

EATEST MASTER/H

Englisch-Selbsttest

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Vorwort

Dieser Selbsttest dient der Überprüfung Ihrer Englischkenntnisse vor Bewerbung für ein Masterstudium an der Europäischen Fernhochschule Hamburg. Ihre Englischkenntnisse sollten dem Niveau B2 gemäß dem Gemeinsamen europäischen Referenzrahmen für Sprachen entsprechen.

Wir empfehlen Ihnen, diesen Selbsttest zunächst auszudrucken. Der Test besteht aus 2 Abschnitten mit insgesamt 52 Fragen. Die Übungen bestehen aus Verständnisfragen und Aufgaben zu Vokabular und Grammatik.

Die Lösungen zur Selbstkontrolle und Selbsteinschätzung finden Sie am Ende des Tests.

Für die Bearbeitung sollten Sie ca. 60 Minuten einplanen.

Starten Sie nun Ihren Selbsttest – wir wünschen Ihnen viel Erfolg!

Ihr Euro-FH-Team

1 Section 1: Reading Comprehension and Language

Questions 1-8

- Look at the following extracts from messages, notices and articles.
- For questions 1-8, choose the **one** statement which best fits the text **a), b), c) or d)**

EXAMPLE:

KEEP AWAY FROM HEAT, HOT SPARKS AND OPEN FLAMES

- a) The contents are probably flammable
- b) The contents are sensitive to heat and light
- c) The contents should be kept at a constant temperature
- d) The contents need to be refrigerated

The answer is a)

1. **To:** Organizational Development Department Employees
From: Anton Spencer, Organizational Development Manager
Subject: Last week's strategy meeting

Please pass the attached notes on to any colleagues who were at the strategy meeting on 17 November but for some reason are not on our current mailing list.

- a) There may be employees who should receive information from the Organizational Development Department
 - b) A list of colleagues who attended the conference is required by the Organizational Development Manager
 - c) The Organizational Development Manager wants to contact colleagues who were at the conference for a number of reasons
 - d) The current mailing list is up-to-date
2. The contents of this message and any attachments to it are confidential and may be legally privileged. If you have received this message in error you should delete it from your system immediately and advise its sender.
- a) You are privileged to receive this email and its attachments
 - b) If you have received this email by mistake, forward it to the sender
 - c) If there is an error in this message, delete it and inform the person who sent it to you
 - d) If you receive this mail by mistake, you should not disclose the contents to others

3. It is the buyer's responsibility to ensure that what is received is what was ordered and to make sure that changes in the purchasing system are performed if necessary
- The exporter checks all goods before shipping
 - The buyer should check whether the goods are damaged
 - The purchaser should check to see if the goods are those that were ordered
 - The purchasing system needs to be changed

4. Hi Jayne,

I'm running behind. We had a series of mishaps in production. Could you please extend the deadline for the Lean 12 project application? Thanks.

Anthony

- Anthony is requesting more time
- Anthony needs some time off
- Anthony is slower than his competitors due to problems in production
- Anthony wants to improve his running time for the marathon

5. **Firms are controlling costs tightly**

The pace and severity of decline in the economy has meant companies have to control staff costs closely to remain viable. Most employers are planning pay freezes or only moderate increases in pay during the next pay round.

- The economic decline has reached an all-time low
- Companies need to check up on how much employees are spending to remain viable
- Many companies intend to keep salaries at the same level in the near future
- Many employers intend to sharply increase salaries in the future

6. Retail sales declined sharply in July this year as car sales nose-dived following the end of the government's popular Cash for Clunkers program. Other than autos, sales were better than expected.

- Retail sales fell slightly in July
- The sale of automobiles plummeted following the close of a government car exchange program
- Turnover in other sectors than the car industry increased
- The economy is coming out of recession

7. Constantine Associates – We are relocating!

Beginning June 4, 2009 - ALL clients will be seen in our new location

Business Park***51 Melnik Street, 2th Floor, Suite 3B******Sofia***

Our new office will be conveniently located just a few blocks from our current premises. There is ample, convenient parking attached to the facility and valet parking is also available.

- a) All clients are invited to a tour of the new location on June 4, 2009
- b) The new office is situated just a few floors higher than the current location
- c) The company offers a service in which clients' cars can be parked for them
- d) The new premises have no parking facilities

8. Business continues to value training - but support is required to maintain investment

As with all business investments, training budgets are under considerable pressure as a result of the recession. While nearly half of employers (47 %) are leaving training expenditure unchanged and 9% are planning to increase investment, 44 % of employers are having to reduce training expenses.

