

Intelligent Business

Unit 7 Outsourcing Review Questions from the Intermediate Coursebook

- 1) The main reason for outsourcing is to ...
 - a) create jobs.
 - b) reduce costs.
 - c) save time.
- 2) Which type of work is not suitable for outsourcing?
 - a) back office
 - b) sale
 - c) IT
- 3) Offshoring means ...
 - a) going global.
 - b) re-locating.
 - c) outsourcing overseas.
- 4) What is a graduate?
 - a) a school leaver
 - b) a person who has a degree
 - c) a student
- 5) Which word is a synonym for *redundant*?
 - a) laid off
 - b) downsized
 - c) outsourced
- 6) What are *overheads*?
 - a) the company's premises and office buildings
 - b) outsourced work processes
 - c) the company's expenses
- 7) What is multi-shoring?
 - a) having service providers in several countries
 - b) having several service providers in one country
 - c) using outsourced workers from several countries to perform one task
- 8) What is the purpose of multi-shoring?
 - a) to spread costs
 - b) to minimise risks
 - c) to provide employment
- 9) What is another term for Customer Support Service?
 - a) R+D
 - b) Help desk
 - c) HR
- 10) What is a host?
 - a) a person who works in an outsourced department
 - b) a country where outsourced departments are located
 - c) an offshore manufacturing plant

