance
- International Ministry Fond .It. does government works
- International Monetary Fund. It does finance works .
- International Ministry of Finance. It does the bank works

537 What kind of a few more new security features were added to the USA dollars?

- weak thread embedded in the paper
- transparent thread embedded in the paper
- visible thread embedded in the paper
- invisible thread embedded in the paper
- strong thread embedded in the paper

538 What is the main law of the market?

- Economic policies
- Economic challenges
- Material resources and labour resources
- The law of supply and demand.
- Wants of people

539 Find a synonym for the word: “profit”

- turnover
- Benefit
- solution
- transaction
- currency

540 Economic resources are classified as:

- market economy and competition
- needs and wants
- supply and demand
- labor and material
- bank and business

541 Find the antonym for the word “scarce”

- required
- seldom
- limited
- Unlimited
- popular

542 Freedom of enterprise is – in the market economy

- not successful
- rare
- total
- not total
- neutral

543 If demand exceeds supply....

- there has been a recession
- the price tends to fall
- the price doesn't change
- the prices to rise
- the budget has a deficit

544 Make up a sentence: 1. scarcity 2. resources 3. of 4. it 5. makes. 6. necessary. 7. them. 8. save. 9. to.

- 5,2,1,3,4,6,9,8,7
- 3,1,5,2,4,6,,8,7
- 2,1,3,5,6,4,9,8,7
- 1,3,2,5,4,6,9,8,7
- 7,1,3,2,5,4,6,9,8

545 One of the main laws of market is the law of _____

- scarcity and limited.
- revenue
- labor force
- supply and demand
- solution and needs

546 What is characteristic of “market economy”.

- turnover
- Competition
- supply
- budget
- solution

547 What is characteristic of any society?

- the law of supply and demand doesn't work
- the needs of people become unlimited
- while wants of companies are growing the economic resources required for these wants are limited
- while wants of people are growing the economic resources required for these wants are limited
- the labor resources are scarce

548 Give the meaning of the word “commodity”

- form
- option
- price
- goods

prize

549 Give the meaning of the word “debt”

- investment
- payment
- asset
- liability
- cash

550 Give the meaning of the word “expense”

- income
- benefit
- profit
- expenditure
- tip

551 Find out the correct meaning of the word: currency

- Only selling the money of particular countries
- Only buying the money of particular countries
- Short-term lending to business
- Buying and selling the money of particular countries
- Peace for exchanging money

552 A person or organization that buys something is a “buyer”.

- purchaser
- buying manager
- street vendor
- seller
- purchasing manager

553 Something that is made is “produced”.

- short aged
- automated
- referred
- manufactured
- hand-made

554 Choose the synonym of the word “contribution”

- disturbance
- competition
- installment
- promotion
- objection

555 Give the meaning of the word “basic”

- firm
- top
- head
- main

below

556 Give the meaning of the word “enterprise”

- institute
- institution
- firmly
- school
- university

557 Give the meaning of the word “reduce”

- add
- deduct
- increase
- decrease
- promise

558 what is the meaning of the word ‘demonstrate’?

- reflect
- change
- play
- show
- trade

559 Give the synonym of the word “ask”

- requirement
- supply
- suffer
- request
- demand

560 It is characteristic of any society that while _____ of people are growing constantly, _____ required to satisfy these _____ are limited and scarce.

- wants, economic systems, wants
- wishes, natural resources, wishes
- desires, oil industry, wants
- wants, economic resources, needs
- needs, labour force, needs

561 Economic resources may be classified as _____.

- production of goods and services
- capital investment and price system
- raw materials and full employment
- raw materials and labour force
- economic machines and labour force

562 _____ brings about the maximum economic growth, full employment, stable prices, equitable distribution of revenues and social security of the needy.

- allocating of resources
- freedom of enterprise

- total demand and supply
- the rational solution of the problem
- development of light industry

563 One of the main laws of the market is _____.

- utilizing of natural resources
- producers and consumers
- self interest
- the law of supply and demand
- profits and losses

564 Fill in the gaps with the words and expressions from the text. The main problem in economics is the question of ___ scarce resources between competing uses.

- connecting
- competing
- choosing
- allocating
- discussing

565 Fill in the gaps with the words and expressions from the text .Oil is an important ___ in modern economies.

- clothing
- derivative
- abundant
- assumption
- commodity

566 Two sets of actions create the model of the circular ___

- factor services
- incomes
- share capital
- flow of money
- rents and profits

567 provide labor services, both skilled and unskilled ,in return for the payment of wages.