- a) Training costs have risen during the recession
- b) 44 % of employers are reducing the time spent by employees in training
- c) Almost 50 % of employers are investing the same amount of money in training as before
- d) Almost a tenth of employees are planning to spend more money on training

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Questions 9-16

- Look at the following extracts.
- For questions 9-16, choose the **one** statement **a)**, **b)**, **c)** or **d)** which answers the question.

9. In very real ways, the process of globalization has spread many common practices across the surface level of societies. For example, our concept of what the media means today may be very different from what it meant a decade ago, or even a few years ago. Internet journalism, prevalent with the process of globalization, has changed how and when we receive information. When we turn on the television, often the images of newscasters are familiar to us no matter where in the world they are. Styles of news reporting share similarities, especially live reports and interviews. In fact, a recent article in the Jerusalem Post describes the increasing trend of readers becoming viewers ('Why read it when you can watch it?').

According to this extract, which of the following statements is true?

- a) Globalization has led to more people reading the news.
 - b) People no longer watch television.
 - c) The Jerusalem Post offers only internet journalism.
 - d) Globalization has led to changes in how we receive our information.
10. What is the effect of globalization on the media?
- a) Live reports and interviews are no longer relevant.
 - b) In the last decade, the way the media presents information has remained the same.
 - c) Newscasters around the world tend to show similarities in how they present information.
 - d) Less people watch the news than several decades ago.

11.

Just In Time for You
1 Western Plaza
New York, NY 10021

October 12, 2009

Juan Carlos Gomez
Efficient Way Inc.
243 Strand Street
Springfield, OR 97477

Dear Mr Gomez,

Client Referral Letter – PEP Organizational Change Process

We hired Carlson & Partner to work on the second phase of our PEP project aimed at implementing organizational change. The team of consultants were quick to gain credibility and the support of the project management team including the CIO and the business leadership.

Carlson & Partner took a holistic view of the issues at stake and made practical recommendations that could be applied in a manufacturing environment. The consultants made sure they delivered tangible value quickly and on an ongoing basis. In the event of problems, alterations to schedules, and changes in the project governance, they were able to adapt their approach quickly to accommodate the changes.

They introduced novel approaches to dealing with difficult problems and were both tactful and tenacious in implementing solutions successfully.

Should you need any further information, please do not hesitate to contact me.

Sincerely,
Ann Worthington

What is the purpose of this letter?

- a) To recruit a team of consultants
- b) To report on the progress of the consultancy team
- c) To complain about the consultancy team
- d) To recommend the team of consultants

12. How did the consultants deal with the core issues?

- a) They took a subjective view of them
- b) They neglected the big picture
- c) They took an all-round view of the problems
- d) They failed to take a critical distance

13. What else would be true to say regarding the consultants' approach?

- a) The consultants introduced a lot of literature
- b) The approach was dated
- c) The approach lacked innovation
- d) The consultants took a fresh approach to dealing with the issues

14. Leadership styles and major management innovations have considerable impact on employee turnover. The turnover rate in work-team-oriented organizations can be as much as 50 % lower than that of similar institutions with traditional worker-management structures.

Anything that influences morale (salary and benefits, new policies or practices, changes in leadership, union organizing activities, to name just a few) is likely to impact turnover. Moreover, there is abundant evidence in employee attitude surveys to support the fact that training positively affects morale, a key factor in personnel retention. A study of chain-store employees showed a marked reduction in staff dissatisfaction after an interpersonal skills training program had been implemented. Jo Marshall claims that staff satisfaction surveys led to improved employee retention.

The cost of staff turnover to your organization or business can be as damaging as producing bad goods or negative financial cash flow. Staff turnover is critical in terms of financial burden on your business resulting from time and effort required to train new personnel, loss of experience and possible loss of business.

What is employee turnover?

