

# Test of INTERCULTURAL COMPETENCE IN ENGLISH ICE Level 1

## MOCK TEST

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## ICE - TEST FORMAT

Time	Part	Item Type	No. of items
10 min.	1	Critical Incidents	10
10 min.	2	Listening Comprehension	10
10 min	3	Structured Responses	10
10 min	4	Proof Reading	10
10 min	5	Country Specifics	30
10 min	6	Writing	1
<b>60 min</b>			

MARK ALL ANSWERS ON THE ANSWER SHEET!

PART 1

CRITICAL INCIDENTS

Choose **one** of the answers — a, b or c — for each question. Only one answer is correct.

**Unless stated otherwise, in all the situations below, you do not know the person you are speaking to very well.**

1.

An Indian partner asks you how much you earn. You don't want to answer the question. What do you say and do?

- a. "Enough to live on. What about you?"
- b. "Enough for me and my family" and try and talk about another topic.
- c. "It's none of your business!" because he should know it's a personal question.

2.

You meet an American businessman for the first time. What do you say and do?

- a. You say your full name ("I'm Peter Braun") but do not look him in the eye.
- b. You say your full name ("My name is Peter Braun") and look straight at him.
- c. You say your surname ("My name is Braun") and look straight at him.

3.

You are visiting a Polish business partner for the first time in Poland. He gives you a leather briefcase as a first-time present which seems very expensive. How do you react?

- a. He is probably corrupt, so you say: "Thanks, but I'm not sure my company allows me to accept that."
- b. He is probably following a Polish convention. So you say "Thank you very much. It will be most useful" and give him a present of equal value when he comes to see you.
- c. He is probably trying to make a deal. So you say "That's very nice" and don't mention the present any more.

4.

At a meeting in Scandinavia, several things you say are met with no reaction. What do you say and do?

- a. You repeat what you said using different words.
- b. You ask what they think about your suggestions.
- c. You wait for reactions before you continue to speak.

5.

You have a business meeting with two French colleagues in their office in Paris and want to start at 10 o'clock. At 10:30 they are still talking about other things. What do you say and do?

- a. They have forgotten the business meeting, so you start reading a file which is urgent.
- b. You let them talk for 5 more minutes and say "Let's start the meeting now".
- c. You let them talk for 5 more minutes and then lead the conversation on to the business topic.

Choose **one** of the answers — a, b or c — for each question. Only one answer is correct.

**Unless stated otherwise, in all the situations below, you do not know the person you are speaking to very well.**

6.

You have given a foreign employee an easy task with simple instructions. He comes back and asks how he should do it. What can you say?

- a. "Tell me how you understood my instructions."
- b. "I'm sorry, but I can't see what you don't understand."
- c. "Never mind. I can do it myself."

7.

On a business trip in Spain, a local business partner invites you to a bull-fight. You don't want to go. What can you say?

- a. "You really enjoy things like that, don't you?"
- b. "I'm afraid I can't. In my country we think it's a bit cruel"
- c. "I know this is something special but I'm not sure I'd enjoy it."

8.

You are visiting a company in China for the first time and want to have a good relationship. What can you say and do?

- a. You don't talk about work and ask about the family and personal things.
- b. You talk about work and answer your partner's questions.
- c. You do not ask questions at all but just answer the questions others ask you.

9.

On a visit to an Asian country, you are asked several times whether you'd like a cup of tea. You have already refused once. What can you say?

- a. "Thank you, but I already said no."
- b. "Thank you, but when I say no, I really mean no!"
- c. "Thank you, but I really don't need anything at the moment."

10.

A foreign business partner tells you that he was in hospital for a month recently. What can you say and do?

- a. "Oh, I'm sorry to hear it," and leave it up to him to continue.
- b. Say nothing and leave it up to him to continue.
- c. "Really? Why was that?" to show interest.



PART 2

LISTENING COMPREHENSION

Choose **one** of the answers — a, b or c — for each question. Only one answer is correct.

