



Lexis Training

WWW.LEXISENGLISH.COM

# Lexis Training Certificate Entry Test

---

Lexis Training – Certificates II – III - IV entry test  
V2.0220

## **Lexis Training**

6 Lanyana Way, Noosa Heads, QLD, 4567,  
Australia

+61 7 5447 4448

[LTTC@Lexisenglish.com](mailto:LTTC@Lexisenglish.com)

[www.Lexisenglish.com](http://www.Lexisenglish.com)

- **SIT20316 Certificate II in Hospitality**
- **SHB30215 Certificate III in Make-Up**
- **BSB30115 Certificate III in Business**
- **SHB40115 Certificate IV in Beauty Therapy**
- **BSB42618 Certificate IV in New Small Business**

# NOTE TO SUPERVISOR.

---

- Email ONLY the answer sheet to [lttc@lexisenglish.com](mailto:lttc@lexisenglish.com)
- This assessment should be done **under exam conditions**
- Bilingual dictionaries and/or electronic items are **not allowed**
- The test should take **no longer than 1.5hr**

# TEST INSTRUCTIONS.

---

## The test has 3 parts: writing, literacy, and numerary

- **Part 1** is a case study. Read the notes carefully and respond appropriately.
- **Part 2** assesses your grammar, vocabulary, and reading skills. Read each section carefully and choose the correct answer.
- **Part 3** assesses your numeracy skills. Read the questions and write your answers in the space provided. The use of calculators is not permitted.
- For part 1, you will be given an overall level (Beginner – Advanced) parts 2 and 3 add up to a **total of 30 marks**.

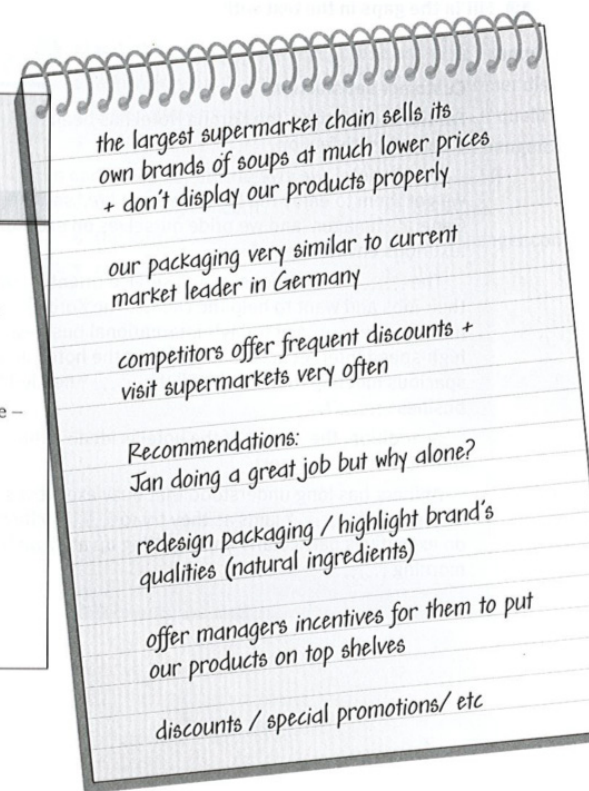
# PART 1

## WRITING TASK.

Read the case study below and write.

**Writing:** Steve Clark, Souperbly Brand Manager at Mercator Foods Ltd, received this email from Liz Jensen, Managing Director of the company. Read the message, and then write Steve's reply in a professional corporate style using two of the notes below. Write between 90 – 100 words

<b>From:</b> Liz Jansen	<b>To:</b> Steve Clark
<b>Subject:</b> Souperbly range	
Steve	
Sales of our range of soups under the label Souperbly are increasing month by month in France, but are unfortunately falling rapidly in Germany, both in the North and the South.	
Jan Kluis, our sales representative in that region, informs me that German customers find our products expensive – when they can find them at all!	
I'd be grateful if you could look into the matter; and let me have your recommendations as soon as you can.	
Thanks,	
Liz	



# PART 2

## MULTIPLE CHOICE.

### Questions 1 – 8

Read the text below and tick the most suitable word to fill in the gaps.

#### Customer satisfaction

For the second time, the Korona Hotel has been ranked No. 1 for customer satisfaction.

'At our hotel, we give our ..... <sup>1</sup> more than a high-quality experience, we get them to enjoy the Korona way of life,' says Kurt Ahlberg, the General Manager, 'and we pride ourselves on excellent ..... <sup>2</sup> in a luxurious environment.'

The ..... <sup>3</sup> are responsive and service-oriented, they obviously enjoy their jobs and want to help the clients. The Korona is committed to meeting the ..... <sup>4</sup> of today's international business ..... <sup>5</sup>: there is high-speed Internet access throughout the hotel, and there are three spacious meeting rooms, with all the ..... <sup>6</sup> needed for successful business ..... <sup>7</sup>.

