

# Lexis Training

# Diploma

# Entry Test

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Lexis Training – Diploma 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)

- **BSB51415 Diploma of Project Management**
- **BSB51918 Diploma of Leadership and Management**
- **BSB50215 Diploma of Business**
- **SHB50115 Diploma of Beauty Therapy**

# NOTE TO SUPERVISOR.

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- Email ONLY the answer sheet to **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.

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## 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

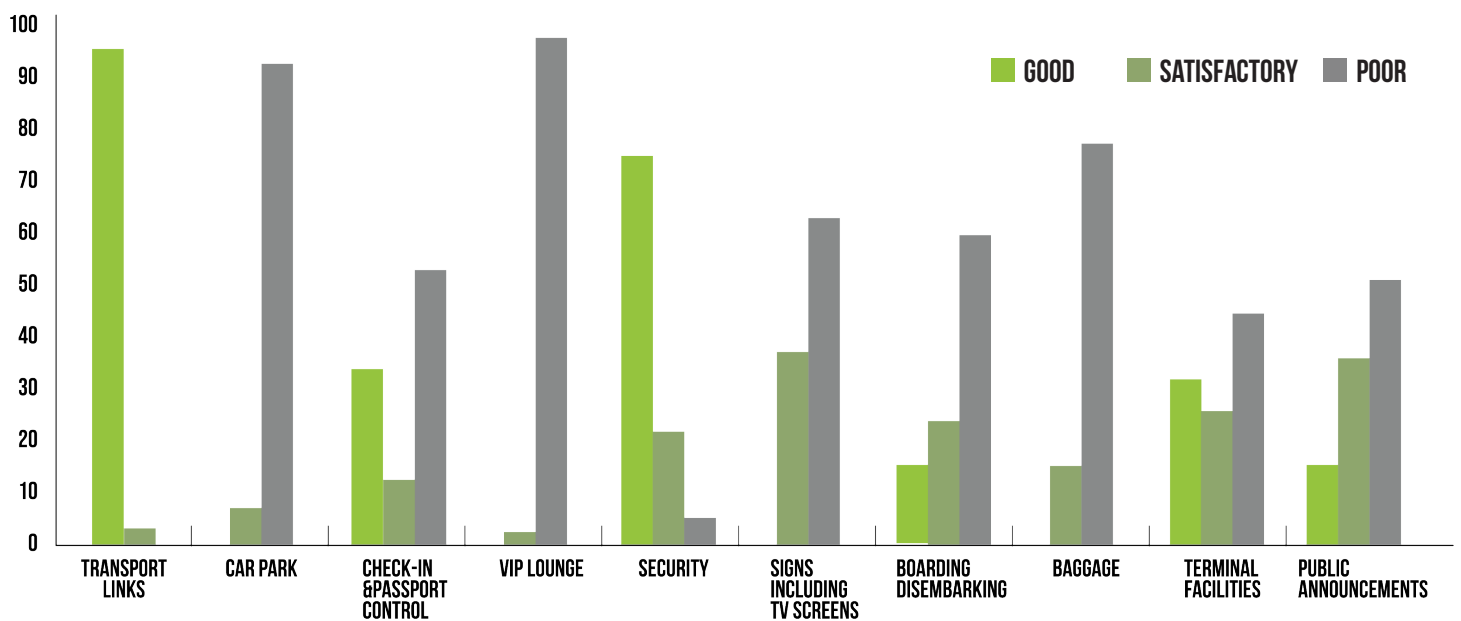
## WRITING TASK.

Read the case study below and write your answer.

**Writing:** Write a short email in a professional corporate style (150 – 200 words) for the Managing Director giving an action plan for the coming year to improve three (3) services at the airport

### Case Study:

The results of a recent passenger survey have revealed several areas of complaint. Passengers completed a questionnaire, ranking various services and facilities. The figures refer to the percentage of passengers answering the questionnaire.



• Write a short email below:

# PART 2

## MULTIPLE CHOICE.

### Questions 1 – 8

Read the text below and fill in the gaps with the best word. There is an example at the beginning.

### The Secret of Success for Online Businesses

The secret of success in electronic commerce (0) ..... in placing a new emphasis on a well-established area. That area is customer service, which is now the only point of (1) ..... between a business and the buying public.

There are a number of factors in a real-world shop that (2) ..... people's perceptions of a business: these (3) ..... the location and the appearance of the premises, the quality and the pricing of the merchandise or services, and the behaviour of the staff.

