

2.1

Write one word in each gap to complete the sentences. The first letter has been given to help you.

- F..... in 1924, Total was a French state oil company.
- After joining Petrofina, Totalfina m..... with its main French competitor.
- Total's c..... business is supplying power for people to live.
- Its t..... per annum is around \$700 billion.
- The company's h..... is at La Défense in Paris.
- Total is massive – it is a truly g..... b..... .

2.2

Find a word related to each clue. The first letter has been given below to help you.

- The company that sells the most of a particular type of product is the market
- Powerful businesses and financial organisations are sometimes called business.
- Your business contact details are on your business
- Your company staff.
- The market is measured as a percentage.
- Large companies are into different areas.

- L _ _ _ _ _
- B _ _
- C _ _ _
- E _ _ _ _ _
- S _ _ _ _
- O _ _ _ _ _

2.3

Complete the sentences with a word or phrase from the box.

- | | |
|-------------------|---------------------|
| A call you back | E becomes available |
| B put you through | F experiencing |
| C leave a message | G call me |
| D reached | H to speak to |

Call 1

A: Hello. Is it possible (1) someone in the Finance Department, please?

B: Of course, sir. I'll just (2)

Call 2

You've (3) the voicemail of Sebastian Jones. Please (4) and I will (5) as soon as I can on my return.

Call 3

A: Good afternoon. Marie Atkins' phone.

B: Oh, hello. I was hoping to speak to Marie.

A: I'm afraid she's in a meeting at the moment. Can I take a message?

B: Yes, please. My name's Julie Winter. Could you ask Marie to (6)

Call 4

We are currently (7) a very busy period and your call has been placed in a queue. However, your call is important to us and you will be connected to a call operator as soon as one (8)

Test mark /20