

Questions 1-5

- Choose the best word to fill each space from the words below.
- For each question 1-5, mark one letter A, B, C or D on your Answer Sheet.

BUILDING RELATIONSHIPS WITH EMPLOYEES

As a manager you will need to make decisions about how best to manage your team. This is not an easy task, particularly in the modern work (1) _____. Building and maintaining good relationships with employees is a (2) _____ to success. Like any relationship, relationships with staff are built on respect. So how can managers achieve this?

First, managers should take time to get to know each individual (3) _____ of his or her team. It is useful to meet regularly with each employee and not only provide feedback on what each person is doing well on and how he or she could do better, but also to find out what his or her personal or (4) _____ goals are. If employees feel that their managers appreciate the work they do, they are much more likely to work hard to (5) _____ tasks and achieve goals.

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|---|---------------|-----------|--------------|-------------|
| 1 | A environment | B office | C background | D climate |
| 2 | A base | B center | C key | D direction |
| 3 | A partner | B member | C joiner | D staff |
| 4 | A worker | B job | C business | D career |
| 5 | A solve | B produce | C function | D complete |

Questions 6-10

- Choose the best word to fill each space from the words below.
- For each question **6-10**, mark one letter **A, B, C** or **D** on your Answer Sheet.

SOCIAL MEDIA IN THE OFFICE

Most companies understand (6) _____ important it is to use social media to interact with customers. However, many companies are now also realizing that there are great (7) _____ from using social media inside their companies. Firstly, social media can improve communication within the company making it easier for staff to work together on projects and to share information. It also makes it possible for them to work more easily from different (8) _____, and they do not need to spend so much time in the office. Another (9) _____ of social media is that it gives staff a feeling of community. Managers and staff can communicate easily and managers are able to get a better understanding of how their employees are feeling. Finally, social media give the company the chance to find good quality recruits from the social (10) _____ of their employees, saving the company time and resources.

- | | | | | |
|----|-------------|--------------|------------|--------------|
| 6 | A so | B that | C very | D how |
| 7 | A profits | B powers | C benefits | D supports |
| 8 | A locations | B positions | C points | D situations |
| 9 | A growth | B advantage | C favor | D quality |
| 10 | A systems | B structures | C partners | D networks |

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