- consumers
- economists
- firms
- Households
- producers

568 Oilare traditionally quoted in US dollars per barrel.

- business
- rise
- income
- Prices
- shares

569 Fill in the gaps with the words and expressions from the text when supply exceeds demand the

price -----

- An extra labour
- The economic producing
- An available supply
- tends to fall
- The oil price rise

570 Bill of exchange enable the company to obtainfrom a bank or discount house. 02-m5

- you continue to work but more slowly than usual
- overdrafts
- income tax
- short term finance
- hire purchases

571 In some areas, the government ... the number of laws and regulations to encourage business to move there.

- completes
- raises
- increases
- reduces
- rises

572 I'm ... for co- ordination between design and production

- respectful
- response
- responsibility
- responsible
- respectable

573 We hope business regulations between our companies will be ofbenefit.

- practical
- helpful
- exclusive
- mutual
- useful

574 Money is an asset that serves as a means of

- denomination
- Payment
- instrument
- instruments
- silver

575 As first coins were worth their face value as

- wampum
- receipts
- legal tender
- metal

bronze

576 Economic resources may be classified as material

- products
- revenue
- a contract
- resources
- production

577 If demand exceeds supply the price tends to.....

- to discount
- to go up
- fall
- to rise
- increase

578 When supply exceeds demand the price tends

- to allocate
- fall
- to entity
- to rapid expansion
- to grow

579 Public finance is the provision

- of property
- of natural aid
- of benefit
- of money
- of household

580 When a payment was made the cutting of the metal into pieces of definite weight and so---- came to use

- metal
- Coins
- shells
- banknotes
- silver

581 Freedom of enterprise is in the market economy

- not limited
- the same
- not free
- not total
- not scarce

582 money payment in addition to wages or salaries for a personal service

- resume
- wages
- skilled work

- Tips
- trainee

583 ... a large meeting where a lot of people discuss important matters such as business or politics, especially for several days.

- screen
- poster
- lesson
- Conference
- workshop

584 are figured on an hourly or daily basis

- rate
- agent
- salaries
- wages
- tips

585 is a branch of a company that is operate in another place

- joined
- logo
- symbol
- Subsidiary
- meet

586 What are the three main questions of the economy?

- price increase would lead to it.
- oil increased steadily
- Economy is the study of how people choose to allocate scarce resources to satisfy their unlimited wants.
- what, how , for whom to produce
- to raise the price

587 Which of them doesn't refer to the sources of loan?

- trade credits
- bills of exchange
- overdrafts
- loan credits
- hire purchases

588 What is the most obvious source of finance for the well-established firm?

- trade credit
- property
- capital
- own profits
- credit

589 Which of the following is not a function of public finance.

- the provision of essential services
- the implementation of social policy in respect of social services

- the encouragement of the growth of economy as a whole
- implementation of corruption
- the control of particular sectors of the economy

590 Who is a buyer?

- Who makes an audit
- Who works in his own business
- A person sells something .
- A person buys something .
- Who works for several different companies

591 Make up sentences. 1. producers 2. must 3. scare 4. economically 5. and 6. suppliers 7. utilize 8. resources

- 1, 2, 7, 4, 8, 5, 3, 6
- 5, 6, 2, 4, 7, 3, 8
- 1, 5, 6, 2, 7, 3, 8, 4
- 8, 2, 4, 7, 3, 1, 5, 6
- 3, 8, 2, 1, 5, 6, 7, 4

592 Make up sentences. 1. sluggish 2. is 3. activity 4. economic

- 3, 2, 4, 1
- 1, 3, 2, 4
- 2, 1, 3, 4
- 4, 3, 2, 1
- 4, 1, 2, 3

593 figures 2. dropped 3. according 4. production 5. to 6. official 7. oil 8. of

- 4, 8, 1, 5, 6, 2, 3, 7
- 4, 8, 1, 2, 3, 5, 6, 7
- 4, 8, 7, 2, 3, 1, 6, 5
- 3, 5, 4, 8, 7, 6, 1, 2
- 3, 5, 6, 1, 4, 8, 7, 2.