**Unless stated otherwise, in all the situations below, you do not know the person you are speaking to very well.**

Example:

You offer to drive a visitor to your company to the airport. The visitor says:  
[**"I hope it's not too much trouble. I could always get a taxi."**]



The speaker means

- a. I would prefer a taxi.
- b. I accept your offer.
- c. I think getting a taxi is too difficult.

a	b	c
	X	



CLICK  
for the audio!

11. You suggest something to a business partner. Your business partner says:



The speaker means

- a. I can't accept your suggestion.
- b. I will tell you my answer soon.
- c. I will do that later.

12. During a presentation you give some information to the audience. Someone interrupts you and says:



The speaker means

- a. I don't know enough about what you are saying.
- b. You are making a mistake about that.
- c. You are probably right.

13. At a meeting you ask a question and get the following answer:



The speaker means

- a. I have already given you the answer.
- b. I have no time to answer your question.
- c. I'll answer your question at another time.

14. On a business trip one of your partners comes to you at the end of the day and says:



The speaker means

- a. Do you know where the others are?
- b. Can you tell me if you drink alcohol?
- c. Would you like to have a drink?

15. You are talking to a colleague and the colleague says:



The speaker means

- a. I didn't understand what you said.
- b. I don't agree with you.
- c. I don't think that's a good idea.

In the following you will hear parts of interviews.

16.

Ardak grew up in Kazakhstan and has worked internationally for many years. In this interview she talks about making friends in different countries where she has worked.

Listen to what she says and mark whether the following statement is *true (T)* or *false (F)*.



Ardak has made friends easily everywhere. T / F

17.

Ming was born in Singapore and works as an intercultural trainer in Europe. Here she talks about South Korea's economic success.

Listen to what she says and mark whether the following statement is *true (T)* or *false (F)*.



Ming believes that South Korean products soon will be more successful than German products. T / F

18.

Tamara grew up in Syria and now works in Germany. Here she talks about Europe.

Listen to what she says and mark whether the following statement is *true (T)* or *false (F)*.



Tamara understands that people in Europe want to keep their own nationality. T / F

19.

Bertrand is French. Here he talks about typical prejudices held by Americans and French.

Listen to what he says and mark whether the following statement is *true (T)* or *false (F)*.



Bertrand says many French do not respect American culture. T / F

20.

Dave is from Scotland. He lives in Germany and is on the board of a German football club. Here he talks about how board meetings are run.

Listen to what he says and mark whether the following statement is *true (T)* or *false (F)*.



Dave thinks board meetings are more formal than necessary. T / F

Choose **one** of the answers — a, b or c — for each question. Only one answer is correct.

Unless stated otherwise, in all the situations below, you do not know the person you are speaking to very well.

*Example:*

*You want to suggest someone does something. What do you say?*

- a. *Why don't you ...?*
- b. *You might as well ...*
- c. *You'd better ...*

a	b	c
+		

**21.**

You are talking to a colleague and she gives you some figures which you know are wrong. What do you say?

- a. I think these figures are not correct.
- b. I'm afraid there is a mistake here.
- c. You are wrong about those figures.

**22.**

When you are talking to a business partner from Denmark you think he doesn't understand you. What do you say?

- a. I don't think you understand me.
- b. I see I must repeat what I said.
- c. May I just explain again?

**23.**

You need to have some information from a supplier tomorrow. What do you say?

- a. I must have the information tomorrow.
- b. It would be good to have the information tomorrow.
- c. Please give me the information tomorrow.

**24.**

You want to tell a supplier that his products are too expensive.

- a. The price is too high for us.
- b. We do not want to pay such a high price.
- c. Your products are not really cheap, you know.

**25.**

You want to tell a business partner that she can call you by your first name. What do you say?

- a. Please call me ...
- b. You can call me ... if you want.
- c. You must call me ...

**26.**

At a trade fair, someone thinks that you have met before. You don't remember the person at all. What do you say?

- a. I'm sorry, I can't remember you. Was it really me?
- b. I'm sorry, I should have remembered you.
- c. I'm sorry, but perhaps you are a bit confused.

**27.**

You are having dinner at a colleague's home. The food is very nice but you can't eat any more. What do you say?

