telc
LANGUAGE TESTS

MOCK EXAMINATION 1

ENGLISH BUSINESS

Examination Preparation

B2

Common European Framework of Reference

ALTE

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In order to work through the Listening Comprehension part of the examination, the CD (Order No. 5164-CD0-010102) is required.

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Information for Learners

Important Information:

Please read this page before starting the examination.

Dear Learner,

There are three ways of approaching this mock examination:

- You can take it as if it were a real examination.
- You can use the whole or parts of the examination for practice purposes.
- You can acquire a general impression of the contents and procedures of the examination.

It is important to decide which of these alternatives you wish to choose before reading on.

If you wish to work through the mock examination as if it were a real examination, you need the help of a teacher to organise it in the same way as a real examination is conducted. In this case, please do not read on. Above all, you should not read any of the items, you should not look at any of the pictures and you should also not look at the Information for Teachers. Wait for the instructions and information that your teacher will give you.

If, on the other hand, you wish to use this material for practice purposes, we would recommend you to keep to the specified times for the individual parts – as in a real examination – e.g. 120 minutes for Reading Comprehension and Writing. In this way you will develop a feeling for the time allotted for the individual sub-tests. You can practise the sub-tests Reading Comprehension, Language Elements, Listening Comprehension (with the help of the recording – Order No. 5164-CD0-010101) and Writing. The correct answers for the individual items can be found on page 54. The sub-test Writing can be marked by your teacher or a similarly qualified person. It is of course not possible for you to practise the oral examination by yourself, but you will be able to familiarise yourself with the tasks and procedures as well as the assessment criteria.

Should you simply wish to have a general overview of the examination, all you need to do is to study the material in this booklet.

We hope that you will find this mock examination interesting and that you will pass with flying colours!

The Structure of the Examination

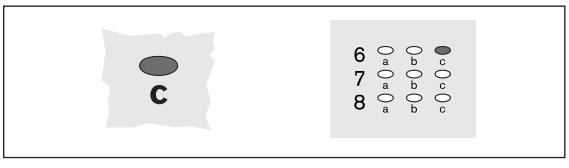
Sub-Test	Type of Test	Marks	Time in minutes
Written Examination			
1 Reading Comprehension			
3–6 parts	20 multiple-choice items	20	60
2 Writing			
Part 1 Part 2	6 guiding points short message	20* 5*	60
Break			20
3 Listening Comprehension			
Part 1 Part 2 Part 3	6 true/false items 6–8 multiple-choice items 6–8 multiple-choice items	20	max. 30
4 Language Elements			
Part 1 Part 2	10 multiple-choice items 10 matching items	5 5	30
Oral Examination			
Part 1: Description/Explanation Part 2: Discussion Part 3: Task	examination with two candidates, in exceptional cases with three candidates	25**	approx. 16

* cf. marking criteria
** cf. marking criteria

Information concerning the **answer sheet**

Always use a pencil on the answer sheet.

Each item has only one correct answer.
For example, if you think that **c** is the correct answer, mark your answer on the Answer Sheet in the following way:



Important Information:

This is the start of the mock examination.
Before you look at the following pages, we recommend that you read the information for learners.

Written Examination

The first two sub-tests are

1 **Reading Comprehension** and

2 **Writing**

You are allowed a total of 120 minutes for these two sub-tests.

Sub-Test 1: Reading Comprehension

This sub-test consists of three to six parts.

This sub-test contains a total of 20 items. Each item has only one correct answer.

The questions can test details of language or content or what the text says in general. Questions may also be about the type of text, where it is from or what the writer means in the text. You may also have to look for specific information in the text to answer a question. Questions can be about the whole text or parts of it. The questions may not necessarily be in the order in which the information is given in the text.
The type of question will depend on the type of text, why the text has been written and why you are reading it. You may be given information about why you are reading the text. This will be in the introduction to the text. There will be different types of question for the different texts. The number and type of question will depend on the text.

Sub-Test 2: Writing

This sub-test consists of two parts:

- Part 1
- Part 2

In the first part you are asked to write a letter based on some input (e.g. a letter received and/or notes). You should react to the input and the notes appropriately. It is important to plan what you write before you start writing. You should not write more than the two pages you are given in the examination. You should start and finish the letter in an appropriate way and link your sentences with each other as you would in a real piece of business writing. All these things will be marked in the examination.

In the second part you are asked to write an email, memo or other short piece of writing based on input (e.g. an email or memo received or notes). You should write only the main message of the text. You should not write more than the one page you are given in the examination. It should be clear what you want to say in the message.

(60 minutes)

1 Reading Comprehension (Part 1)

Read the texts and answer questions 1–20 according to the information in the texts.
Mark a), b) or c) on your answer sheet.

Email
A friend of yours works for a freight forwarding company and wants your help with some details of the following email.
Answer the questions according to the information given in the text.

1. Were all the trailers in January full?

a) Yes.
b) No.
c) There is no information on this.

2. Is the writer of the email happy about the profits?

a) Yes.
b) No.
c) There is no information on this.

3. Has the writer spoken to Anton about the content of the email?

a) Yes.
b) No.
c) There is no information on this.

4. What information does the writer need soon?

a) Costs for express services.
b) European express tariffs.
c) Information on the city of Frankfurt.

5. Are the opinions in the email the writer's own?

a) Yes.
b) No.
c) There is no information on this.

Reading Comprehension *(60 minutes)*

1 Reading Comprehension (Part 1)

Arthur Seebald

From: James Johnson <jjohnson@insped-international.co.uk>
To: Arthur Seebald <arthur.seebald@kh-koenig.de>
Cc: Anton Taunus <a.taunus@kh-koenig.de>
Sent: Friday, 3 March 20.. 20:59
Re: Figures

Dear Arthur,

I have just received the figures back for January UK-D and am very pleased to see that while there were a few loss-making trailers, all the trailers were loaded to capacity and there are some very good profits e.g. € 1306, €817, €1742, €1144, €1425, €1508 and even one for €2422 (it did have 29,470 chargeable kilos on it!)

However, I am very disappointed to see that once again you have reverted back to the old trick of changing prices without discussion.

Can we please agree for the future that if you are not happy with any revenue or costs we declare, we will adopt the previously agreed principle of a short e-mail, fax or phone call to discuss the matter.

If any of our staff are not happy with the response they receive, then it should be brought to the attention of Anton or myself.

By the way, I still need the express rates and also prices for the Frankfurt area. Please can I have these soon or I will have to publish our new European express tariff information without including Germany.

Rgrds James

The views expressed in this email message are the author's own and may not reflect the views and opinions of Insped International

---

(60 minutes)

1 Reading Comprehension (Part 2)

If You Leave Me Now …

You read the following article about staff turnover in a business magazine. Answer the questions according to the information given in the text.

6. The article concerns
- a) advice on finding a job.
- b) mobility among workers.
- c) salaries in different jobs.

7. The rate of employee fluctuation for all industries is about
- a) 20%.
- b) 30%.
- c) 50%.

8. Different rates of turnover in different industries are
- a) fairly small.
- b) not mentioned in the text.
- c) quite significant.

9. The cost of finding a new member of staff
- a) is considered unimportant by many companies.
- b) is easy to calculate.
- c) may exceed the annual salary for an employee.

10. Employees in call centres
- a) are paid well to make up for the unsatisfactory work they do.
- b) usually experience little job satisfaction.
- c) usually stay in one job for a long time.

11. Firms sometimes
- a) offer incentives to keep employees from leaving.
- b) prefer to take on even unsuitable workers.
- c) recruit more workers than they need in case some leave.

12. One thing employees may be offered is
- a) care for elderly relatives.
- b) help in the home.
- c) new computers.

13. Employees are generally
- a) afraid of changing jobs too often.
- b) looking for a long-term commitment from the employer.
- c) willing to accept short-term contracts.

1 Reading Comprehension (Part 2)

If you leave me now...

Firms are increasingly anxious to keep staff, says **Hugh Thompson**

The job market is tight and all indications are that it is getting tighter. And the fact that workers are increasingly on the move is just one symptom of this.