594 Make up sentences. 1. service 2. of 3. consists 4. the 5. transport 6. banking 7. sector 8. insurance 9. and

- 1, 3, 2, 4, 5, 6, 9, 8, 7
- 4, 8, 9, 5, 7, 3, 2, 6, 1
- 4, 5, 7, 3, 2, 1, 6, 9, 8
- 1, 7, 3, 2, 4, 5, 6, 9, 8
- 4, 8, 9, 5, 2, 6, 7, 3, 1

595 A person who provides an endless array of information on entertainment, sports, amusements, transportation, tours, church services, and babysitting in a particular city or town is known as

- sales manager
- supplier
- book-keeper
- concierge
- cashier

596 This organization was based in Geneva, it is a network of national standard institutes in over 145 countries working in partnership with international organizations, governments, industry, business and consumer representatives

- CEO
- IHRM
- EOC
- ACAS
- TGWU

597 A level of good practice for training and development of people to achieve business goals, was developed in the UK, known as

- coordinator
- impact in society
- leadership
- investors in people
- empathy

598 In situation of natural disasters some countries are more generous than others, giving a higher portion of their national wealth, are known as _____

- home country
- donor countries
- developing countries
- advanced countries
- poor countries

599 The prosperity of a country is measured in terms of _____, which is the value of its economic output – all the goods and services produced there in year.

- TGN
- IDS
- GDI
- GDP
- NMW

600 Prosperity of a country can be measured in terms of _____, which means money coming into a country from investments abroad, minus money leaving the country to go to investors from abroad.

- NMW
- IDS
- GDP
- GDI
- TGN

601 The idea that businesses should be run not for short-term profit, but in a way that takes account of the long-term interests and the environment, is called _____

- responsibility
- creditability
- accountability
- sustainability
- transparency

602 Alternative energy resources such as wind power, solar power and tidal power are known as _____

- safety records
- climate changes
- eco-friends
- renewables
- recycles

603 Toyota is seen by many as the automaker most successful in creating an image of environmental sensitivity and social _____

- challenge
- justice
- welfare
- responsibility
- well-being

604 The management has to be aware of its wider responsibilities to the community when presenting new proposals. This is sometimes called _____

- social report
- share holders
- social audit
- stakeholders theory
- public relation

605 Different individual self-interests can have a negative effect on corporate profits and hence reduce overall social _____

- responsibility
- issue
- success
- welfare
- program

606 When someone uses internet they leave a record of the sites they visit and people think they have anonymity, but they don't realize that they leave an _____

- big brother
- confidentiality
- privacy
- electronic trail
- civil liberty

607 Which of the following actions is it important for a speaker to take when she/he makes an oral business presentation to a large group:

- Use gesture
- Turn away from the audience when presenting visual aids
- Relax the audience by swaying back and forth when speaking
- Speak loudly enough for the audience to hear the message
- Avoid eye contact with anyone in the audience

608 Which of the following factors characterizes the growth phase of business cycles:

- Consumers save money
- Consumers are putting more money into savings.
- Demand for resources exceeds their availability.
- Consumers and producers are borrowing more money.
- Producers are reducing their purchases of new goods.

609 During a negotiation, Kara tells Jason that she will agree to help him with the department budget, if he agrees to help her finish a research project. This is an example of

- self-control
- transfer
- unfair collaboration.
- bargaining.
- peer pressure.

610 If individuals are not self-employed, which of the following is a type of earned income they might receive:

- Dividends
- insurance pay
- Child support income
- Vacation pay
- Interest and

611 Trust disbursements Insurance is a key element in lifelong financial planning that

- provides protection against financial losses .
- is available only to property owners.
- protects a person from unethical salespeople.
- guarantees a solid financial future.
- guarantees profit

612 When Alana prepares a report so that all of the financial data is clearly disclosed, she is ensuring that the information is

- flexible.
- relevant.
- timely.
- transparent.
- fixed

613 Which of the following would a business use in order to know how much money is available to hire more staff:

- Journal
- Income statement
- Profit-and-loss statement
- Accounting information
- Balance sheet

614 One reason why ethics is important in accounting is because financial records can be

- hiding data
- reviewed by government agencies.
- made available to the public.

- interpreted in different ways.
- communicated in writing.

615 Which of the following is an example of external secondary information that a hotel chain might use for marketing-research purposes:

- Suggestion cards collected from guests
- Guest-registration data
- offline report
- Online industry reports
- Occupancy forecasts

616 Which of the following is an example of primary hospitality and tourism market information:

- Cashier's report
- Automated guest history records that can be shared by affiliated businesses
- Financial statements provided in annual reports
- Free reception for frequent travelers in which feedback is collected
- Reservation records and registration information

617 A restaurant wants to predict how their customers will react to a new menu. What type of relationship should the restaurant mine from blogs?

- Social groups
- Clusters
- Classes
- Sequential patterns
- Associations

618 The purpose of using presentation software to prepare multimedia presentations often is to use those presentations to

- access online resources.
- block customer file
- maintain customer files.
- support report findings.
- develop web sites.

