



English and maths quiz

Maths

- 1 You're about to make an online booking for an away day with your workmates when you notice this wording: 'We will be happy to take your booking with payment by debit/credit card (please note that there is a 2.5% charge for use of a credit card).' How much would the charge be if you pay £120 by credit card?

A £6.00
B £3.00
C £3.50
D £2.50

Answer:

- 2 Fancy walking 12 miles over rough ground in 2.5 hours with a 44 lb backpack, and another 9 lb carried on your front? This is the challenge of the Army's Combat Fitness Training. What would be the mean speed for a successful walk?

A 4.1 mph
B 5 mph
C 4.8 mph
D 5.1 mph

Answer:

- 3 An article described the workforce of a large call centre as having a 60:40 male to female employee ratio. The call centre employs 5,000 people. How many employees are female?

A 3,000
B 2,000
C 1,500
D 2,500

Answer:

- 4 My bus trip to work takes three-quarters of an hour and the journey home takes one hour and 20 minutes. What is my work-related journey time over five days?

A 10 hours 10 minutes
B 11 hours 20 minutes
C 10 hours 15 minutes
D 10 hours 25 minutes

Answer:

English

5 This question is based on the memo below.

To: All staff
From: Senior Management Team
Re: Data Protection Act

This is to remind staff that personal data covers both facts and opinions about the individual. If you become aware of a misdemeanour (e.g. any unauthorised disclosure of personal data, any unauthorised copying or reproduction, or any misuse of any computer equipment) or any potential security breach, then you should report this to an appropriate manager.

A breach of the Data Protection Act would occur if:

- A incorrect data is recorded by mistake
- B there was an authorised disclosure of personal data
- C there was an unauthorised disclosure of personal data
- D an employee refused to take a coffee break

Answer:

6 Read the extract below taken from management training material and answer the question.

Chilled-out change manager

'Without sufficient challenges, workers run the risk of rust-out, in which they get bored and start clock-watching. That is stressful in itself. But if the pressure becomes too great, people suffer burn-out.'

What point is the author making?

- A workers are happiest without challenges
- B workers go rusty in a damp workplace
- C that workers need challenges, but not too many
- D no challenge is too great for workers

Answer:

7 Which of the following sentences is not punctuated correctly?

- A There's lots of concern about losing call centre jobs.
- B Mr Wick's said that technology would change job roles.
- C It's important to concentrate on customer care.
- D Hasn't the number of calls increased recently?

Answer:



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8 This question is based on the extract below.

Extract from a lecture ‘The language of e-mail’

The creators of the film *You’ve Got Mail* showed fictitious e-mails exchanged by the leading characters. Examined closely, these mailings do not greatly resemble how people actually communicate in e-mail. For example, an e-mail from ‘Shopgirl’ to ‘Ny152’ is too carefully composed; its sentences are too grammatically well formed; there are no typos and all words are spelled correctly.

What key point is the speaker making?

- A the e-mails in the film were too well composed
- B the e-mails in the film should have been real ones
- C grammar isn’t important in e-mails
- D spelling isn’t important in e-mails

Answer:

9 Pension Credit was introduced this year. This is an extract from an information leaflet.

How will I be able to apply?

We will be writing to all people aged 60 and over between April 2003 and June 2004 to help you decide whether to apply for Pension Credit. We will send you information and advice on how to apply.

We will pay Pension Credit from October 2003. As long as you apply before October 2004, we will backdate any money due to you from October 2003.

You can phone The Pension Service to apply for Pension Credit on 0800 99 1234. The lines are open from 8 a.m. to 8 p.m. Monday to Friday and 9 a.m. to 1 p.m. Saturday. A member of our staff will fill in an application form for you over the phone or call you back at a more convenient time. They will then post the form to you so you can check it and sign it.

If you have speech or hearing difficulties, the text phone number is 0800 169 0133.

You will need the following details when you phone:

- Your National Insurance (NI) number. You can get this from your pension book, payslips, tax papers or letters from social security.
- Information about any money you have coming in.
- Information about any savings and investments you may have.

How is applying for Pension Credit easy for people who don’t like filling in forms?

- A because Pension Credit is paid automatically
- B because there aren’t any forms to fill in
- C because they can be filled in over the phone
- D because you can apply online without filling in forms

Answer:



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