Nearly one third of all part-time workers and one in five of all workers now make a move each year. In some industries it is even worse. According to the Chartered Institute of Personnel & Development's labour turnover survey, the wholesale and retail trades and the hotel, restaurant and leisure industries experience something like a 50% turnover rate.

By occupational types, unskilled manual and sales are showing a one-third turnover rate each year and professional and manual are not much better. Over a quarter of staff leaving have not been with the organisation more than six months and a similar number of leavers have been with the company less than two years. Half of all companies now feel that staff turnover has increased in the past five years, with half putting that down to the more buoyant job market and 40% to fewer career opportunities in leaner companies.

On average it costs something like £1,900 to replace an employee. That does not include the hidden costs associated with disruption — the costs of temporary replacement, the training and relocation of a new employee. Experts put the real cost of losing an employee at between half and one and a half times an annual salary. Hardly surprisingly two-thirds of companies now place staff retention as a fairly high priority. When it comes to retaining key workers, the percentage of companies thinking the issue will become increasingly important rises to 80 %, according to a report by Sanders & Sidney.

In some areas such as the boom sector of call centres, which is seen as badly-paid, boring work, a third of managers see high turnover as unavoidable. A report by TMP World-Wide showed that three-quarters of call centres experience recruitment problems. Chief Executive John Tarrant said: "We have clients with more than 100% staff turnover. Either they recruit continually or they change their cultures so that staff can feel they belong. Money is not the answer; listening and communication is."

Of course, with so many unfilled vacancies and so much choice, workers are bound to be more on the move. Companies are having to offer more imaginative and more flexible packages to keep their staff. Everything from share options to looking after more and more of the employees' domestic chores is being used.

However, the job market no longer accepts only one type of contract. Both sides have accepted that there is a very different attitude to jobs which do not involve a full-time or long-term commitment. This particular job market makes employees feel braver about leaving and changing jobs, says Nick Page of TMP.

Many employers are now using cleverer internet screening and job application forms in an attempt to filter out less desirable workers before they get to the interview stage. For employers one of the worst scenarios is not only being forced into recruiting too many of the wrong workers but having the wrong workers stay the longest to do the most damage.

(60 minutes)

1 Reading Comprehension (Part 3)

The Global Recession Guide

Your boss gives you the following text from an English magazine because he is not sure he understands everything in it.
Answer the questions according to the information given in the text.

14. The purpose of the text is to

a) advertise a publication.
b) give information on economic events.
c) provide advice on investments.

15. The Global Recession Guide offers advice on

a) best value stocks and shares.
b) historical events.
c) where to invest money.

16. The Global Recession Guide is

a) compared with other publications.
b) recommended by its users.
c) said to have been unreliable in the past.

17. The Global Recession Guide

a) has been published for over 50 years.
b) is being published for the first time.
c) is published every five years.

1 Reading Comprehension (Part 3)

How to prosper over the next five years of Global Recession

The world is in conflict…the stock market has plummeted…global recession is imminent. But the conditions for prosperous investing couldn't be better – provided you have access to top-level, easy-to-read information and analysis.

Here's what you should do NOW

While the media indulges in unhelpful speculation, the authors of the Global Recession Guide have drawn on a total of 63 years of investment experience to bring you this Guide FREE, a guide to prospering over the next 5 years. Our exclusive guide cuts through the hype offering you shrewd analysis and clear advice on how to secure your wealth in the coming recession. You'll discover:
Why Global Instability is good for investing and the opportunities you should look out for.
The safest and most profitable haven for your money over the next five years.
Four reasons why the UK is home to the best global investments right now – and how you can take advantage of them.

All this from the publication that predicted the fall of the Berlin Wall, the collapse of the Soviet Union and the last three stock market crashes – in each case advising readers every 5 years on how best to protect their wealth and profit.
Here's what some of our readers have said about the Global Recession Guide:
"Far more succinct than other journals. More focused than newspapers" E.N. (London)
"Interesting, well-written and provocative, it doesn't mess around…" G.C.E. (Edinburgh)

FREE Recession Guide – claim today

If you want to prosper safely over the next 5 years, you must take action now, before it's too late to secure the wealth you deserve. Send for your FREE Global Recession Guide today and we'll also tell you how you can claim a FREE copy of The Six Best Value Stocks (worth £120).
Call 0800 0215 299, or email us at gtnm@g-t-m.co.uk (please quote reference GTM 3H13 and give your postal address) or fill in the coupon below.

(60 minutes)

1 Reading Comprehension (Part 4)

Mobile Phone Services

You pick up a leaflet at Manchester Airport and are interested in the service described. Answer the questions according to the information given in the text.

18. This text is published by

a) a mobile phone company.
b) Airline Information Services.
c) Manchester Airport Information Services.

19. The service mentioned is available to

a) airline passengers.
b) all users of mobile phones.
c) customers of certain mobile phone networks.

20. The service is

a) charged according to the number of messages received.
b) charged at a flat rate of £1.
c) free of charge for the user.

Reading Comprehension *(60 minutes)*

1 Reading Comprehension (Part 4)

All the latest flight information in your pocket

Relax. Now you don't have to be near a flight information screen to know the score with arrivals and departures at Manchester Airport.

Manchester Airport's SMS

Flight Information Service is the easy way to receive real time flight information wherever you are. Simply text a flight number to it and you'll be texted back via SMS messaging to your mobile phone with up to the minute arrival or departure details. You can even catch forty winks in one of our lounges knowing that a vibrating alert will get the message through. If you're catching a flight or meeting someone from an incoming flight, the service could prove invaluable.

Note that you may receive fewer than the total possible messages, in which case you will only be charged for those sent. Each message received is charged at 25p. The total cost for receiving the specified flight information should not exceed £1. (The cost of sending a subscribing message to receive information will be charged at your network's usual rate.)

How the service works

Currently operating for a trial period, Manchester Airport's SMS Flight Information Service delivers information direct to your mobile phone or a PDA with a SIM card installed.

Simply send the message 'FLIGHT' followed by the flight number for which you require information, ensuring that your flight is scheduled to depart or arrive within a time window 2 hours before and 12 hours after the time you send the message.

We will then send you up to 5 messages for arriving flights and 4 for departing flights.

Arrivals: The five possible messages include initial confirmation; a status message 2 hours before scheduled landing time (if available); confirmation of final approach; confirmation that the flight has landed; a message informing you that the luggage has arrived in the baggage hall.

Departures: The four possible messages include initial confirmation; a notification of check-in desks prior to departure; a proceed to departure gate instruction when appropriate; final call for boarding.

The service will also tell you if a flight is cancelled or diverted.

SMS Flight Information Service is available to customers of all these networks:

(60 minutes)

2 Writing (Part 1)

Write a letter based on the information given. Include the points in an appropriate order. Include a reference line and the date. Begin and end the letter in the usual way.

Letter

Your company held an important conference at a hotel in Britain recently. Unfortunately, the hotel did not come up to expectations. Your director asks you to write a letter of complaint to the hotel and marks the most important problems on the hotel leaflet as shown on the opposite page.

- Describe the problems
- Explain why you chose the hotel
- Express your company's feelings
- Mention your booking
- Refer to the hotel leaflet
- Say what you expect

Writing *(60 minutes)*

2 Writing (Part 1)

WELCOME TO WOOD'S

Getting Down to Business

It's too true – business meetings can be a chore. So you need somewhere that's cosy, quiet and reliable, somewhere that gives you total confidence, so that you can attend to your meeting and leave our team to look after the details.

Corporate Functions

Many companies make Wood's their first choice when holding corporate lunches or dinners in Hull, confident that our high standard of cuisine, and professional discreet service will make a good impression on their guests.
The country house ambience with fresh flowers, plush soft furnishings and antiques throughout, helps create a special atmosphere not often found in a city venue.