619 When presenting research findings orally, you can help an audience of business professionals to better understand the findings if you

- avoid mannerism
- call on the audience to explain their understanding of the research.
- designate a research team member to ask questions.
- use meaningful comparisons.
- provide a bibliography of the resources cited.

620 A small, local restaurant has decided to advertise its elegant atmosphere and qualified wait staff. This approach is an example of _____ marketing.

- Target
- Success
- Product
- Service
- mass

621 A company wants the public to perceive it as a builder of luxury resorts. What goal does this illustrate?

- Achieving stability
- Encouraging
- Increasing sales
- Projecting a certain image
- Increasing efficiency/productivity

622 One of the benefits to a hotel of keeping a guest-history file is that the information in the file can help the hotel to

- register walk-in guests efficiently
- stay within a budget.
- hire well-trained workers.
- advertise effectively.
- check-in guests effectively

623 One way for a hospitality business to obtain current information in a cost-effective and efficient manner is by

- reviewing archived journals
- developing a survey.
- Interviewing experts.
- accessing an Internet search engine.
- revise information

624 One of the reasons why a chain of hotels might analyze and interpret the marketing information contained in databases is to

- tabulate findings.
- organize products.
- greeting guests
- survey guests.
- compare variables.

625 Which of the following is an example of the digital convergence occurring on the Internet:

- Internet companies reducing wireless service
- Internet companies offering wireless service
- Internet companies increasing their bandwidth
- Internet companies offering phone service
- Internet companies increasing their use of WANs

626 A growing trend that is influencing the way that many companies do business is the concern for

- regulating the government
- raise capital
- distributing the wealth.
- protecting the environment.
- monitoring the economy.

627 A current trend in the hospitality industry is to build loyal customer relationships and enhance service levels by optimizing the use of

- service rating advisors.
- satellite roving devices.
- independent travel agents
- Internet web sites.
- dependent agencies

628 One way that businesses maintain the security of data that they send over the Internet to clients is by using a software program that prevents a

- search engine from being used.
- update program
- virus from being downloaded.
- document from being forwarded
- attachment from being included.

629 What type of computer program helps protect digital business information from the negative effects of Malware?

- Shareware
- Cookies
- Spyware
- Firewalls
- Software

630 Which of the following is NOT something you need to complete your project:

- Promotion
- Sponsors
- Tools
- Permission
- Money

631 Some businesses use an automatic reorder system to maintain an adequate

- Management
- budget for expenses.
- work environment.
- inventory of supplies.
- maintenance system.

632 What production activity establishes a timetable?

- E. Rating
- Dispatching
- Routing
- Scheduling
- Planning

633 While an adventure tour guide is leading a white-water rafting group, a group member falls and breaks an ankle. What are the primary provisions the guide needs to help the injured group member?

- Discuss the situation
- Map and compass
- Toolbox and flashlight
- Medical kit and cellular phone

Prescription pain medication

634 People who figure out what they need to do to obtain what they want are often able to

- achieve financial success.
- act independently.
- compete with others.
- reach their goals.
- work alone

635 Why do many businesses provide opportunities for their employees to continue their education or receive additional training?

- To support the local community college
- To identify problems in the company
- To provide financial assistance
- To be able to promote from within
- To make profit

636 One of the main benefits for companies participating in a trade show is the opportunity to

- travel
- visit new cities
- meet with competitors.
- obtain sales leads.
- hire new employees

637 A primary reason hospitality employees and businesses join professional or trade organizations is to

- develop promotional efforts and materials
- obtain further education and certification.
- qualify for additional government funding
- advertise hotels
- increase employee productivity

638 What is the typical effect of an economic slowdown on the hospitality industry?

- A decrease in the number of guests and an increase in the number of employees
- A decrease in the number of guests and a decrease in the number of rooms available
- An increase in the number of guests and a decrease in the number of rooms available
- A decrease in the number of guests and an increase in the number of rooms available
- An increase in the number of guests and an increase in the number of rooms available

639 Several clients indicate an interest in products that the business does not currently offer. These requests can be given to buyers to help them to

- research the market
- forecast losses
- forecast sales.
- determine what to buy.
- select vendors.

