

PART ONE

Good morning/afternoon. My name is... and this is... . He/She is just going to listen.

What are your names?

Where are you from [Candidate A/B]?

Can I have your mark sheets please?

Do you work or are you a student [Candidate A/B]? (What do you study? What is your job?)

What do you like most about your studies/job [Candidate A/B]?

Now, I'm going to ask you some questions about business in your area or country.

What employment opportunities are there in your area?

How important is the service sector for your area?

What problems do companies and businesses in your area currently face?

Would you prefer to work in your country or abroad? Why?

PART TWO

In this part you have a choice of 3 topics and you have to choose one of them to talk about for about 1 minute. You have 1 minute to prepare your talk and make notes if you wish. At the end of your talk, the other candidate will ask you a question about your talk.

What is important when...?
dealing with a customer complaint

- remaining polite
- finding a solution quickly
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What is important when...?
choosing advertising media for a consumer campaign

- the advertising budget available
- the type of target consumer
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What is important when...?
dealing with a client for the first time

- promoting your company/products successfully
- understanding the client's precise needs
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PART THREE

In this part you are going to discuss something together. You have 30 seconds to read this information carefully and then 3 minutes to discuss the topic, giving reasons for your decisions and opinions. You do not need to write anything.

Your company is going to start selling its products online. You have been asked to help set up the website.

Discuss the situation together and decide:

- which languages to have the site in;
- what type of features the site should have.