Wood's Hotel Meeting Facilities

Location:
2 miles from Hull city centre, off Beverley Road

Accommodation:
29 bedrooms – 11 deluxe, 18 standard
20 double/twin bedrooms, including 2 suites comprising large twin bedded room and separate lounge / study
9 single

Bedroom Facilities:
2 direct dial telephones, radio, remote control TV with 3 satellite channels, bath and shower, tea/coffee making facilities, hair dryer, trouser press, iron and ironing board.
Room service on request.

SUPPORT FACILITIES

Cottley Room
Air conditioning
blackout
4 independent lighting circuits on dimmers
3 double 13 amp power points
2 TV sets (satellite available)
Telephone point

General
Overhead projector and screen
Flip chart
TV and Video, Audio equipment
CD/Twin tape deck
Fax and Photocopier
Secretarial service
Ample parking

Traffic noise!!!

No vegetarian food as ordered!!!

Two colleagues in different hotel!!!

No language skills!!!

(60 minutes)

2 Writing (Part 2)

Write the text of a brief message based on the information given. You are required to write only the text of the message.

Email

Your boss has asked you to reply to the following email according to the remarks he has written on the print-out. Reply to the email on behalf of your boss.

Dear Mr Webb,

We met recently at the trade exhibition for consultancy services in Zurich. I wonder if you would be interested in taking part in an event we are organising in March next year on "China: Consultancy Chances and Targets for the 21st Century". The planned venue is Berlin. We are at present in the planning stages for this event. If you are interested I will include you on our mailing list.
I look forward to hearing from you.

Best wishes

Jonathan Martin
Events Manager
Interconsul Services
Harrow House
Leeds LS12 4RG
j.martin@intcon.co.uk
www.intcon.co.uk

The next sub-test is

3 Listening Comprehension

Once you have started the recording, let it run until you hear the words:
That is the end of Listening Comprehension. Thank you for listening.

All the pauses are on the recording. You should not stop the recording during the test.

Sub-Test 3: Listening Comprehension

This sub-test consists of three parts.

This sub-test contains a total of 20 items. Each item has only one correct answer.

You will only hear the texts once. The questions will follow the order in which the information is given in the text. In the first part you are asked to answer questions about the main message of what you hear. In the second part the questions are about specific details of what you hear. In the third part you are asked to match what you hear to one of three possible answers. In all the parts, the situation is described to you before you hear the text and you are given time to read the description of the situation and the instructions.

(max. 30 minutes)

3 Listening Comprehension (Part 1)

You will hear a business news programme. First you will have half a minute to read the items. Then you will hear the text. You will hear the text only once. Then you will have time to answer the questions. Decide if the statement for each of the items is true (+) or not true (–) and mark your answers on the answer sheet.

Now you will have half a minute to read the items.

Business News

21. European car manufacturers are performing better than their American competitors.

22. Air Canada's situation is improving.

23. The profits made by Wendy's International hamburger chain have gone up.

24. Delta Airlines support union membership in the company.

25. Northwest Airlines will serve more alternative meals in future.

26. Some airlines are doing something to find out the causes of health problems connected with long international flights.

Listening Comprehension *(max. 30 minutes)*

3 Listening Comprehension (Part 2)

You will hear a text. First you will have one minute to read the introduction and the items. Then you will hear the text. You will hear the text only once. Then you will have time to answer the questions. Decide whether the answer is a), b) or c) and mark your answers on the answer sheet. Now you will have one minute to read the introduction and the items.

A Guided Tour

You are taking part in a guided tour of a company, Fox Hi-Tech Communications.

27. The plant was finished

a) after the scheduled date.
b) well before the scheduled date.
c) The guide does not mention this.

28. The chips are suitable for

a) communication equipment only.
b) home computers only.
c) various devices.

29. The gym the guide mentions

a) costs a small fee for some staff.
b) has different facilities for different departments.
c) is for all company staff.

30. The training centre is

a) also used by other companies.
b) behind the main building.
c) where most new staff are introduced to Fox Hi-Tech.

31. A tour of the production area

a) is not mentioned.
b) is not possible.
c) must be booked separately.

32. Production is

a) at the planned level.
b) still below maximum level.
c) The guide does not mention this.

33. The company restaurant

a) only serves snacks.
b) has room for 450 people.
c) serves 450 lunches a day.

(max. 30 minutes)

3 Listening Comprehension (Part 3)

You will hear seven short pieces of information. First you will have one minute to read the introduction and the items. Then you will hear the text. You will hear the text only once. Then you will have time to answer the questions. Decide whether the answer is a, b) or c) and mark your answers on the answer sheet.

Now you will have one minute to read the introduction and the items.

Worldwide Communications – A Business Meeting

You are attending a business meeting on international communication links with Eastern Europe. There are seven other people at the table. The meeting starts with a round of introductions. You know what kinds of work the people are involved in, but you have never met them personally. Match each person to one work description.

34. The first speaker is in charge of
- a) keeping all information and payments safe.
- b) the equipment.
- c) the project as a whole.

35. The second speaker is in charge of
- a) procedures and quality control.
- b) providing local knowledge of the market.
- c) the equipment.

36. The third speaker is in charge of
- a) keeping information and payments safe.
- b) procedures and quality control.
- c) technical support.

37. The fourth speaker is in charge of
- a) staff and personnel.
- b) the project as a whole.
- c) the time schedule.

38. The fifth speaker is in charge of
- a) keeping all information and payments safe.
- b) providing local knowledge of the market.
- c) technical support.

39. The sixth speaker is in charge of
- a) providing local knowledge of the market.
- b) staff and personnel.
- c) the European Union side of things.

40. The seventh speaker is in charge of
- a) technical support.
- b) the European Union side of things.
- c) the time schedule.

Language Elements *(30 minutes)*

The next sub-test is

4 Language Elements

You are allowed a total of 30 minutes for this sub-test.

Sub-Test 4: Language Elements

This sub-test consists of two parts.

- Part 1
- Part 2

This sub-test contains a total of 20 items. Each item has only one correct answer.

In the first part you will have a text with 10 words or phrases which are underlined. You have to decide if the words or phrases underlined are correct or not. If you think a word or phrase is not correct, you have to choose the correct word or phrase from two other possibilities. In the second part you will have a text with 10 words or phrases missing. You have to choose the correct word or phrase from a list of 15.

(30 minutes)

4 Language Elements (Part 1)

In the following text some of the underlined words or phrases in items 41–50 may be wrong.
Decide if each word or phrase is correct a) or should be replaced by b) or c).
Mark your answers on the answer sheet.

We're improving your LTCD Bank Account

Dear Customers

We are making some major changes to the way we charge for overdrafts. This includes reducing our interest rates, changing our fees and not charging customers for small or occasional **41** oversights – and we're the first major financial services organisation **42** doing this.

Although you do not have an overdraft with us at the moment, you will be reassured to know that should the unexpected **43** happen and you go overdrawn accidentally, we will not charge you. **44** We are specific:

There will be no fees for customers who have not been overdrawn without prior agreement in the **45** former six months.

There will be no fees for customers without an agreed overdraft who go overdrawn by £50 or less, **46** depending their account is not overdrawn for more than a total of 14 days in any one month.

These changes will **47** take effect on 29 November. For further information regarding the changes and how they will affect you, please see the enclosed brochure.

Also enclosed are **48** details of amendments **49** done to our Personal Banking Terms and Conditions, which include the changes **50** on our overdraft pricing.

Yours sincerely

Tom Canning

Tom Canning
General Manager
Personal Banking

41. a) ✓
b) chances
c) wrongs

42. a) ✓
b) to do
c) which do

43. a) ✓
b) happening
c) happens

44. a) ✓
b) Being
c) To be

45. a) ✓
b) earlier
c) last

46. a) ✓
b) either
c) providing

47. a) ✓
b) have
c) make

48. a) ✓
b) data
c) dates

49. a) ✓
b) had
c) made

50. a) ✓
b) for
c) to

4 Language Elements (Part 2)

Read the following text and decide which of the words or phrases a–o is missing in items 51–60. Mark your answers on the answer sheet.