640 Which of the following is an example of a product in the travel and tourism industry

- A confirmation of reservation

- An inquiry about flight schedules
- A brochure explaining cruise options
- A fly-drive vacation package
- A confirmation letter to a customer

641 Four Seasons Hotels and Resorts, which prides itself on its extensive collection of art and artifacts, has created a series of audio programs featuring discussions with art experts about works of art found at Four Season Hotels and Resorts around the country. These recordings, available in several different formats, are available for download at the company's web site. Which of the following terms best describes audio programs:

- E .Leaflets
- Blogs
- Social media
- Podcasts
- Ad serving

642 Which of the following is an example of a social bookmarking web site

- Twitter
- Bing
- Google
- Del.icio.us
- Facebook

643 Which of the following computer programs prevents e-mail messages containing the word "free" in the subject header from entering the inbox:

- Gophers
- Servers
- Providers
- Filters
- Queues

644 Which of the following has a significant impact on the composition of a print ad:

- Storyboard
- Dialogue
- Poster
- Color harmonies
- Production costs

645 One way to use the concept of digital color is to prepare

- Sales procedures.
- marketing programs.
- publicity plans.
- accurate proofs.
- color harmonies

646 Renaissance is a prestigious cruise line that offers luxury accommodations and charges premium prices. What factor affecting price of travel products does this illustrate?

- corporate goals
- Competitive pricing

- Discriminatory pricing
- Corporate image and positioning
- Corporate objectives

647 Which of the following target markets is most likely to respond favorably to a viral marketing campaign that includes an interactive game:

- Female professionals aged 30 to 36
- Male professionals aged 20 to 30
- Male professionals aged 30 to 36
- Female professionals aged 22 to 29
- Male professionals aged 22 to 29

648 Advertising copy that explains the features of a product and how those features benefit consumers is using a(n) _____ strategy.

- Imaginative
- Irrational
- emotional
- Factual
- sensitive

649 Businesses should check the copy and illustrations in the final advertising proof against the

- rough layout
- line drawings.
- storyboard
- previous version.
- Painting

650 When identifying community issues for company involvement, most businesses consider participating in ones that

- support controversial issues
- earn a reasonable profit
- contribute to the social good.
- boost employee loyalty
- earn a reasonable interest

651 Which of the following is a guideline for writing a news release:

- Use several recourses
- Use several pages to tell the complete story
- Close with a summary of the main points
- Be objective in presenting facts
- Allow the media to correct spelling and grammar

652 What do many businesses plan to attract customers and encourage them to visit their facilities?

- Exhibitions
- Trade shows
- Market trips
- Special events
- Press kits

653 Putting out seasonal merchandise and creating festive displays are activities that are part of a

- customer appreciation day
- staff party
- liquidation sale.
- holiday open house.
- corporative

654 Which of the following is an important part of display maintenance

- Recruitment
- Selecting an arrangement pattern
- Choosing an effective principle of design
- Replacing missing items immediately
- Selecting proper lighting

655 One way of tracking marketing-communications activities is through the use of

- calling
- surveys
- questionnaires
- databases.
- interviews

656 What promotional method might a resort hotel use to tell former guests about future theme-weekend packages?

- Local media
- Lobby display
- Free publicity
- Direct mail
- Free space

657 Which of the following is an example of a sales promotion that hotels often use to attract nCustomers:

- Cable television commercial
- Local newspaper advertisement
- Public relations campaign
- Weekend discount package
- Extra tour

658 What might a travel agency include in a display to graphically show people enjoying a destination or participating in a tour of exotic places?

- Souvenirs
- Facts
- Testimonials
- Videos
- Prices

659 What type of selling question is the following: "What color of car do you want?"

- Interpretive
- Inpersonal

- Assumptive
- Open-ended
- Impersonal

660 Salespersons who use the products they sell are able to suggest appropriate substitute products to customers because of their own personal

- Preference
- options
- feelings
- Experience
- opinion

661 Which of the following is an example of salesperson empathizing with a customer's objection:

- "This is best shop in town."
- "You think the price is too high."
- "everyone is buying this item."
- "I understood how you fell."
- "This is the best deal in town."

662 A salesperson should answer a customer's questions and fully explain the benefits of products so that the customer will

- make a quick decision
- purchasing it
- be left in a state of indecision
- feel good about the buying decision.
- Think about making a decision

663 What type of technique might be effective if a business is trying to sell a large, complex product to another business?

- Sale pricing
- Mass marketing
- Retail selling
- Team selling
- Wholesaling

664 Complete the sentence, choose one of the following words and use in appropriate form: I phoned to check on my application, but they said they'd already ...someone.

- to deal
- to recruit
- To Apply
- to turndown
- to headhunt

665 The whole of the normal working week

- Leaving job
- Assisting job
- A leasing job
- Out of job
- A full time job

