

Test of
INTERCULTURAL COMPETENCE IN ENGLISH - ICE
Level 2

MOCK TEST
Version 3

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FORMAT ICE - TEST

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
60 min			

MARK ALL ANSWERS ON THE ANSWER SHEET!

Read the situations and then choose the best answer for each question.

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 visitor to your company gives you a very personal gift, e.g. a rare recording of precisely the music you like, because he knows what you are interested in. What do you say and do?

- You accept it but tell him that this is not appropriate in your culture ("Thank you for the present, but we don't usually do this in Germany.")
- You refuse it ("I'm sorry, I can't take this from you") as you feel it is not appropriate to accept personal gifts from business associates.
- You thank him ("Thank you very much, that's most kind of you.") and accept it gratefully because a personal gift is common in India.

2.

At a meeting where you are the chairman, a Scandinavian member of your team always takes a long time to finish each sentence. What should you say and do?

- You should ask him to be a bit quicker ("Can you please say what you want a bit more quickly?") to make the meeting more efficient.
- You should finish his sentences for him so you can get on with business. He will be grateful for this.
- You should let him finish even if it takes longer as he will otherwise think you are rude.

3.

A delegation of Japanese businessmen is visiting your company. When one of them gives you his business card, what do you do and say?

- You bow, take the card and put it on the table in front of you.
- You thank him, take the card and give him your card at the same time.
- You thank him, take the card, hold it at the edges and read it carefully.

4.

You are having dinner with a business partner. There are several dishes available but some of them are things you do not eat. Your business partner wants to give you some of the food you do not want to eat. What can you say and do?

- Take what he gives you and eat everything.
- Take what he gives you and leave some on your plate.
- Tell him clearly what you do not eat and why.

5.

You lead an international team and have told one of the team clearly what he should do by the following day. The next day he asks you what he should do. How do you react?

- Ask him why he has not done the work and tell him the consequences.
- Explain things to him again, give him a new deadline and stress its importance.
- Tell him you have already explained and he has missed the deadline.

Read the situations and then choose the best answer for each question.

Only one answer is correct. Mark a, b or c on your answer sheet.

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

6.

A foreign partner asks you how much you earn. You don't want to answer the question so you say

- 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.

7.

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

- a. You should give your full name but not look straight at him because it is rude to stare.
- b. You should give your full name and look him in the eye because Americans appreciate this.
- c. You should say your surname only and look at him carefully because you want to show interest in him.

8.

After long negotiations you ask your Saudi Arabian business partner if he is going to give your company the contract you want. He answers "If God pleases." What do you understand?

- a. He doesn't want the contract with your company.
- b. He is still not sure about the contract.
- c. He wants the contract with your company.

9.

You have a business meeting with two French colleagues in their office in Paris and want to start at 10 o'clock. At 11:30 they are still talking about other things. What do you say and do?

- a. You do not contribute to the discussion until business points are addressed by them.
- b. You wait another 15 minutes and address the business points for which you came.
- c. You accept this as a convention typical for local business procedures.

10.

An Indian business partner tells you that he is getting married soon and invites you to his wedding. How do you react?

- a. You accept and ask him where he and his wife met each other.
- b. You accept and express interest in the marriage ceremony.
- c. You refuse because you don't believe in mixing business and private life.

Choose **one** of the answers — a, b, c or d — 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.

To play audio
CLICK HERE !

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



The speaker means:

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

12. You have been describing the development of your company to a potential business associate. Your business associate says:



The speaker means:

- I can't understand these numbers.
- I need more detailed information from you.
- I would like you to help me with these numbers.
- These numbers are not right.

13. After a day of negotiations, your business associate says:



The speaker means:

- I can't accept your suggestion.
- I will tell you my answer to your suggestion soon.
- What you propose is more or less okay for me.
- What you propose will take too long.

14. At the end of a day of discussions a business colleague says:



The speaker means

- I found the discussions boring.
- I want to end the discussions now.
- I couldn't really concentrate.
- The discussions were interesting.

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



The speaker means:

- I don't know the answer to your question.
- I have already given you that information.
- I have no time to answer your question.
- I'll answer your question at another time.