Employee Loyalty

Over the past few years, much has been made of the high ___51___ to companies of loyalty - the loyalty of customers, ___52___ and employees. The high priest of the loyalty cult is Frederick Reichheld, a director at Bain & Company, a consultancy firm, and author of "The Loyalty Effect," a recent best-seller which argued that creating loyalty makes good ___53___ sense. "Business loyalty," said Mr Reichheld, "was considered a contradiction in terms not so long ago." The wave of ___54___ in the early 1990s destroyed the loyalty of millions. "If you want loyalty" one bond ___55___ in Michael Lewis's famous book "Liar's Poker" says "then get a dog."

The economic benefits to employers of employee loyalty are real enough. They include lower ___56___ and training costs, the higher ___57___ of experienced workers, and the positive effect that such workers have on customers and future employees. In an economic ___58___ , companies try to hang on to these benefits at the same time as they cut their labour costs.

For example, the company Accenture has introduced a scheme called FlexLeave for its employees. This enables them to receive 20% of their salary, plus their employer-provided ___59___ , while they take leave for 6-12 months. In effect, the company keeps a hold on their services. When things get better, they will be ___60___ to return to their old familiar company. Accenture says the scheme, introduced in America in June, "was extremely well received." It is now being extended to Europe and Asia.

a) available	b) benefits	c) challenge	d) downsizing	e) downturn
f) economic	g) economical	h) personal	i) productivity	j) recruitment
k) staff	l) suppliers	m) trader	n) validity	o) value

telc LANGUAGE TESTS

1164

ENGLISH B2 BUSINESS

Familienname · Surname · Apellido · Nom · Cognome · Soyadı · Фамилия

Vorname · First Name · Nombre · Prénom · Nome · Adı · Имя

Geburtsdatum · Date of Birth · Fecha de nacimiento · Date de naissance · Data di nascita · Doğum tarihi · Дата рождения

Beispiel: 23. April 1989
Example: 23 April 1989
1989.04.23

Geburtsort · Place of Birth · Lugar de nacimiento · Lieu de naissance · Luogo di nascita · Doğum yeri · Место рождения

Muttersprache · First Language · Lengua materna · Langue maternelle · Madrelingua · Anadili · Родной язык

☐ männlich · male · masculino · masculin · maschile · erkek · мужской
☐ weiblich · female · femenino · féminin · femminile · kadın · женский

Geschlecht · Sex · Sexo · Sexe · Sesso · Cinsiyeti · Пол

Prüfungszentrum · Examination Centre · Centro examinador · Centre d'examen · Centro d'esame · Sınav merkezi · Экзаменационное учреждение

Prüfungsdatum · Date of Examination · Fecha del examen · Date d'examen · Data dell'esame · Sınav tarihi · Дата экзамена

Beispiel: 17. Februar 2011
Example: 17 February 2011
2011.02.17

Testversion · Test Version · Versión del examen · Version d'examen · Versione d'esame · Sınav sürümü · Тестовая версия

001 – Deutsch
002 – English
003 – Français
004 – Español
005 – Italiano
006 – Português
007 – Magyar
008 – Polski
009 – Русский язык
010 – Český jazyk
011 – Türkçe
012 – عربي
013 – 汉语
000 – andere/other

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1164

SNT MNT

S . Q P .

Written Examination

1 Reading Comprehension

1	a b c	1	6	a b c	6	11	a b c	11	16	a b c	16
2	a b c	2	7	a b c	7	12	a b c	12	17	a b c	17
3	a b c	3	8	a b c	8	13	a b c	13	18	a b c	18
4	a b c	4	9	a b c	9	14	a b c	14	19	a b c	19
5	a b c	5	10	a b c	10	15	a b c	15	20	a b c	20

1 1 6 4

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Written Examination

3 Listening Comprehension

21	+ −	24	+ −	27	a b c	27	31	a b c	31	35	a b c	35	39	a b c	39
22	+ −	25	+ −	28	a b c	28	32	a b c	32	36	a b c	36	40	a b c	40
23	+ −	26	+ −	29	a b c	29	33	a b c	33	37	a b c	37			
				30	a b c	30	34	a b c	34	38	a b c	38			

4 Language Elements

| | | | | | | | | | | | | | | | | | | |

telc English B2 Business

telc LANGUAGE TESTS

1 1 6 4

Only for Examiners!

Oral Examination

Examiner 1

Part 1

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Code no. Examiner 1

Part 2

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Part 3

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Examiner 2

Part 1

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Code no. Examiner 2

Part 2

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Part 3

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Agreed Marks

Part 1

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Part 2

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

Part 3

	A	B	C	D
1	○	○	○	○
2	○	○	○	○
3	○	○	○	○
4	○	○	○	○

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2 Writing, Part 1

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For Examiner's use

For Raters only!

2 Writing, Part 1

Rater 1	Rater 2	telc Rating
I A B C D	I A B C D	I A B C D
II A B C D	II A B C D	II A B C D
III A B C D	III A B C D	III A B C D
Wrong topic? yes no	Wrong topic? yes no	Wrong topic? yes no
Code no. Rater 1	Code no. Rater 2	Code no. telc Rater

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2 Writing, Part 2

For Examiner's use

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For Examiner's use

Only for Raters!

2 Writing, Part 2

Rater 1	Rater 2	telc Rating
I A B C D	I A B C D	I A B C D
Wrong topic? yes no	Wrong topic? yes no	Wrong topic? yes no
Code no. Rater 1	Code no. Rater 2	Code no. telc Rater

Important Information:

If you want to take this oral examination as if it were a real examination in class, you should not read on or the mock examination will not be like a real examination. If you want to find out about the examination in general, then read the following pages.

Oral Examination

The oral examination has four parts, three of which are marked:

- **Social Contacts (unmarked)**
- **Part 1: Description / Explanation**
- **Part 2: Discussion**
- **Part 3: Task**

Each oral examination normally takes place with two candidates. For each examination there are two examiners. In exceptional cases, e.g. when there is an odd number of candidates at your examination centre, you may be tested with two other candidates.

The oral examination is like a discussion between two people. The examiners are there to make sure the examination runs properly and to mark the candidates' performance. They say as little as possible. You and your partner should talk to each other in a normal way. Both candidates should take an active part in the conversation and listen to each other. You should help your partner if he or she has difficulties in the conversations. Your teacher can give you more information about the oral examination.

The oral examination will take about 18 minutes with two candidates. Before the oral examination starts you will have twenty minutes to prepare for the conversations. You will get candidate sheets for the preparation which have information on the tasks you have to do. During the preparation you may not talk to your partner or other candidates.

Preparation

You will be given 20 minutes to prepare for the oral examination. You will be given information on Parts 2 and 3 to use in the preparation and the examination. You may make notes during the preparation which you can use during the examination but you should not read from these notes. You are not allowed to communicate with other candidates during the preparation time.

Introduction: Social Contacts (approx. 1 minute)

In the first part of the examination you should talk to your partner in order to get to know each other a bit better. Depending on how well you know each other already, you can talk about your work, your interests and any other topics you wish. You will not be given any prompts. This part is not marked.

Part 1: Description/Explanation (approx. 3 minutes)

In this part of the examination you should give a short description or explanation of something to your partner. You should have prepared this before the examination and should bring any visual aids you may need with you. It will be on a topic you have chosen yourself from your field of work or studies or training. You must not read out what you have prepared. Your partner should not interrupt you. The description or explanation should last about two minutes and then your partner should ask you questions on the topic you have described or explained. Then you will listen to your partner's description or explanation and then ask your questions.

Part 2: Discussion (approx. 2 minutes)

In this part of the examination you and your partner will have a discussion on a topic concerned with work. You will be given prompts in the form of a text or statements on a topic to help you with the discussion and will be expected to give your own opinion on the topic concerned. Make sure you have a discussion in which you express your points of view, exchange arguments and respond to what your partner says.

You and your partner both have the same information on your sheets.

