**Primer kolokvijuma iz Prvog stranog poslovnog jezika 1 – engleskog**

Ime i prezime: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Broj indeksa: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Datum: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Circle the letter in front of the correct answer.**

\_\_\_\_\_\_\_ **/ 5**

1) Customers can **complain** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the service or help they receive.

a) in b) at c) about

2) Companies can get an outsider, a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to **analyse the company's performance**.

a) colleague b) management consultant c) Big Jack

3) The person **who started the company** is called \_\_\_\_\_\_\_\_\_\_\_\_\_.

a) management consultant b) colleague c) founder

4) Sometimes companies realise that they are not achieving their \_\_\_\_\_\_\_\_\_\_\_ or **objectives** effectively.

a) strategy b) events c) goals

5) On a business trip people may meet colleagues and experience **cultural** \_\_\_\_\_\_\_\_\_\_\_\_\_

a) nationalities b) differences c) social conventions

2. **Underline the correct answer.**

\_\_\_\_\_\_\_ **/ 5**

1) *Can you tell me* *what* (the matter is / does is the matter)?

2) Jun couldn't buy any Christmas presents (because / even though) he didn't have any money.

3) *Giros* is Greece /Greek food.

4) Laila (cannot / could not) swim when she was one year old.

5) The company (isn’t recruiting/ doesn’t recruit) at the moment.

**3. Fill in the gaps with the words given in the box below.**

**TROUBLESHOOTING; strategy; SWOT;**  **MANAGEMENT CONSULTANT**; **GOALS**

\_\_\_\_/**10**

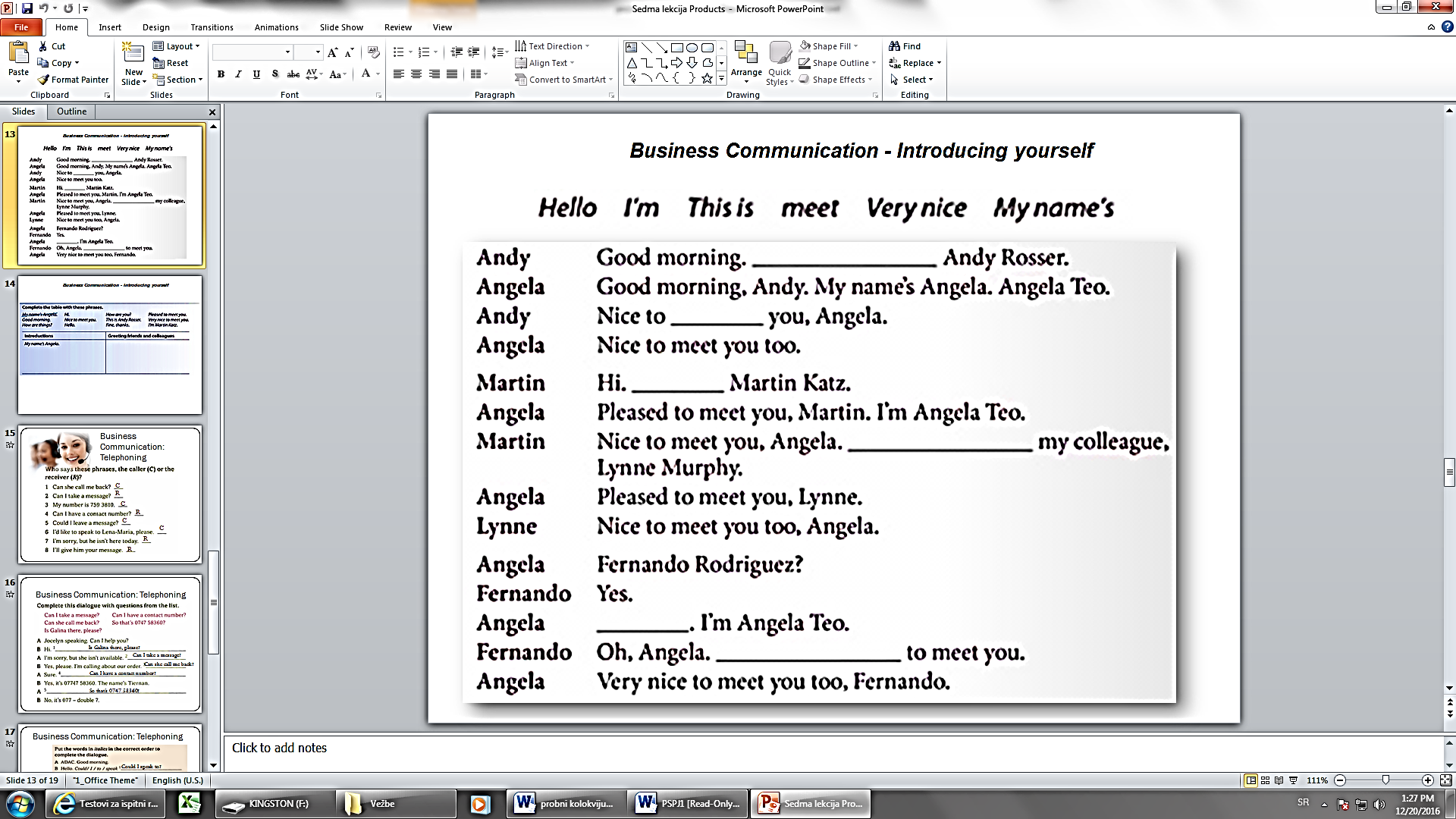
When companies realise that they are not achieving their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or **objectives** effectively, they have **to re-plan** their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is **an outsider** who recommends changes to make companies more efficient. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ analysis, that is, the analysis of company’s **strengths, weaknesses, opportunities and threats**, can be useful.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or **solving** **problems** is a necessary part of running a company.

**4**. **Fill in the dialogue with the words given below.** \_\_\_\_/**4**

**Meet I'm This is My name's**



**5. Match the words.**  \_\_\_\_/**6**

**customer analysis**

**socialconventions**

**SWOTcare**

**TOTAL: \_\_\_\_\_\_\_ / 30**