

HECTOPE: Practice Test ANSWERS

LANGUAGE STRUCTURE IN CONTEXT

Exercise 1:

1. To minimize our external printing expenses, a new procedure for external printing orders have been established.
 - a. our
 - b. expenses
 - c. procedure
 - d. **have**

2. The new process is outline below:
 - a. The
 - b. process
 - c. is
 - d. **outline**

3. Each departments will obtain a minimum of two written estimates from the external printing companies.
 - a. **departments**
 - b. estimates
 - c. from
 - d. companies

4. Both the specifics needs and written estimates must be submitted to Sylvia Mercado, Accounting Department, for inspection and approval.
 - a. both
 - b. **specifics**
 - c. be
 - d. submitted

5. Please note that the new procedure take effect tomorrow morning.
 - a. Please
 - b. new
 - c. **take**
 - d. morning

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Exercise 2:

6. a. define **b. defines** c. is defining d. have defined
7. a. they b. she **c. he** d. we
8. a. other b. the other c. another **d. others**
9. **a. themselves** b. himself c. them d. herself
10. a. of **b. with** c. at d. in

READING COMPREHENSION AND VOCABULARY IN CONTEXT

Exercise 1:

1. The purpose of this memo is to
- a. specify the vacation dates for the company.
 - b. ask for pay requests forms from part-time workers.**
 - c. demand that part-time staff to leave for the weekend.
 - d. request some time off for holidays.
2. March 9 is
- a. the last vacation day.
 - b. the last day on which the Payroll Department is closed.
 - c. the last day out of the office.
 - d. all of the above.**
3. By what date does the Payroll Department need the requests?
- a. February 15
 - b. February 20**

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- c. February 21
- d. March 9

4. Department managers are responsible for
- a. submitting their own hours to be paid.
 - b. writing pay checks for part-timers.
 - c. sending in pay requisitions themselves.
 - d. reminding employees to send their forms.**
5. In the last sentence, the phrase “reach us in time” can be replaced by
- a. punctually get to all the managers.
 - b. arrive at the Payroll Department before the deadline.**
 - c. affect all the part-time personnel before weekend.
 - d. make sure that the Payroll Department is on schedule.
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Exercise 2:

6. The main idea of this paragraph is
- a. that it is better to buy merchandise that requires a lot of water to produce than to import water to manufacture these same products in the country where there is not enough water to begin with.**
 - b. that water deficiency requires bringing the supplies in from other countries.
 - c. that it is better to use imported water to produce various products in the North African region.
 - d. that importing water will not solve the water deficiency crises in the North African region.
7. What is “virtual” water according to the text?
- a. It’s a computer-generated program that allows various countries to exchange commodities in the North African region.
 - b. It is the quantity of water already included in the price and mass of the products.**
 - c. It’s the amount of water that equals the cost and quantity of the products.
 - d. It is a hypothetical concept that is equal to a ton of wheat.
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8. In the sentence “Such a volume reflects about 20 percent of the region’s annual water use, and it is equivalent to the water used by Egypt’s agricultural sector each year”, what does “it” refer to?

- a. **volume**
- b. percent
- c. water use
- d. Egypt’s agricultural sector

9. In line 9, what is the meaning of “feasible”?

- a. applicable
- b. useful
- c. **doable**
- d. potential

WRITTEN EXPRESSION

Salutation

Formal salutations begin with the word “Dear”, the courtesy title “Mr.” or “Ms.” and the family name of the person being addressed followed by a colon.

Dear Ms. Anderson:

When you have an established business relationship with the person, it may be appropriate to use the word “Dear” followed by the person’s first name and a comma.

Dear Jack,

Informal salutations between colleagues or regular business contacts can begin with the recipient’s first name or a general greeting such as “Hello” or “Hi”.

Punctuation

: (colon) = formal business relationship (always use with new clients)

, (comma) = established business relationship (less formal)

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Example of a Routine E-Mail

The screenshot shows an email draft interface with the following elements and annotations:

- Header:** Buttons for "Send", "Save Now", "Discard", and "Draft autosaved at 10:11 AM (3 minutes ago)".
- To:** "Mike Cammalleri <mike.cammalleri@infofinders.org>".
Annotation: "Sender decides to type full name and e-mail address of receiver".
- Subject:** "Request for Information on Locations for Sales Meeting in August".
Annotation: "Subject line is specific and gives reason for message".
- Toolbar:** Includes "Attach a file", "Check Spelling", and "Plain Text" options.
- Body:**
 - Salutation: "Dear Mike,".
Annotation: "Includes salutation".
 - Request: "Please send me all the information you can find on the following locations for the national sales meeting in August."
Annotation: "Makes clear statement of purpose of message and follows up on the subject line".
 - List: "1. Blue Mountain Resort", "2. Banff Springs Hotel", "3. Ocean Point Resort Hotel".
Annotation: "Lists items to improve readability".
 - Urgency: "The date of the meeting is approaching fast, so we'd like to reserve the facilities by the end of the next week. I would like you to send me all the information at your disposal by Friday, 5 pm."
Annotation: "Motivates to action and includes deadline".
 - Closing: "Sincerely, Janet Brady, Event Organizer".
Annotation: "Polite closing".

Checklist for Effective E-Mail Messages

Subject line

- Focus on the main point.
- Use newspaper headline style.
- Omit articles and periods.
- Capitalize first letters of content words.

Opening Sentence

- Restate the purpose of the message briefly.
- Ask or answer questions immediately.
- Supply information directly (expand later).

Body

- Arrange details in logical order.
- Use short sentences and parallel structure.
- Use graphic highlighting (bold or italics).
- Try not to use more than one screen.
- Avoid abbreviations and emoticons.

Closing

- Request specific action.
 - Include a deadline.
 - End with a closing thought.
 - Avoid clichés.
 - Edit for accuracy before sending.
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Complimentary Close

- Sincerely,
 - Regards,
 - Name
 - Company position
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ORAL EVALUATION

Please visit our website for scenarios and useful phrases for your oral test: <http://www.hec.ca/qualitecomm/anglais/preparation/how-to-prepare.html>