Part 3: Task (approx. 2 minutes)

In this part of the examination you will be given a task to carry out. This may be a consensus-finding or negotiating exercise, a role-play in which a problem has to be solved or an exchange of information. You may be asked to simulate a telephone conversation to complete the task. You will be given prompts to help you with the task and will be expected to provide the details yourself. Make sure you exchange information and opinions with your partner and respond to what your partner says.

You and your partner may both have the same or different information on your sheets.

Part 0: Introduction (1 minute per candidate)

Introduction: (Social Contacts)

Candidate A / B(/C) **0**

Introduce yourself to your partner if you do not already know each other. You can talk about your work, your interests and any other topics you wish. If you know each other, this part may be kept very short.

Only ask for information you do not already know.

One copy of this page can be made for practice purposes only.

Part 1: Description/Explanation

Candidate A/B(/C) **1**

You are expected to have prepared a description or an explanation before the examination This can be of a product, a process, a company or a field of work, a publication or any other business-related topic. You may use your notes or visual aids during the examination but must not read out what you have prepared. Your entire description or explanation should not be longer than 2 minutes and you should answer your partner's questions afterwards.

While your partner is giving his/her description or explanation, listen and think of the questions you would like to ask. You may also make notes.

One copy of this page can be made for practice purposes only.

Part 2: Discussion

Example 1

Candidate A/B(/C) **2**

Decide whether you agree or disagree with some of the following statements and then discuss the statements with your partner. You need not discuss all the statements. You may also add your own ideas on the subject. You may use your own company and work experience to help you.

Recruitment

- When looking for new staff, companies should choose married men with children and financial responsibilities.
- Women are not good employees as they may stop working because of marriage or children.
- People who have changed jobs a lot are useful because they have a lot of experience.
- If a company pays well, it will get good employees.
- People over 40 are usually very reliable workers.
- Appearance is very important for employees.
- It is important that employees are able to speak several languages.

One copy of this page can be made for practice purposes only.

Part 2: Discussion

Example 2

Candidate A/B(/C) **2**

Read the following text from a newspaper. Discuss the content of the text with your partner. Tell him/her your opinions, give reasons and personal examples to support your ideas. Talk about your own experience with the problems mentioned and possible solutions.

Japanese workers start claiming overtime

One of the most familiar and long-lasting images of Japan – that of the hard-working employee putting his company before his private life before eventually collapsing from *karoshi*, the unique Japanese word that means death from overwork – is finally being put in the dustbin.

Takefuji, the country's leading consumer finance company, has been forced to make a Y3.5bn ($30m, €25.5m, £18m) settlement to around 5,200 workers for failing to pay them for overtime, the largest settlement by a Japanese company for such an offence.

Worker activism and employee rights in Japan remain undeveloped compared with Europe, but the settlement is a rare example of the importance of the company being challenged by a supposedly humble and obedient workforce.

A spokesman for Takefuji confirmed yesterday it had agreed to a Y3.5bn payment to around 5,000 employees. It is understood that Takefuji asked branches around Japan to limit male workers to 25 hours of overtime and female workers to six hours to reduce legally required overtime payments. In reality employees often went over these limits.

The case exploded after two Takefuji employees took the company to court and secured payments of about Y6m each for unpaid overtime. Further investigations revealed that the problem was company wide and that 5,200 employees had also been unpaid.

The payment could have disturbing consequences for the rest of corporate Japan, which has for many decades encouraged employees to put the greater good of the company before themselves – with no questions asked.

A reluctance to work enormous amounts of overtime was not just considered selfish, but almost un-Japanese. In reality many workers resented the demands and sacrifices that office life required but only rarely let frustrations show.

The payment by Takefuji adds weight to the growing body of evidence that after decades of abuse, Japanese workers are becoming more comfortable with expressing individual opinions with little regard for the consensus.

One copy of this page can be made for practice purposes only.

Part 3: Task

Example 1

Candidate A/B(/C) **3**

A delegation of businessmen from the other side of the world is coming to attend a conference that your company is organising. What kind of local information do you think it would be important to send them in advance in order to make their stay in your area as easy as possible? Decide on your own ideas, then discuss your ideas with your colleague and try to reach a consensus on at least 4 points and some details concerning these.

One copy of this page can be made for practice purposes only.

Part 3: Task

Example 2 (for two candidates only)

Candidate A **3**

You are the owner of a chain of retail stores selling electronic components. Last night there was a fire at one of your stores. You are talking to your employee, the manager of the store, **on the telephone** about the fire. Find out as much information as you can about the reasons for the fire, the damage caused and what is going to happen next. Your employee may also ask you questions. As the fire only happened yesterday, you may not be able to answer all the questions fully at the moment. Begin and end the telephone conversation in an appropriate way.

One copy of this page can be made for practice purposes only.

Part 3: Task

Example 2 (for two candidates only)

Candidate B **3**

You are the manager of one of a chain of retail stores selling electronic components. Last night there was a fire at your store. You are talking to your boss, the owner of the chain, **on the telephone** about the fire. Answer his/her questions, giving as much information as you can about the reasons for the fire, the damage caused and what is going to happen next. As the fire only happened yesterday, you may not be able to answer all the questions fully at the moment. You may also ask your boss questions. Begin and end the telephone conversation in an appropriate way.

One copy of this page can be made for practice purposes only.

Points and Grades

A maximum total of 100 points can be awarded for the whole examination, 75 points for the written examination and 25 points for the oral examination. (The total out of 75 points for the oral examination is divided by 3 to get the final score.) The sub-tests Reading Comprehension and Listening Comprehension have an equal weighting with a possible maximum total of 20 points for each sub-test. A maximum total of 25 points can be awarded for the sub-test Writing. A maximum total of 10 points can be awarded for the sub-test Language Elements.

Sub-Test	Maximum Number of Points	Number of Points Awarded
Reading Comprehension	**20**	
Language Elements	**10**	
Part 1	5	
Part 2	5	
Listening Comprehension	**20**	
Part 1	6	
Part 2	7	
Part 3	7	
Writing	**25**	
Part 1	20	
Part 2	5	
Sub-Total I	**75**	
Oral Examination		
Description/Explanation	25	
Discussion	25	
Task	25	
Sub-Total II	**25 (75/3)**	
Written Examination	**75**	
Oral Examination	**25**	
Total Points	**100**	

For an overall pass in the whole examination, you must achieve at least 60% of the maximum possible total number of points, both in the written and in the oral examination. This corresponds to a total of 45 points in the written examination and 15 points in the oral examination.

If the pass mark is achieved for the examination as a whole, then the number of points awarded for the written examination will be added to the number of points awarded for the oral examination. The grade is then calculated according to the following table:

60 – 69.5 points	Pass
70 – 79.5 points	Satisfactory
80 – 89.5 points	Good
90 – 100 points	Very Good

If you fail or do not attempt one of the two parts (written or oral), you can retake that part of the test during the calendar year in which you took the examination or the following calendar year. The entire examination can be retaken as many times as you wish, e.g. in order to gain a better grade. However, it is always the result of the re-take which is valid.

Introduction

This mock examination has been developed as preparation material for the telc English B2 Business examination. It enables learners to check, with the help of their teacher whether they have reached the necessary level of language competence to pass the examination. All the information that teachers and learners need is given in this publication. Learners can become fully familiar with the examination format so that they know exactly what to do in the real examination situation. The mock examination can be used to simulate a real examination situation.

Examination Procedure

If you wish to simulate a real examination closely you should read the Instructions for the Written and Oral Examinations (available from telc GmbH). In order to be able to act as examiners for a telc Oral Examination, teachers must attend an examiner training session and obtain an examiner's licence.

Written Examination

In a real examination

- candidates must enter their answers in a particular way so that these can be read automatically.
- candidates must write their names and personal details in block capitals so that these appear correctly on their certificates.
- under no circumstances is other material to be used apart from that explicitly allowed.
- candidates must be informed that all attempts to cheat will lead to their exclusion from the examination and make the results invalid.
- the times for the different parts of the examination must be strictly kept to.
- all material (examination documents as well as personal notes) must be handed in after it has been used.
- the CD with the material for Listening Comprehension may not be stopped during the examination. All pauses are in the recording.
- the order of the parts of the examination must be kept to.