- a) The number of sales an employee makes
- b) The number of calls that an employee processes in a given period
- c) The total costs of employing a member of staff
- d) The number of employees being replaced in a given period expressed as a percentage of the total workforce

15. Which of the following statements is true according to the article?

- a) Employers with good morals are more likely to keep their staff
- b) Interpersonal training can have a positive effect on staff retention
- c) Satisfaction surveys boost morale
- d) Team-oriented organizations have a lower retention rate than institutions with traditional worker-management structures

16. According to the article, why can high staff turnover be damaging to your business?
- Employees might steal company secrets and take them to a competitor
 - Staff that want to leave a company are unmotivated and, therefore, produce bad goods
 - It can be very costly to train new staff
 - The reputation of your company is at stake

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Questions 17-20

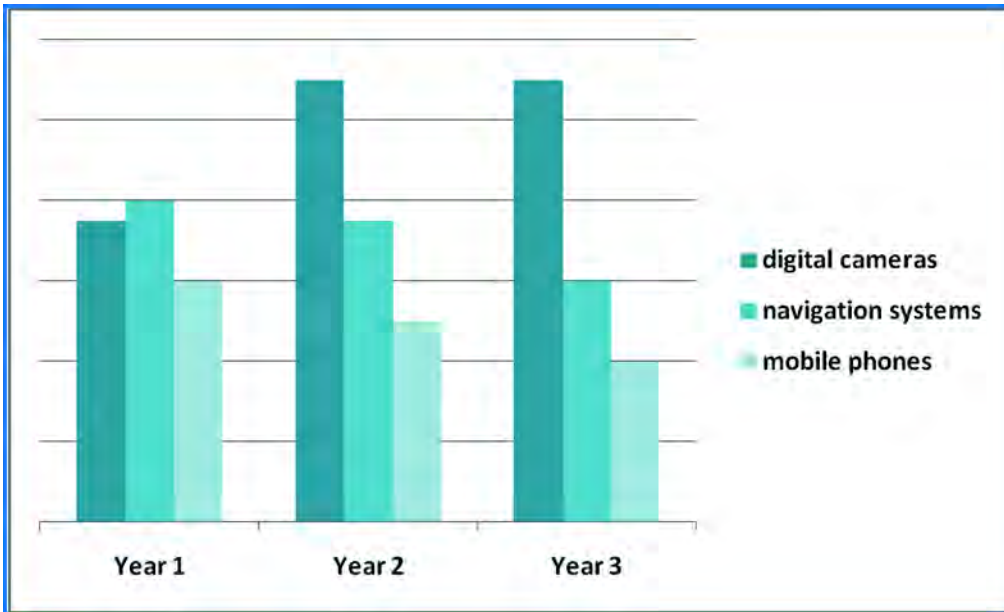
- Look at the following tables, graphs and charts.
- For questions 17-20, choose the **one** statement **a)**, **b)**, **c)** or **d)** which best fits the given diagram.

17.

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Complaints per month	801	1197	911	865
% of complaints dealt with in 24 hours	30	32	33	35

- The number of complaints received remained steady over the year
- The percentage of complaints dealt with in 24 hours increased steadily
- Complaints are being dealt with faster
- The majority of complaints were received in the Christmas period

18.



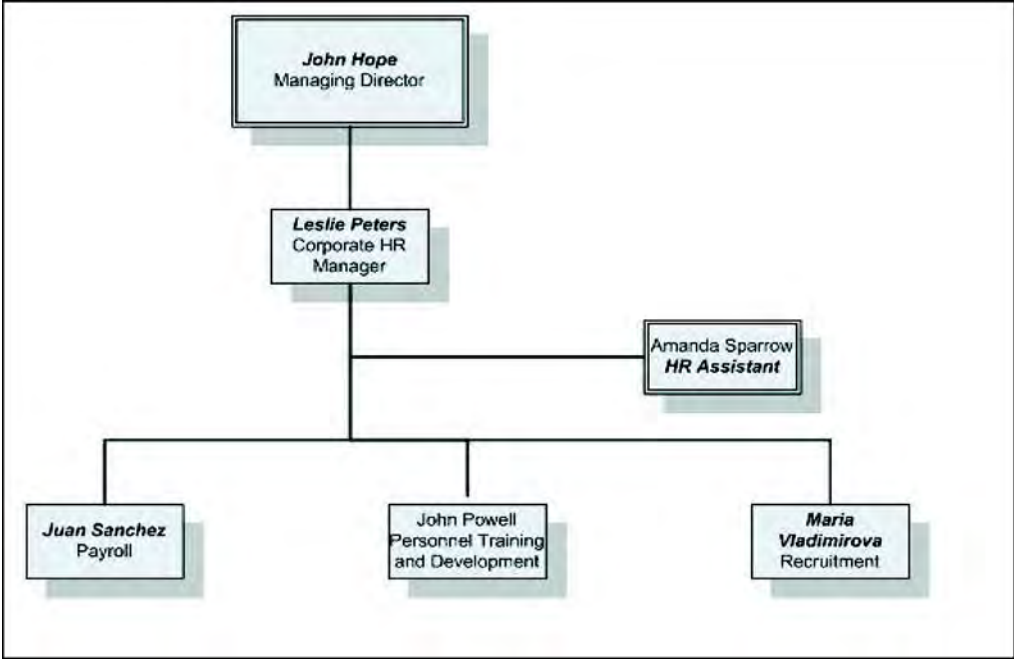
- The number of sales of digital cameras remained almost unchanged for three years
- The number of sales of digital cameras overtook the sales of mobile phones in year 1
- Sales of navigation systems declined steadily over the three-year period
- Sales of mobile phones rose sharply