- a. I am full and I can't eat any more now.
- b. I'm afraid I can't eat any more. It was very good.
- c. The food is good, but it is too much for me.

**28.**

During a business lunch, a colleague says some negative things about the Chinese. You have a lot of Chinese business partners.

- a. Well, I've had a lot of different experiences.
- b. Well, I'm sure most of the things apply to your country as well.
- c. Well, I don't really like generalisations like this.

**29.**

The mother of a colleague you don't know very well has just died. What do you say to him?

- a. I've only just heard the sad news. My condolences.
- b. My sympathy. I hope she went quickly and easily.
- c. I'm so sorry. Let me know if there is anything I can do for you.

**30.**

The boss of a company in Romania tells you that they will be opening their new offices and an Orthodox priest will be there to lead the ceremony. What do you say?

- a. How interesting. What will happen?
- b. Really? Is that what you do here?
- c. What if someone doesn't believe in God?

**PART 4**

**PROOF READING**

In each text there is one part which may seem impolite.  
Choose **one** part — a, b or c — for each text. Only **one** answer is correct.

**You want to visit an English company. You write to say when you will arrive.**

**31.**

**a** I am writing about my visit to your company. **b** I arrive next Monday at 11.30 p.m. **c** If you like, you can pick me up at the airport.

**32.**

**a** I would like to give you some information about my visit. **b** Tell me how to get to your company, please. **c** I am coming by car.

**A partner from England is visiting your company next week. You want to find out when he will arrive.**

**33.**

**a** I'm writing to give you more details about our meeting next week: **b** We regret that nobody can meet you at the airport. **c** So you must take the underground to our office, unfortunately.

**34.**

**a** You are coming to our office next week, aren't you? **b** Someone will meet you at the airport and bring you here. **c** Could you let me know what time you arrive?

**35.**

**a** When you visit us next week, **b** I can meet you at the airport. **c** I don't really care what time you arrive.

**You need to write an email about invoices.**

**36.**

**a** I tried to pay you on June 21st but today the money transfer came back with the text "*Account Bank Code Incorrect.*" **b** I used the account details you gave me – see text below. **c** This must be a mistake. Did you give me wrong information?

**37.**

**a** Thank you for sending the invoice for April. **b** However we cannot process payment without the attendance sheet and seminar plans. **c** We want the relevant information soon.

**38.**

**a** Fred Curry has just informed me that our parcel arrived on 1 September. **b** Could you send payment by international cheque to the above address? **c** I must also have a copy of the postal document.

**You write an email to instruct a group of foreign visitors to your company:**

**39.**

**a** Many thanks for your interest in AUTOMOTIVE GmbH. **b** The tours take place during regular production. Therefore you must not touch anything. **c** If you mail us the date of your visit, we will book the tour for you.

**40.**

**a** From the central station, you take the tram G9 to Dürheim. It is about 9 minutes. **b** By taxi, you pay about € 20.00. **c** If you come before 10.00, you must wait for the porter. Sorry.

PART 5

COUNTRY SPECIFICS

Answer as many questions as possible from the following. Choose one of the answers — a, b or c — for each question. **Only one answer is correct.**

GERMANY

41.

Germany is a federal republic with

- a. 10 regional states.
- b. 13 regional states.
- c. 16 regional states.



42.

Germany's national poet is

- a. Friedrich Wilhelm Nietzsche.
- b. Georg Friedrich Händel.
- c. Johann Wolfgang Goethe.

43.

Germany's population is about

- a. fifty million.
- b. eighty million.
- c. one hundred million.

44.

Today Germany is largely dependent on the

- a. export sector.
- b. financial sector.
- c. IT sector.

45.

To indicate you have finished eating

- a. you lay your knife and fork parallel across the right side of your plate.
- b. you lay your knife and fork across your plate, with the fork crossed over the knife.
- c. you lay your knife to the right and your fork to the left of your plate.

46.

East and West Germany were re-united in

- a. 1945.
- b. 1968.
- c. 1990.

47.

Interrupting someone in conversation

- a. is appreciated as a sign of interest.
- b. is considered acceptable in some cases.
- c. is usually considered impolite.