	Material	**Time in minutes**
Formalities	Examination Regulations	approx. 30
Part 1 Reading Comprehension and Writing	Examination Booklet Answer Sheet	120
BREAK		20
Part 2 Listening Comprehension	Examination Booklet Answer Sheet	approx. 30
Language Elements	Examination Booklet Answer Sheet	30

Oral Examination

In a real examination

- two examiners are necessary. Both examiners mark both candidates during the examination and compare marks after the candidates have left the room.
- candidates' names and marks must be recorded clearly on the score sheets.
- candidates are not allowed to communicate with each other during the preparation time. This will be regarded as cheating and will lead to their exclusion from the examination and make the results invalid.
- no other material may be used to answer the questions than that explicitly allowed.
- the times for the different parts of the oral examination and the total time must be kept to.
- candidates must hand in all material (task sheets as well as personal notes) after each examination.
- examiners may not give candidates information about their performance or their marks.
- the order of the parts of the examination must be kept to.

During the examination

- examiners should not confer with each other or intervene in the examination unless this is really necessary.
- all three parts of the oral examination are designed as communicative tasks.
- candidates should talk to each other and not to the examiners.
- candidates should try to solve problems of communication or language themselves.
- examiners should only help if and when really necessary.
- examiners should keep to the time schedule and move from one part to the other smoothly.

After the examination examiners compare marks and transfer these to the answer sheet in the appropriate way.

Examination Schedule

	Material	Time in minutes
Preparation	Candidates' Task Sheets	20
Introduction: Social Contacts	Task Sheet	1–2
Part 1 Description/Explanation	Task Sheet	3–4
Part 2 Discussion	Task Sheet	5–6
Part 3 Task	Task Sheet	5–6
Examiners' Discussion	Score Sheets Answer Sheets	4–5

Marking, Points and Grades

For the sub-tests **Reading Comprehension, Listening Comprehension** and **Language Elements** compare the learners' answers with the answer key. Give points as follows:

Reading Comprehension	1 point for each correct answer
Listening Comprehension	1 point for each correct answer
Language Elements	0.5 points for each correct answer

For the sub-test **Writing**, award points according to the marking criteria.

For the **Oral Examination**, award points according to the marking criteria. Divide the total number of points for the oral examination by three to get the final total for the oral examination.

Add together the points for the written examination and the oral examination separately. To pass the whole examination, the candidate must get at least 60% of the maximum total number of points in both the written and the oral examination. This corresponds to a total of 45 points for the written examination and 15 points for the oral examination.

If the candidate has more than the minimum number of points in each part of the examination, then the number of points for the written examination is added to the number of points for the oral examination to get the final total. The grade is awarded according to the following table:

60 – less than 70 points	Pass (Grade 4)
70 – less than 80 points	Satisfactory (Grade 3)
80 – less than 90 points	Good (Grade 2)
90 – 100 points	Very Good (Grade 1)

In the real examination, if a candidate fails or does not take one of the two parts of the examination (written or oral) he/she can retake that part of the examination during the calendar year in which the examination was taken the first time or the following calendar year and have the points added together to get the final grade. The entire examination can be retaken as many times as the candidate wishes, e.g. to pass or to get a better grade.

Marking Instructions for B2 WRITING Subtest

The Writing subtest is assessed by licensed telc Raters. In the case of disagreement, the marks awarded by Rater 2 are taken in preference. Further spot-checks are regularly carried out at the telc head office. In such cases the telc rating becomes the final score.

Criterion 1: Content (Guiding Points)

Assessment is made on the basis of the number of guiding points that have been included and processed.

It is assumed that the piece of writing is recognisable as such (business letter).

A guiding point can only be counted for marking purposes if

- it is recognisable as the point given in the task, i.e. the candidate demonstrates that she/he has understood the intention of the guiding point and dealt with it using the appropriate language;
- it is dealt with as part of or in a full sentence.

A	4 points	All six guiding points have been included and processed appropriately. There is no evidence of misinterpretation.
B	3 points	At least four of the guiding points have been included and processed appropriately.
C	1 point	At least two of the guiding points have been included and processed adequately.
D	0 points	Only one guiding point has been included and processed adequately or none of the guiding points have been included.

Criterion II: Communicative Design

Assessment is based on

- the appropriacy of the order in which the guiding points have been included in relation to the message of the piece of writing and the addressee;
- the appropriacy of the register and the linking language used (discourse features);
- the formal characteristics of the piece of writing (e.g. date, reference line, salutation, closing formula);
- the impression the piece of writing would make in the business context given (register, consistency of style).

A	8 points	The design is appropriate in all respects.
B	6 points	The design is appropriate in most respects.
C	3 points	The design is largely inappropriate and would cause a bad impression in a business context.
D	0 points	The design is inappropriate.

Criterion III: Language

Assessment is based on syntax, morphology and spelling.

A	8 points	There are no or only very occasional errors. None of the errors are in basic structural or lexical items.
B	6 points	There are a few errors but none in basic structural or lexical items and none which would make a bad impression in a business context.
C	3 points	The errors made are of a basic nature and the piece of writing would need to be corrected before being sent out.
D	0 points	There are so many errors that the piece of writing is either incomprehensible or would need to be re-written before being sent out.

Part 2

Part 2 is marked according to the following criteria:

Assessment is based on the completion of the task as a whole.

A	5 points	The content is correct, the style is appropriate and there are no lexical or structural errors.
B	3 points	The content is correct, the style is appropriate but there are a few lexical or structural errors.
C	1 point	Because of its inappropriate style or lexical and structural errors, the message would only be of limited use in a business context.
D	0 points	The message would be of no use in a business context.

If **Criterion I** is awarded a "D" when the candidate's letter or email does not relate to the task given, the Rater should mark "yes" under "Wrong topic?".

If the mark awarded for **Criterion I** and/or **Criterion III** is "D", the whole letter or email must be awarded zero points, i.e. the Rater should mark "D" for all criteria.

Assessing Guiding Points and Language Errors

In order to ensure that the assessment fully complies with telc standards, the following instructions should be observed:

- **Writing area** and right-hand margin

Rater 1: When marking within the writing area for candidates and in the right-hand margin, please use a pen in a dark colour only (not red). Make sure the ink does not bleed!
Rater 2/telc Rating: Please use a dark colour, but one that is different from Rater 1.

- **Marking area**
  Please use a pencil only when writing in the marking area.
- Number the guiding points 1–4 as they are listed in the task.
- Note the guiding points in the right-hand margin (1, 2, 3, 4) where they are covered in the candidate's text.
- Never correct the candidate's text.
- Mark unclear or confusing sentences or passages in the candidate's text with a question mark.
- If the topic or the communicative task is handled incorrectly, the Rater should mark "yes" under "Wrong topic?". If this occurs, Criteria I, II and III should all be marked "D".

Marking Criteria for Oral Examination

A maximum total of 75 points may be awarded. This is then divided by 3 giving a final total out of 25 points. The oral examination has a weighting of 25% of the final total for the examination. The candidates' performance is assessed according to the following criteria:

Criterion 1: Expression
Criterion 2: Task Management
Criterion 3: Language
Criterion 4: Pronunciation and Intonation

For each of these criteria, a mark is given on the scale A-B-C-D which corresponds to the following:

Criterion 1: Expression
Assessment is based on the candidate's range of language (vocabulary and functional exponents) and the extent to which he/she can express him/herself is appropriate to the task and to the role relationship between the candidates in real or simulated business contexts.
The candidate's range of language is

A	7 points	appropriate in all respects with an accompanying level of accuracy.
B	5 points	appropriate in most respects with no impairment of communication.
C	3 points	frequently inappropriate so that communication may be impaired.
D	0 points	more or less inappropriate in all respects

Criterion 2: Task Management
Assessment is based on

1. the degree of active participation in the discourse (initiating, turn-taking, helping the interaction along and ending the interaction);
2. the use of discourse strategies appropriate in real or simulated business contexts;
3. the use of compensation strategies as and when necessary;
4. fluency (producing long stretches of language without unnecessary pauses requiring concentration on the part of the listener).