19.



- The majority of small businesses in the UK are sole proprietorships
- A third of UK small business are limited companies
- A tenth of UK small business are limited partnerships
- A fifth of UK small businesses are general partnerships

20.



- a) Amanda Sparrow is responsible for Maria Vladimirova
- b) Juan Sanchez reports to Leslie Peters
- c) John Hope is accountable to Leslie Peters
- d) John Powell is responsible for recruitment

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2 Section 2: Grammar and Language

Questions 21-26

- Look at the following extracts from messages, notices and articles.
- For questions 21-26, choose the **one** statement which best fits the text **a), b), c)** or **d)**

EXAMPLE:

He wants you to **(0)** _____ him the reason.

0. a) speak b) tell c) say d) talk

The answer is **b)**

Preliminary studies will be carried out **(21)** _____ the period April to September of next year. **(22)** _____ this period, the exact scope of the work will be assessed, and a final quotation will be submitted **(23)** _____ 15 June latest. The customer will then have **(24)** _____ mid-September to study the proposal. After the signature of the contract, work will begin on 1 October and is expected to continue **(25)** _____ 18 months. A deposit of 20% will be payable at signature **(26)** _____ September; thereafter, invoices will be issued within one week of completion of each stage of the project, for payment at 90 days. The final 15 % will not be invoiced until reception of the completed building.

21. a) out b) in c) by d) at
22. a) During b) By c) For d) At
23. a) until b) after c) by d) within
24. a) for b) until c) after d) by
25. a) on b) in c) for d) after
26. a) while b) in c) until d) within

Questions 27-32

Read this e-mail giving details about a deal to distribute phones in China. The writer needs some advice from a marketing specialist.

- Put the verbs in brackets in the right form.

EXAMPLE:

(0) We have signed the deal with Shanghai. _____ (you / ever / be) to Shanghai?

Answer 0. Have you ever been to Shanghai?

To: Maria.Stone@digifuture.nl

CC:

Subject: 4G Smart Phone Promotion

Dear Maria

We (27) _____ (decide) last week to go ahead and sign a deal with our Shanghai-based distributors allowing them to retail the latest release of our 4G smart phone in China.

As you (28) _____ (work) on promotion of other models in China since February and are an expert in this field, I wanted to ask you for some advice regarding the design of our packaging. I would like to make an appointment to discuss this next week, unless you (29) _____ (be) too busy. Furthermore, I (30) _____ (fly) to Shanghai the week after next and wanted to know what presents I ought to take for our partners.

By the way, (31) _____ (you / receive) the minutes of our last meeting on 'Corporate identity' yet? She (32) _____ (should send) them by now.

Regards,

Mark

Questions 33-52

- For questions 33-52, choose the correct word or phrase to fill each gap from **a), b), c)** or **d)**
 - Mark **one letter only**
33. They offered _____ Number 3 as a possibility for staging the venue.
- a) to us hall
 - b) us hall
 - c) us the hall
 - d) to us the hall
34. Can you please send me a WORD _____ with our corporate logo?
- a) model
 - b) blueprint
 - c) template
 - d) pattern
35. The printing company Express have had a repeated year of high sales _____ tough competition from rivals *Output Printers*.
- a) unless
 - b) except
 - c) despite
 - d) although
36. Please _____ particular care when selecting email addresses from the global address list.
- a) bring
 - b) take
 - c) have
 - d) make
37. What I find frustrating is that my colleague is _____ of deciding anything for herself.
- a) unable
 - b) incapable
 - c) ineffective
 - d) incompetent

