Prezime, ime: ..........................................

Broj indeksa: ..........................................

Datum: .................................

**ISPIT IZ PRVOG STRANOG POSLOVNOG JEZIKA 3 - TR**

**I *Fill in the gaps choosing some of the given words.*** **10** *booths, less, prototype, showcase, consumers, fitting, reinvent, shopping, merchandise, family, more, close, households*

US department stores are in danger as .......................... now demand better value and a .................. stimulating experience while shopping. Four times as many ....................... visit discount stores as department stores, so these clearly need to ........................ themselves. One approach is to rent more space to vendors who design their own ................... and are encouraged to be creative. This is referred to as the .................. business model. Arnold Aronson, a management consultant, believes Selfridges could be a ......................... for failing US department stores. It has attracted customers by developing the right ................., in the right quantities and at the right time. Some stores are being upgraded with enhanced ..................... rooms, comfortable lounge areas, computer kiosks and................... carts.

**II *Fill in the gaps using:* 20**

Stephanie talks about her best travel experiences: "When you travel , ..................is particularly good ......................you get a great ....................... with beautiful towels ................... beautiful bathrooms and nice ..................... bed, and good sports ......................... That's always ................ luxury. The Virgin lounge, .................. think, is a good experience .................. all the high ...................... things."

**III *Write expressions that can be used in the following situations (give two options for each situation):* 10**

1. You have been interrupted in the middle of your sentence:

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2. You are calling to complain about a faulty product you have bought recently:

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3. Your partner wants to lay off some staff. You do not agree.

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4. You have an appointment with your dentist but you can't make it. Your are ringing to cancel it.

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5. You want to speak to Mr Hals. His PA answers the phone.

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**IV *Answer the questions:***

1. What are the advantages of a traditional office compared to an open-plan one? 5

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2. Describe a situation when you were thrown in at the deep end? 5

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3. Why do people buy luxury brands? 5

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TOTAL......../ 55