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 her experience in several countries, including China and Ethiopia.

Listen to what she says and mark whether the following statement is *true*, *false* or *not mentioned*.



Ardak found it easier to make friends in China than in Ethiopia. T / F / 0

17.

Dave is a Scot who has lived in Germany for some years. Here he talks about his experience with a German football club of which he is an active member.

Listen to what he says and mark whether the following statement is *true*, *false* or *not mentioned*.



Dave thinks club life in Scotland is more fun than in Germany. T / F / 0

18.

Ming was born and raised in Singapore and is now married to a German. Here she talks about attitudes to school uniforms in Asia and Europe.

Listen to what she says and mark whether the following statement is *true*, *false* or *not mentioned*.



Ming says most people in Europe wear uniform clothes. T / F / 0

19.

Tamara was born in Syria and has travelled widely. Here she talks about her first visit to the USA and how she got along with the Americans.

Listen to what she says and mark whether the following statement is *true*, *false* or *not mentioned*.



Tamara believes that Americans are more tolerant than most Europeans. T / F / 0

20.

Bertrand is a Frenchman, who went to school in the UK and has travelled widely. He lives in Germany with his Danish wife. Listen to what he says about how the French and the US-Americans see each other and mark whether the following statement is *true*, *false* or *not mentioned*.



Bertrand does not share his countrymen's prejudices concerning US-Americans. T / F / 0

Choose all the appropriate answers for each question.

More than one answer may be correct.

Mark **PLUS (+)** for YES and **MINUS (-)** for NO.

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 might want to ...*
- d. *You'd better ...*
- e. *You'd rather ...*

a	b	c	c	d
+	-	+	-	-

21.

At a business dinner, you are not sure what some of the food is. What can you ask?

- a. Can you tell me what is in this food? It looks strange to me.
- b. I wonder if you can tell me something about the local food.
- c. I wonder what this food is. I don't recognise it all.
- d. Please tell me what is in the food so I can eat it.
- e. What is this food, please? I don't know all of it.

22.

A Hungarian business woman introduces herself as Szabo Cotalin. You are not sure what to call her. What can you say?

- a. Can you tell me which of your names is which?
- b. My name is Jim Smith. Do call me Jim.
- c. So, your name is Szabo, isn't it?
- d. What are you called?
- e. What would you like me to call you?

23.

An American colleague has been giving you a lot of information. You want to make sure he/she has told you everything.

- a. Do you have any more information?
- b. Is that all?
- c. Is there anything else I should know?
- d. Will there be anything else, please?
- e. That's everything?

24.

You are at a conference where you do not know many people. You want to introduce yourself to someone. What can you say?

- a. Hello, my name is Brown. And yours?
- b. Hello, my name is Helen Brown. I wonder who you are.
- c. Hello, my name is Helen.
- d. Hello, my name is Mrs Brown. Can you introduce yourself?
- e. Hello, what is your name please?

25.

You have been explaining a piece of equipment to a group of people who are visiting your company. How can you finish your presentation?

- a. And now I have given you all the information.
- b. And that's all there is to it really.
- c. So, there you are. That's how you do it.
- d. That's all the information. You're welcome!
- e. You're welcome to all the information.

Choose all the appropriate answers for each question.

More than one answer may be correct.

Mark **PLUS (+)** for YES and **MINUS (-)** for NO.

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

26.

At a conference, in an informal conversation someone tells you that they do not like Russians. You want to give your opinion. What can you say?

- I'm afraid I don't really agree with you on that matter.
- No, I don't agree. I am sorry for that.
- No, you are wrong about the Russians. They are normal people.
- Well, actually, my experience with Russians has been quite different.
- You must know that I disagree.

27.

At a meeting you are asked if you can write the minutes. You don't want to do this. What can you say?

- I don't want to write the minutes this time. Next time maybe.
- Please ask someone else to do it.
- I'd really prefer it if someone else could do it.
- No, I can't agree, I'm afraid.
- No, I won't do that this time.

28.

Someone tells you something which you don't believe is true. What can you say?