38. A new cross-cultural training solution _____ being developed.
- a) were
 - b) has
 - c) is
 - d) have
39. I am quite _____ French
- a) fit in
 - b) well in
 - c) good at
 - d) bad in
40. She _____ someone I used to work for.
- a) remembers
 - b) reminds me of
 - c) remembers me of
 - d) reminds me to
41. Mr Cooper called while you _____ to the team.
- a) was talking
 - b) have been talking
 - c) had been talking
 - d) were talking
42. I _____ your suggestions, but I am not entirely convinced.
- a) have reviewed
 - b) review
 - c) was reviewing
 - d) had been reviewing
43. Why _____ good IT skills for the position?
- a) does the candidate need
 - b) needs the candidate
 - c) does need the candidate
 - d) is needing the candidate

44. _____ the management introduced an induction program and training for new employees, our turnover rate has decreased significantly.
- a) Before
 - b) During
 - c) When
 - d) Since
45. He could not _____ working with the training provider.
- a) repeat
 - b) recall
 - c) remind
 - d) call off
46. Although gradually improving, the problem of high staff turnover still _____
- a) persistence
 - b) persists
 - c) persisting
 - d) persistently
47. He is, in _____ respect, the perfect replacement for Anthony Giles.
- a) every
 - b) all
 - c) individual
 - d) other
48. _____ the current terms and conditions of their contracts, it is no wonder that the employees are not motivated to achieve better results.
- a) Below
 - b) Beneath
 - c) Beyond
 - d) Under
49. Our human _____ department has introduced a job rotation scheme to give employees the chance to gain more insights into the company's processes.
- a) resources
 - b) development
 - c) recruiting
 - d) resourcing

50. He likes working here _____ his colleagues are friendly
- a) while
 - b) thanks to
 - c) due
 - d) because
51. I _____ a report about that yesterday
- a) have read
 - b) read
 - c) reading
 - d) readed
52. We awarded the first company the contract. €40,000 is _____ that the other firms could not really compete.
- a) a so good price
 - b) a such good price
 - c) so good a price
 - d) a good price

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EEST_MASTER/H

Lösungen zum Englisch-Selbsttest

Lösungen zum Englisch-Selbsttest der Europäischen Fernhochschule Hamburg

Liebe Interessentin, lieber Interessent,

nachdem Sie die Übungen vollständig bearbeitet haben, vergleichen Sie bitte Ihre Antworten mit den Lösungen, die Sie auf den nachfolgenden Seiten finden.

Für jede richtige Antwort erhalten Sie 1 Punkt. Die Maximalpunktzahl einer jeden Übung ist angegeben, tragen Sie Ihre erreichte Punktzahl in das freie Feld neben der Maximalpunktzahl ein. Errechnen Sie Ihre Gesamtpunktzahl, indem Sie die Punktzahlen der einzelnen Übungen addieren.

Maximal können Sie 52 Punkte erreichen. Wenn Sie weniger als 31 Punkte (= 60 % / ein Niveau B2 gemäß des gemeinsamen Europäischen Referenzrahmens für Sprachen) erreicht haben oder sich bei einzelnen Aufgaben noch unsicher fühlen, empfehlen wir Ihnen, vor Ihrer Studienbewerbung Kontakt zu unserer Studienberatung aufzunehmen.

Ihr EURO-FH-Team

1 Section 1: Reading Comprehension and Language – Answers

Questions 1-8

1. a)
2. d)
3. c)
4. a)
5. c)
6. b)
7. c)
8. c)

Questions 9-16

9. d)
10. c)
11. d)
12. c)
13. d)
14. d)
15. b)
16. c)

Questions 17-20

17. b)
18. c)
19. a)
20. b)

2 Section 2: Grammar and Language – Answers

Questions 21-26

- 21. b) in
- 22. a) During
- 23. c) by
- 24. b) until
- 25. c) for
- 26. b) in

Questions 27-32

- 27. decided
- 28. have been working
- 29. are
- 30. am flying / am going to fly / will be flying / will fly
- 31. have you received
- 32. should have sent

Questions 33-52

- 33. b) us hall
- 34. c) template
- 35. c) despite
- 36. b) take
- 37. b) incapable
- 38. c) is
- 39. c) good at
- 40. b) reminds me of
- 41. d) were talking
- 42. a) have reviewed
- 43. a) does the candidate need
- 44. d) Since

- 45. b) recall
- 46. b) persists
- 47. a) every
- 48. d) Under
- 49. a) resources
- 50. d) because
- 51. b) read
- 52. c) so good a price