

BEC HIGHER ANSWER KEYS

READING ANSWER KEY

PART ONE

- 1 D
- 2 E
- 3 D
- 4 B
- 5 A
- 6 B
- 7 A
- 8 C

PART TWO

- 9 E
- 10 D
- 11 A
- 12 C
- 13 B
- 14 F

PART THREE

- 15 B
- 16 D
- 17 B
- 18 A
- 19 B
- 20 D

PART FOUR

- 21 B
- 22 D
- 23 A
- 24 B
- 25 D
- 26 C
- 27 A
- 28 D
- 29 B
- 30 A

PART FIVE

- 31 FOR
- 32 IF/WHEN
- 33 BEEN
- 34 BE
- 35 WHO/WHICH
- 36 PUT
- 37 TOO
- 38 HOW
- 39 OPPOSED
- 40 WORTH

PART SIX

- 41 THE
- 42 WITH
- 43 ALTHOUGH
- 44 OTHERWISE
- 45 CORRECT
- 46 ORDER
- 47 ENOUGH
- 48 WHILE
- 49 THAN
- 50 NO
- 51 INTO
- 52 CORRECT



BEC HIGHER PRACTICE TEST WRITING SAMPLE ANSWERS

PART ONE

Question 1

Of the three software packages Alpha, Indigo and XN, the latter is the most expensive to buy initially at \$12,000. The estimated annual savings are only \$16,000, lower than those expected from the Alpha package. However, the training costs are at the mid-level, at around \$3,000.

By comparison, the Indigo package is the cheapest to buy at \$8,000, with the lowest training costs of only \$2,000. However, the estimated annual savings are also lower than the other two packages at \$14,000.

The package which offers the highest estimated savings is Alpha, which expects to see savings of \$20,000, with an initial investment of \$10,000 for the purchase and \$5,000 for the training.

In conclusion it would therefore seem that the Alpha package offers the best investment for the company. (129 words)

PART TWO

Question 2

This report sets out to assess the current levels of staff motivation in the company and to analyse why they are not as high as they could be. Finally, ways to improve motivation will be suggested.

All the staff were asked to fill in a questionnaire about their attitude towards work and the company. It was found that staff did not generally feel well motivated and several were thinking of leaving the company because of this.

The reasons for the lack of motivation were several. First of all, most staff felt that information about company strategy is not communicated clearly to them, especially when there was a rumour that the company was going to be sold. Furthermore, they pointed out that they are never involved in decisions which affect them. Several also commented that they do not have enough space in the offices and also that many of these are very old-fashioned and dark – some of them do not have natural light.

In order to improve motivation, the company should think about developing a communication system which keeps staff informed of all the major decisions being made. It could also set up a system whereby staff are consulted on all major decision-making processes. With regard to the work environment, the company could look at refurbishing existing premises or relocating to larger premises.

To conclude, it would seem that there is a problem with low motivation levels and this needs to be addressed as soon as possible.

(246 words)



Question 3

Dear Mr Smith

Your company has been servicing our computer system for some time now, but over the past three months we have had several problems with your service.

Firstly, when the system crashed last week, you could not get an IT engineer to us for 24 hours which meant that we lost a whole day's work. In the contract we have with you, you guarantee to get someone to us within 3 hours. However, this is not the first time we have had this problem.

Secondly, we understand that your company did not run the monthly check on the system last month as you are contracted to do. The whole point of having a service contract with a company is to avoid problems. This is probably why we had the failure last week.

We would like you to visit us as soon as possible to explain this lack of service and failure to comply with the contract and to run a system check. We also expect you to compensate us for the loss of earnings last week when the system was down.

If you do not do this, we will be forced to cancel our contract with you and to sue you for the time lost.

We hope that we can come to a satisfactory arrangement as soon as possible.

(222 words)

Question 4

The purpose of this proposal is to describe and analyse two systems which the company could adopt to improve its administration.

The first system will fully automate all the order and despatch processes so that we can offer a better and faster service to customers than we do currently. The system will take two days to install and staff will need to be trained, but the supplier offers a one-day training course included in the cost of the system. There is also a 24/7 helpdesk both via the phone and the Internet. However, this system is the more expensive one.

The second system we have looked at aims to streamline the communication process throughout the company and promises to improve customer service and product quality. The supplier guarantees that there will be significant cost savings in the organization. However, the supplier only offers online training and support and this may not be the most satisfactory option.

We believe that the first system will be most suitable for our company because, although it is the more expensive, the back-up service is much more comprehensive. In addition, the constant bottlenecks we have had with our order and despatch system will be avoided, which in turn will lead to happier customers.

(208 words)



ANSWER KEY - LISTENING

PART ONE

1. EVENT DEPARTMENT
2. EMERGENCY
3. COLLEAGUES
4. REGISTRATION
5. FOLDERS
6. LANGUAGE DESK
7. YELLOW / DARK BLUE
8. GRAPHICS
9. EVALUATION SHEETS
10. INDIVIDUAL
11. LOGOS
12. QUESTIONS &(AND) ANSWERS

PART TWO

13. C
14. E
15. H
16. B
17. G
18. D
19. G
20. A
21. C
22. F

PART THREE

23. C
24. A
25. C
26. B
27. C
28. A
29. B
30. C