In addition, the ..... <sup>8</sup> of the hotel is ideal: a three-minute drive from the international airport.

#### Questions:

- |    |              |               |                  |              |
|----|--------------|---------------|------------------|--------------|
| 1. | a. customers | b. guests     | c. tourists      | d. shoppers  |
| 2. | a. waiters   | b. help       | c. chefs         | d. service   |
| 3. | a. crew      | b. assistants | c. salesmen      | d. staff     |
| 4. | a. needs     | b. functions  | c. success       | d. failure   |
| 5. | a. tourists  | b. dealers    | c. travellers    | d. voyagers  |
| 6. | a. tools     | b. facilities | c. buildings     | d. machines  |
| 7. | a. speeches  | b. lectures   | c. presentations | d. talks     |
| 8. | a. location  | b. place      | c. venue         | d. situation |

## Questions 9 - 13

Complete the sentences with the verbs from the box. Put each verb into the correct form and tense – present simple or present continuous.

invest – take – target – work – sell

9. Dell and HP \_\_\_\_\_ computers around the world
10. It only \_\_\_\_\_ our laboratory half an hour to test all the ingredients
11. Which market segment \_\_\_\_\_ they usually \_\_\_\_\_?
12. Oh no! My printer \_\_\_\_\_ properly. I'll ask Mark to run off a copy
13. \_\_\_\_\_ you \_\_\_\_\_ more money in marketing this year?

## Questions 14 - 20

Read the text below about Customer relationship Management. In most of the lines, there is one extra word which does not fit. Some lines, however, are correct.

If the line is correct, put a tick on the appropriate line. If there is an extra word, write the word in the space provided. There are two examples ready for you

Many organisations talk about doing more business electronically, as implementing cost-cutting measures and improving efficiency. Despite all this talk, some of inspired business leaders have understood what the key to any business connection is: people. Customers, of course, do they expect quality products and fair prices, but this is not the whole story. They also expect to can deal with people who have a positive attitude, who are enthusiastic about the business they are in, and who care for them. A large part of the success of any company therefore will depends on the quality of customer services and CRM, the short for 'customer relationship management'. Companies have realised so that any transaction can potentially mark the start of a lifelong relationship.

- 14 .....
- 15 .....
- 16 .....
- 17 .....
- 18 .....
- 19 .....
- 20 .....
- the .....
- so .....

/ 20

# PART 3

## NUMERACY.

### Questions 21 - 30

Answer the questions below.

21. Two numbers add up to 87, if one is 39 what is the other? \_\_\_\_\_

22. Calculate the following:

a. 5% of \$68: \_\_\_\_\_

b. 30% of \$890: \_\_\_\_\_

23. Which fraction is larger

a.  $\frac{3}{5}$  or  $\frac{1}{2}$ : \_\_\_\_\_

b.  $\frac{4}{9}$  or  $\frac{1}{3}$ : \_\_\_\_\_

24. Multiply the following

a.  $6.89 \times 10$ : \_\_\_\_\_

b.  $12.2 \times 3$ : \_\_\_\_\_

c.  $45.7 \times 2$ : \_\_\_\_\_

25. From the list of numbers in the box, select the one which is a:

a. percentage: \_\_\_\_\_

b. decimal number: \_\_\_\_\_

c. fraction: \_\_\_\_\_

d. mixed number: \_\_\_\_\_

e. ratio: \_\_\_\_\_

f. angle: \_\_\_\_\_

$\frac{3}{8}$	25%	16.37
$35^\circ$	5:4	$3\frac{1}{4}$

**26.** You have to organise an afternoon farewell tea function for a staff member who is leaving after 15 years of service. You have been advised the catering costs are:

- **Boxes of cake: \$12.50 each**
- **Cheese platters: \$23.00 each**
- **Coffee and tea: \$2 a head**

You have decided to order 2 boxes of cakes and 2 cheese platters and you anticipate 30 people attending who will be drinking tea and coffee.

**How much will the function cost?** \_\_\_\_\_

**27.** A casual worker worked six hours, was paid \$22.50 per hour and received a meal allowance of \$6.50. **How much did they get paid for their day?** \_\_\_\_\_

**28.** Calculating GST (Goods and Services Tax) is important in any business calculation. GST adds 10% to the cost of the item or service. **Calculate the GST on the following:**

**a.** A box of staples costs \$4.50 before GST.

What is the price of the box of staples with GST added on? \_\_\_\_\_

**b.** You hire out your office consultant to other departments for \$120 an hour before GST. What is the hourly price of the consultant with GST added on? \_\_\_\_\_

**29.** A deceased estate has the combined value of \$188,500. If it is to be split between four relatives equally, **how much does each receive?** \_\_\_\_\_

**30.** Maria earns \$65,905 per year.  
What is her fortnightly salary before tax? \_\_\_\_\_