48.

Neuschwanstein Castle is situated in

- a. Bavaria.
- b. Hesse.
- c. the Palatinate.

9.

German business partners

- a. avoid hard selling or confrontation.
- b. prefer indirect communication styles.
- c. respect confrontational communication.

50.

Germany's currency is called

- a. Deutsche Mark.
- b. Gulden.
- c. Euro.

**PART 5**

**51.**

Speed limits on German motorways

- a. do not exist.
- b. are in effect on some routes.
- c. exist on all motorways today.

**52.**

If invited to a German home, it is a good idea to bring

- a. chocolates, liquor or wine.
- b. lilies or chrysanthemums.
- c. unusual books or CDs.



**53.**

If you are invited to an informal party,

- a. you must be punctual.
- b. it's fine to be about 15 minutes late.
- c. you can arrive when you want.

**54.**

When talking to one another, most Germans

- a. keep a short distance from each other.
- b. prefer an arm's length of space or more.
- c. touch each other frequently.

**55.**

The present German chancellor's name is

- a. Helmut Kohl,
- b. Gerhard Schröder.
- c. Angela Merkel.

**56.**

In restaurants it is common to give tips of

- a. 10 %.
- b. 15 %.
- c. 20 %.

**57.**

Three countries bordering on Germany are

- a. Switzerland, Austria, Czech Republic.
- b. Italy, Hungary, Slovak Republic.
- c. Denmark, Sweden, Norway.

**58.**

The German national football team won the FIFA World Cup

- a. once (1954).
- b. twice (1954 and 1990).
- c. four times (1954, 1974, 1990, 2014).

**59.**

Among Germany's population people with a non-German background make up

- a. 5 %.
- b. 10 %.
- c. 20 %.

**60.**

Three world famous Germans are

- a. Günter Jauch, Howard Carpendale, Yvonne Catterfield
- b. Claudia Schiffer, Steffi Graf, Michael Schumacher.
- c. Friedrich von Schiller, Albert Schweitzer, Wolfgang Amadeus Mozart.

**PART 5**

**61.**

In Germany smoking is allowed

- a. in restaurants and pubs.
- b. in special areas only.
- c. practically everywhere.

**62.**

Franz Beckenbauer is famous for

- a. golf.
- b. tennis.
- c. soccer.



**63.**

Three German motor companies successful globally are

- a. Audi, BMW, Volkswagen.
- b. Mercedes, Maserati, Aston Martin.
- c. Opel, Volvo, Skoda.

**64.**

The European Central Bank is based in

- a. Berlin.
- b. Düsseldorf.
- c. Frankfurt am Main.

**65.**

The "Oktoberfest" takes place in

- a. Hamburg in October.
- b. Munich in September.
- c. Salzburg in August.

**66.**

Bayern Munich Football Club have won the German national championship over

- a. 10 times.
- b. 15 times.
- c. 20 times.

**67.**

The number of Muslims living in Germany is approximately

- a. 4 million.
- b. 9 million.
- c. 11 million.

**68.**

Ludwig van Beethoven, Franz Schubert and Johannes Brahms are famous

- a. composers.
- b. painters.
- c. writers.

**69.**

Frankfurt an der Oder is

- a. a district of Frankfurt am Main.
- b. a city bordering on Poland.
- c. a movie about Frankfurt.

**70.**

Two grape wines popular in Germany are

- a. Sekt and Selter.
- b. Riesling and Sylvaner.
- c. Tokay and Gewürztraminer.



	<b>PART 6</b>	<b>WRITING</b>
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	<b>PART 6</b>	<b>WRITING</b>
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Centre:

Candidate: \_\_\_\_\_

A business partner from Russia did not come to a business meeting for which you had organised a translator without giving you a reason for it.

**Write him an email.**

Do not write more than 60 words.

[illegible]

# ANSWER SHEET — LEVEL 1



Centre:

Candidate:

Date

Version 3-13

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# ANSWER SHEET — LEVEL 1



Centre:

Candidate:

Date

Version 3-13

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ANSWER SHEET