In terms of task management, the candidate's performance is

A	7 points	appropriate in all respects.
B	5 points	appropriate in most respects.
C	3 points	frequently inappropriate.
D	0 points	more or less inappropriate in all respects

Criterion 3: Language
Assessment is based on the candidate's range of grammar and the degree of grammatical control demonstrated, i.e. the number of errors, as well as monitoring and self-correction strategies.
The accuracy of the language used by the candidate is

A	7 points	high (no or only occasional errors.)
B	5 points	satisfactory (a number of errors in more complex structures which, however, do not impair or hinder communication and/or make a bad impression in a business context).
C	3 points	unsatisfactory (a number of errors in simple structures or errors which considerably impair communication and/or make a bad impression in a business context).
D	0 points	so poor that communication is almost impossible.

Criterion 4: Pronunciation and Intonation
Assessment is based on pronunciation and intonation.
Although still recognisable as a non-native speaker of English, the candidate's pronunciation and intonation is

A	4 points	clear and natural with no features which might disturb or impair communication.
B	2 points	not always entirely clear and natural with definite interference from the native language.
C	1 point	not clear or natural and only comprehensible with concentration on the part of the listener.
D	0 points	so unclear that the candidate is (almost) impossible to understand.

Information for Teachers

telc LANGUAGE TESTS

Teilnehmende/r • Candidate • Candidato • Candidat • Participante **A** **Candidato • Candidat • Кандидат**

Nachname • Surname • Apellido • Nom • Cognome • Apelido • Фамилия

Vorname • First name • Nombre • Prénom • Nome • Nome próprio • Имя

Teilnehmende/r • Candidate • Candidato • Candidat • Participante **B** **Candidato • Candidat • Кандидат**

Nachname • Surname • Apellido • Nom • Cognome • Apelido • Фамилия

Vorname • First name • Nombre • Prénom • Nome • Nome próprio • Имя

		TEIL • PART • PARTE • PARTIE • PARTE • PARTE • ЧАСТЬ			TEIL • PART • PARTE • PARTIE • PARTE • PARTE • ЧАСТЬ		
		1	2	3	1	2	3
1	**Ausdrucksfähigkeit • Expression • Expresión • Capacité d'expression • Capacità espressiva • Expressão • Выразительность**	A B C D	A B C D	A B C D	A B C D	A B C D	A B C D
2	**Aufgabenbewältigung • Task Management • Cumplimiento tarea • Réalisation de la tâche • Padronanza del compito • Resolução da tarefa • Умение справляться с задачей**	A B C D	A B C D	A B C D	A B C D	A B C D	A B C D
3	**Formale Richtigkeit • Language • Corrección lingüística • Correction linguistique • Correttezza formale • Língua • Формальная правильность**	A B C D	A B C D	A B C D	A B C D	A B C D	A B C D
4	**Aussprache / Intonation • Pronunciation / Intonation • Pronunciación / Entonación • Prononciation / Intonation • Pronuncia / Intonazione • Pronúncia / Entoação • Произношение и интонация**	A B C D	A B C D	A B C D	A B C D	A B C D	A B C D

Datum • Date • Fecha • Date • Data • Data • Дата

Prüfende/r • Examiner • Examinador • Examinateur • Esaminatore • Examinador • Экзаменатор

Prüfungszentrum • Examination centre • Centro examinador • Centre d'examen • Centro d'esame • Centro de examinação • Экзаменационное учреждение

Answer Key

Reading Comprehension

Item 1	a)
Item 2	a)
Item 3	c)
Item 4	a)
Item 5	a)
Item 6	b)
Item 7	a)
Item 8	c)
Item 9	c)
Item 10	b)
Item 11	a)
Item 12	b)
Item 13	c)
Item 14	a)
Item 15	c)
Item 16	b)
Item 17	c)
Item 18	c)
Item 19	c)
Item 20	a)

Listening Comprehension

Item 21	+
Item 22	–
Item 23	+
Item 24	–
Item 25	–
Item 26	+
Item 27	a)
Item 28	c)
Item 29	c)
Item 30	c)
Item 31	b)
Item 32	b)
Item 33	c)
Item 34	c)
Item 35	a)
Item 36	a)
Item 37	c)
Item 38	c)
Item 39	a)
Item 40	b)

Language Elements

Item 41	a)
Item 42	b)
Item 43	a)
Item 44	c)
Item 45	c)
Item 46	c)
Item 47	a)
Item 48	a)
Item 49	c)
Item 50	c)
Item 51	o)
Item 52	l)
Item 53	f)
Item 54	d)
Item 55	m)
Item 56	j)
Item 57	i)
Item 58	e)
Item 59	b)
Item 60	a)

Writing

The marking of the sub-test Writing is done by a teacher or examiner.

Transcripts of Listening Comprehension Tests

Part 1

And here's tonight's business news brought to you by US Tonight.

Sales of Ford Motor vehicles fell 14% in July compared with the year-ago period, the Dearborn auto-maker said Wednesday. For the first 7 months of the year, Ford's total vehicle sales were down 12.1% from the same period a year ago. The Chrysler Group of Daimler Chrysler saw a 3% decline in vehicle sales last month. Year to date, Chrysler Group sales are off 9.5%. Meanwhile, German automakers Volkswagen, Audi and BMW all reported strong US sales in July. Volkswagen sales were up more than 6%. Audi reported its best July ever with vehicle sales rising 22%. BMW saw its July sales increase 26%. Japanese automaker Subaru said it had a record July with a 7% increase in sales.

Air Canada said Wednesday it will slash 4,000 more jobs, or another 10% of its workforce, and scale back its fleet after a sharp drop in business travel triggered a much deeper than expected second-quarter loss.

Wendy's International, the No. 3 US hamburger chain, said its second-quarter earnings rose 11% boosted by restaurant openings and increased sales at its Wendy's hamburger and Tim Horton's doughnut chains. Wendy's said net income increased to $56 million, or 47 cents per share, from $50.7 million, or 43 cents per share, a year ago. Wall Street analysts had expected 47 cents a share.

Delta Air Lines, which in recent months settled two labor disputes involving its pilots, now faces union-organizing drives amongst mechanics and flight attendants. The Aircraft Mechanics Fraternal Association and Association of Flight Attendants unions both said Thursday they are collecting signature cards and plan soon to petition the National Mediation Board to seek representation elections for the No. 3 US airline's 10,000 mechanics and 20,000 flight attendants. Delta opposes the organizing drives.

As part of cost-cutting, Northwest on Sept. 1 will stop serving 11 of its 17 alternative meals that have been available to domestic passengers flying in coach. All choices will remain available for higher-paying business and first-class passengers and all international travelers. Specialty meals being discontinued in coach include the baby/infant meal, child meal, diabetic/low carbohydrate, liquid diet, gluten-free, lactose milk protein free, low calorie/cholesterol/fat, low sodium and soft diet. Its Asian-spicy-vegetarian, Hindu, kosher, Moslem, vegetarian non-dairy and vegetarian dairy/ovo-lacto will remain as alternatives.

England's High Court cleared the way in London Thursday for a class-action suit against up to 30 airlines world-wide over blood clots suffered by passengers on long-haul flights, dubbed "economy class syndrome". Claimants argue that a combination of cramped flying conditions and long hours in the air give rise to the condition. World airlines have said there is no definite proof linking the problem to air travel, but some have agreed to help a World Health Organization study into whether a link exists.