However, if a company is trying to make a good impression with online customers, most of these factors do not (4) ..... a part. In the (5) ..... of these factors, the way customers are (6) ..... when they have a reason to call has a fundamental effect on a company's ability to retain them as customers. Even more than regular telephone or in-person customers, web customers are impatient, easily frustrated and always conscious that they have other places where they can (7) ..... their business. Preventing them from doing that means meeting them on their own (8) ..... and providing them with what they want.

#### Example:

- a. stays                      b. lies                      c. exists                      d. stems

#### Questions:

- |    |                 |                |            |               |
|----|-----------------|----------------|------------|---------------|
| 1. | a. relationship | b. association | c. meeting | d. contact    |
| 2. | a. force        | b. determine   | c. decide  | d. fix        |
| 3. | a. enclose      | b. consist     | c. include | d. contain    |
| 4. | a. get          | b. run         | c. play    | d. include    |
| 5. | a. absence      | b. lack        | c. need    | d. scarcity   |
| 6. | a. cared        | b. treated     | c. dealt   | d. considered |
| 7. | a. deliver      | b. bring       | c. move    | d. take       |
| 8. | a. policies     | b. standards   | c. terms   | d. conditions |

### Questions 9 - 13

Read the extract from a presentation and put the verbs in brackets into the correct form.

Good morning, and welcome to the Strand Hotel. Thank you all very much for **9.** \_\_\_\_\_ (come); some of you **10.** \_\_\_\_\_ (travel) a long way **11.** \_\_\_\_\_ (hear) us today, and I hope you **12.** \_\_\_\_\_ (all have) good journeys. So let me **13.** \_\_\_\_\_ (introduce) myself: my name is Peter Furlong and this is my partner, Mark Davies.

### Questions 14 – 20

Read the text below about the meaning of quality  
In each line, there is one wrong word. Underline the wrong word and write the correct one in the space provided. There are two examples at the beginning

The word 'quality' seems to have different meanings depending on who uses it. Until the 1960s, quality meant the same like excellence: a quality product was simply the best of it's kind, and this is what most people still understand by quality. A Longines is the best watch in a world, like a Rolls Royce is the best car ever. The fact that very few people needs, or can afford to buy a Longines or a Rolls are considered irrelevant. In the 'business world, however, the word has acquire a new meaning. Quality means consistency, a lack of defects; it is relatively to what you set out to achieve. By these standards, Korean and Japanese cars are very good quality because they rarely broke down. And McDonald's hamburgers, who are roughly the same all over the world, are examples of high quality food.

- as.....  
it's.....  
**14** .....  
**15** .....  
**16** .....  
**17** .....  
**18** .....  
**19** .....  
**20** .....

# PART 3

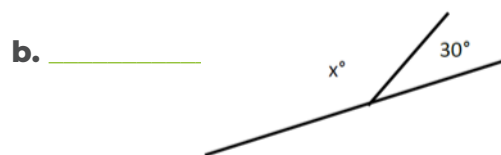
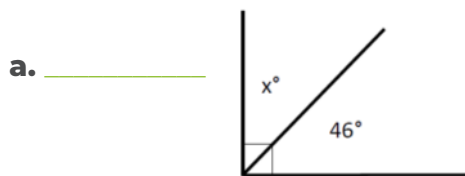
## NUMERACY.

### Questions 21 - 30

Answer the questions below.

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

22. Find the value of  $x^\circ$  in the following:



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. Calculate the following

a.  $2 + 3 \times 4$ : \_\_\_\_\_

b.  $4 - 10 \div 2$ : \_\_\_\_\_

c.  $(16 - 5) \times 3$ : \_\_\_\_\_

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.** The sales manager at a local store has to add 'on-costs' of 15% to all the electrical items. If a toaster's purchase cost was \$35 what will be its sale price? \_\_\_\_\_
- 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.** The company's file storage is made up of 2-drawer filing cabinets and 4-drawer filing cabinets. They counted the number of cabinets and got 10. They counted the number of drawers and got 34.
- How many 2-drawer filing cabinets are there and how many 4-drawer filing cabinets are there? \_\_\_\_\_
- 30.** Rani, a receptionist, gets paid \$21.50 per hour, plus time and half for anything over 38 hours per week. If he worked for 42 hours, what was his pay for:
- a.** The first 38 hours: \_\_\_\_\_
  - b.** The overtime work only: \_\_\_\_\_
  - c.** The total pay: \_\_\_\_\_