

# Communicating at Work

## Intermediate

### Pre-Assessment

Choose the best answer to complete each sentence.

1. Irina: Do you have a long \_\_\_\_\_?

*Lesson 1*

José: It isn't too bad. I live in Springfield.

- a. shift
- b. commute
- c. vacation

2. Which department fixes machines when they are broken?

*Lesson 2*

- a. HR
- b. Accounting
- c. Maintenance

3. He's \_\_\_\_\_ organizing the supplies.

*Lesson 2*

- a. the responsible of
- b. responsible to
- c. responsible for

4. I don't usually work on the weekends.

*Lesson 3*

- a. So do I.
- b. Neither am I.
- c. Neither do I.

5. Choose the best response:

"I got a promotion!"

- a. Oh, I'm sorry.
- b. Congratulations!
- c. Thanks a lot.

6. Pedro can adapt to different work situations and changes.

He's very \_\_\_\_\_.

- a. polite
- b. focused
- c. flexible

7. \_\_\_\_\_ look at people when you're talking with them.

- a. Is good to
- b. Is good idea
- c. It's a good idea to

8. These forms are \_\_\_\_\_. Everyone has to fill them out.

- a. legally
- b. required
- c. translations

9. To find the size, length, or amount of something, you \_\_\_\_\_ it.

- a. measure
- b. lift
- c. attach

10. \_\_\_\_\_ you please take this to Room 405?

- a. Do
- b. Would
- c. Should

11. I'd like \_\_\_\_\_.
- help John today.
  - you help John today.
  - you to help John today.

12. How much time do we have left?
- Just a little.
  - Just a few.
  - A lot of.

13. The milk is on the \_\_\_\_\_ shelf.
- medium
  - middle
  - between



14. I'm trying to find someone to cover my \_\_\_\_\_ next Tuesday.
- shift
  - commute
  - slip

15. Do you mind \_\_\_\_\_ leave early this afternoon?
- I can
  - I
  - if I

16. Employee text message to supervisor:

*I'm sorry. I \_\_\_\_\_ a problem this morning. I \_\_\_\_\_ for the bus still.*

- have, wait
- having, waiting
- had, 'm waiting

17. A manager needs someone to finish a project. She wants an employee who can be counted on to do the work correctly and on time. Which word best describes the kind of employee she needs?
- a. creative
  - b. reliable
  - c. patient

18. Your \_\_\_\_\_ pay is the total money you earn before any taxes or other deductions are taken out of your paycheck.
- a. gross
  - b. net
  - c. YTD

19. Which is NOT a correct way to say the amount: \$53.75?
- a. fifty-three seventy-five
  - b. fifty-three and seventy five
  - c. fifty-three dollars and seventy-five cents

20. Do you know how much \_\_\_\_\_ for overtime?
- a. is the hourly rate
  - b. is the rate hourly
  - c. the hourly rate is

21. A 401K is a kind of \_\_\_\_\_.
- a. retirement plan
  - b. health insurance
  - c. worker's compensation

**22.** What is PTO?

**Lesson 12**

- a. when you get paid for days you are not working
- b. money you get when you are injured at work
- c. special clothing you wear to protect yourself

**23.** The health insurance in my new company is \_\_\_\_\_ than in my last company.

**Lesson 12**

- a. more cheap
- b. more cheaper
- c. cheaper

**24.** If someone doesn't get a job because of race, age, religion, gender, disability, or their home country, that is \_\_\_\_\_.

**Lesson 13**

- a. harassment
- b. discrimination
- c. stereotyping

**25.** \_\_\_\_\_ it to your manager?

**Lesson 13**

- a. Do you reported
- b. Did you report
- c. Did you reported

**26.** \_\_\_\_\_ can protect your eyes.

**Lesson 14**

- a. A respirator
- b. A harness
- c. Goggles

27. Be careful! The floor is wet. You \_\_\_\_\_.

**Lesson 14**

- a. might get slipped
- b. might slip
- c. might to slip

28. She \_\_\_\_\_ her hand while she \_\_\_\_\_ tomatoes.

**Lesson 15**

- a. hurt, cutting
- b. was hurting, was cutting
- c. hurt, was cutting

29. We have to finish the project by Friday. That's the \_\_\_\_\_.

**Lesson 16**

- a. scheduled
- b. due time
- c. deadline

30. We \_\_\_\_\_ finished cleaning the offices, but we \_\_\_\_\_ taken out the trash yet.

**Lesson 17**

- a. have, haven't
- b. were able, didn't
- c. were able to, weren't able to

31. The bookshelf doesn't come assembled. You have to \_\_\_\_\_ yourself.

**Lesson 18**

- a. make
- b. make it together
- c. put it together

32. I'm afraid we don't have any more of those. We're completely \_\_\_\_\_.

**Lesson 19**

- a. unstocked
- b. plenty of stock
- c. out of stock

**33.** The old air filter was dirty, so the technician \_\_\_\_\_ it yesterday.

**Lesson 20**

- a. damaged
- b. replaced
- c. loosened

**34.** Choose the best response:

**Lesson 21**

*Salesperson: Would you like to try it on?*

*Customer: \_\_\_\_\_*

- a. Yes, I think I will.
- b. No, I already work here.
- c. Yes. I'll need a receipt, please.

**35.** Which sentence means the price is lower than usual?

**Lesson 21**

- a. It's on sale.
- b. It's in stock.
- c. It's sold out.

**36.** A customer calls your restaurant and asks for a table at 7:00 p.m. for four people. What is that customer making?

**Lesson 21**

- a. a reception
- b. an appointment
- c. a reservation

**37.** Choose the best response:

*Customer: Could I get a large coffee with milk, please?*

*Server: Sure. \_\_\_\_\_.*

**Lesson 22**

- a. Here is.
- b. Here it goes.
- c. Here you go.

38. Would you like a printed or electronic \_\_\_\_\_?

**Lesson 22**

- a. change
- b. debit
- c. receipt

39. When a situation makes you feel angry or unhappy because you can't do what you want, we say it is \_\_\_\_\_.

**Lesson 23**

- a. frustrating
- b. rude
- c. upset

40. When customers ask for their money back for a product they don't want to keep, they ask for a \_\_\_\_\_.

**Lesson 23**

- a. return
- b. exchange
- c. refund

**Total correct:** \_\_\_\_\_ / 40



# ANSWER KEY

- |       |       |
|-------|-------|
| 1. b  | 21. a |
| 2. c  | 22. a |
| 3. c  | 23. c |
| 4. c  | 24. b |
| 5. b  | 25. b |
| 6. c  | 26. c |
| 7. c  | 27. b |
| 8. b  | 28. c |
| 9. a  | 29. c |
| 10. b | 30. a |
| 11. c | 31. c |
| 12. a | 32. c |
| 13. b | 33. b |
| 14. a | 34. a |
| 15. c | 35. a |
| 16. c | 36. c |
| 17. b | 37. c |
| 18. a | 38. c |
| 19. b | 39. a |
| 20. c | 40. c |