Part 2

Good morning, ladies and gentlemen, welcome to the Fox Hi-Tech manufacturing plant. As you can see, this is the reception area. Our new plant was finished about six months ago, and I'm pleased to be able to say that we managed to keep the whole operation right on budget and almost on schedule. The whole plant took 18 months to complete and was the result of a 1.6 billion Euro investment.
If you'll follow me, we'll first go and have a look at the research and development centre …
There's some highly advanced work going on here at the moment, and I'm sure you'll appreciate that we can't show you all of it, but as you can see from here, they're testing new ways of making computer chips. These chips are used not only in personal computers, but also for mobile phones, different kinds of household goods such as televisions, washing machines, in fact virtually every sort of household and industrial equipment under the sun!. There are about 50 R and D staff working here.
Now we'll just go quickly across into the building opposite. This way, please …
This is the company gym. Our policy is to provide a healthy environment for our employees, who can make full use of these facilities free of charge. And at lunchtime it gets quite full, I can assure you. We also do not permit smoking anywhere in the company buildings, and, of course, no alcohol, but as you'll see, there are plenty of machines for cold drinks, coffee and tea.
Now, we'll go back to the main building. If you'll follow me …
Well, we are now back in the main building, in the training centre. It's where most people start their careers at Fox Hi-Tech. All new employees are introduced to the company and the company culture and are shown some of the production techniques we use, which are quite different to procedures adopted in other companies.
Here we come to the actual production area. We can't go inside, I'm afraid, access is only permitted to authorized staff. I can well imagine that some of you would love to have a look round but there are one or two secrets we would like to keep to ourselves. I'm sure you appreciate the situation. In any case you would need special clothing before entering the factory. At the beginning we did have a few teething problems but that's quite normal, but most of them have been ironed out, so that we're almost running at maximum capacity and we look forward to years of trouble-free production.
Now here we are in our logistics unit. Over there you can see the access area for trucks to take the goods away. Most of them are taken to Gatwick or Heathrow airport for delivery all over the world.

Right, well now we come to the end of our brief tour. This is the company restaurant which caters for about 450 lunches a day. We would like to offer you a small snack so if you just tell the staff what you would like they'll be pleased to serve you. And if there's anything else you'd like to know about the company, just fire away. I'll do my best to answer any questions you may have. Otherwise, thank you for coming. I hope you've enjoyed the tour.

Part 3

Speaker 1 OK, good morning, everybody, and welcome to Luxembourg. This is the European headquarters of WorldWide Communications and we now have offices in almost twenty countries around the world. Our expansion program is now extending into Eastern Europe and Russia which is basically the reason for the meeting here today. It's essential for us to establish reliable links with countries in Eastern Europe that will ensure communication with our offices, partners, and customers at all times of the day throughout the year. And with the full support of everybody sitting round this table we hope to be able to create the systems we need. Right, now we have quite a lot of new faces here this morning so it's probably a good idea to start off by everybody briefly introducing themselves. Perhaps everybody could tell us something about their company, their position, and what their role in this project will be. I'll start the ball rolling. My name's Heather Church. I'm Deputy Managing Director of WorldWide Communications, directly responsible for overall communications, and I'm going to be more or less in charge of this project. So I'll be responsible for the overall planning and installation of the new systems. OK. Wilma, you're next.

Speaker 2 Right, well I'm Wilma Browne. At present I'm based in Delhi where we're introducing international quality standards on our new Indian operations. But I'll be moving to Luxembourg next month to work on this new project. My brief is to work together with the whole team in order to develop reliable procedures for all operations.

Speaker 3 I'm Howard Murphy, also based with WorldWide Communications. Our responsibility is to guarantee that we can provide the kind of fast and reliable connection to the web that our customers require and to ensure customer support. And we're also responsible for data security. So we'll be working on systems to protect all data and to cater for on-line payments.

Speaker 4 Hi, I'm Peter Keefer and I've been involved with WorldWide Communications for many years in Europe, the Middle East, and South-East Asia. My role in this project will be to constantly monitor progress and make sure that the project goes according to plan. I'll be co-ordinating with Heather at head office, generally trying to make sure we do everything on time and within our budget.

Speaker 5 I'm Danielle Price from NetToNet Incorporated. We're based in St. Paul, Minnesota, and we work in the field of domestic and international satellite services. Our services cover all kinds of data transmission, both spoken and written and we are also involved in consultancy work in the field of systems, installations, and technical support.

Speaker 6 Right, well my name's Mike Anders and I'm from DigitalX. Our main office is in Hungary and we have a lot of experience with the Central European market. We help our customers to improve their communication systems, and try to solve any problems they may have in the new business climate of this region. What we can offer is extensive knowledge of the local markets in Central Europe and the many contacts we have with the state agencies in these countries.

Speaker 7 Okay, well last but not least, my name's Bruce Lawson and I work for the EU who I'm representing in this project. We're providing considerable financial support in view of the political developments expected in the coming years, and my brief is to report back to the Commission in Brussels on the progress the project will hopefully be making.

telc LANGUAGE TESTS

Our Language Certificates

ENGLISH

C2	telc English C2
C1	telc English C1
B2·C1	telc English B2·C1 Business telc English B2·C1 University
B2	telc English B2 telc English B2 School telc English B2 Business telc English B2 Technical
B1·B2	telc English B1·B2 telc English B1·B2 School telc English B1·B2 Business
B1	telc English B1 telc English B1 School telc English B1 Business telc English B1 Hotel and Restaurant
A2·B1	telc English A2·B1 telc English A2·B1 School telc English A2·B1 Business
A2	telc English A2 telc English A2 School
A1	telc English A1 telc English A1 Junior

DEUTSCH

C2	telc Deutsch C2
C1	telc Deutsch C1 telc Deutsch C1 Beruf telc Deutsch C1 Hochschule
B2·C1	telc Deutsch B2·C1 Medizin
B2	telc Deutsch B2 Medizin Zugangsprüfung telc Deutsch B2+ Beruf telc Deutsch B2
B1·B2	telc Deutsch B1·B2 Pflege
B1	telc Deutsch B1+ Beruf Zertifikat Deutsch Zertifikat Deutsch für Jugendliche
A2·B1	Deutsch-Test für Zuwanderer
A2	telc Deutsch A2+ Beruf Start Deutsch 2 telc Deutsch A2 Schule
A1	Start Deutsch 1 telc Deutsch A1 für Zuwanderer telc Deutsch A1 Junior

ESPAÑOL

B2	telc Español B2 telc Español B2 Escuela
B1	telc Español B1 telc Español B1 Escuela
A2·B1	telc Español A2·B1 Escuela
A2	telc Español A2 telc Español A2 Escuela
A1	telc Español A1 telc Español A1 Escuela telc Español A1 Júnior

FRANÇAIS

B2	telc Français B2
B1	telc Français B1 telc Français B1 Ecole telc Français B1 pour la Profession
A2	telc Français A2 telc Français A2 Ecole
A1	telc Français A1 telc Français A1 Junior

ITALIANO

B2	telc Italiano B2
B1	telc Italiano B1
A2	telc Italiano A2
A1	telc Italiano A1

TÜRKÇE

C1	telc Türkçe C1
B2	telc Türkçe B2 telc Türkçe B2 Okul
B1	telc Türkçe B1 telc Türkçe B1 Okul
A2	telc Türkçe A2 telc Türkçe A2 Okul telc Türkçe A2 İlkokul
A1	telc Türkçe A1

РУССКИЙ ЯЗЫК

B2	telc Русский язык B2
B1	telc Русский язык B1
A2	telc Русский язык A2
A1	telc Русский язык A1

PORTUGUÊS

B1	telc Português B1

اللغة العربية

B1	telc اللغة العربية B1

JĘZYK POLSKI

B1·B2	telc Język polski B1·B2 Szkoła

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telc
LANGUAGE TESTS

Examination Preparation

MOCK EXAMINATION 1

ENGLISH B2 BUSINESS

The two main characteristic features of telc examinations are test papers based on language tasks formulated in a clear and understandable way and standardised marking criteria applied in an objective way. The comprehensively defined test specifications and uniform marking criteria ensure that these features apply to all examinations and are identical for all languages covered by the telc programme. This equally applies to the test format. The mock examination presented here enables teachers and learners to simulate the precise conditions under which the examinations take place, both from the perspective of organising the test as well as from the point of view of the test materials. In this way, it is possible to fully prepare candidates for the examination. The mock examination can also be used for practice purposes, for examiner training and for general information.

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