- Are you sure about that?
- Do you mean that? I think it's actually wrong.
- I'm not sure if that is really the case actually.
- Is that really true? I don't think so.
- Why do you say that? it can't be true!

29.

At the end of a long working day, you would like to leave your business partners and go to your hotel room. What can you say?

- I must go now but I hope you go on enjoying the evening.
- I will leave you now, actually. Good night.
- I'm afraid I have to go now. I'll see you again tomorrow.
- It's time for me to go now. Goodnight.
- That's all for me. I must go now.

30.

You would like to use a colleague's mobile phone because your battery is flat. What can you say?

- Can I use your phone, please?
- I must use your phone because it is urgent.
- I wonder if I could use your phone to make a quick call?
- Please let me use your phone for a minute.
- Will you let me use your phone now?

In each text there are one or more parts which may seem **impolite**.
Choose **one or more parts** — a, b, c or d — for each text.

31.

a I am writing to inform you that we do not have the product you ordered in stock at the moment. **b** Please wait for three months and then you will get it. **c** If you have questions contact me. **d** I will do my best to help you.

32.

a The product you ordered is not available at present. **b** I am sorry about this but you must know it is not our fault. **c** I will tell you when it is available again and send it as soon as possible to you. **d** I must apologise about this delay.

33.

a This is to inform you that the product you ordered is unavailable for the next three weeks. **b** Please accept our apologies for this state of affairs. **c** We will do our best to get you the product as quickly as possible. **d** Until then you must be patient. Sorry! Thank you.

34.

a I must tell you that the product you ordered is out of stock. **b** This is due to circumstances beyond our control. **c** We can do nothing about it. **d** We will inform you as soon as we know a delivery date for this product.

35.

a Thank you for the invitation to the meeting on Friday, August 17th in Berlin. **b** I am coming to the meeting. **c** Due to the distance between my office and Berlin, I will need a room to stay overnight. **d** Please inform me if it will be possible to reserve accommodation for one night and the costs. **e** I look forward to receiving your answer shortly.

In each text there are one or more parts which may seem *impolite*.
Choose **one or more parts** — a, b, c or d — for each text.

36.

Dear Mrs Smith,

a I am writing to you regarding our phone call of last week. **b** I would like to order 24 bottles of your very fine Bordeaux to be sent to friends in Germany as I already told you. **c** I agree to the prices as discussed on the phone last week. **d** Could you please remember that this price includes the packaging service, as agreed on in our phone call. **e** I hope you can understand my request. **f** I look forward to hearing from you in the near future.

37.

Dear Jim,

Thank you for your email. **a** It will be nice if you decide what day you really will arrive in Frankfurt. **b** I will have time for you on any day but we have to reserve a table for lunch. **c** Therefore please give the exact date.

Best regards

Hans

38.

a As we discussed on the phone yesterday, I want to move back to Germany soon. **b** The best time for me would be next month, **c** but earlier would be possible too. **d** I hope you can organise this move properly. **e** Please let me have some information about prices and possible dates.

39.

a As I said on the phone yesterday, **b** I want you to give me some information in writing. **c** My move back to Germany has to be organised quite soon if possible. **d** I hope you can help me with this. **e** The prices we talked about yesterday are acceptable for my company. **f** Please contact me with any questions you may have.

40.

a Thank you for the information you gave me on the phone yesterday. **b** You have noticed that I am now organising my move back home and need your services. **c** I would prefer to pack some of my things myself and hope you can provide me with the boxes for this. **e** How much do you want for the boxes?

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.

49.

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.

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 have won the FIFA World Cup

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

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. Friedrich von Schiller, Albert Schweitzer, Wolfgang Amadeus Mozart.
- c. Claudia Schiffer, Steffi Graf, Michael Schumacher.

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

- a. 19 times.
- b. 20 times.
- c. 23 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.

ANSWER SHEET — LEVEL 2



Centre:

Candidate:

Date

Version: Mock 2

		a	b	c							
PART 1	1										
	2										
	3										
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PART 2	11										
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			TRUE	FALSE	NOT MENTIONED						
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PART 3	21										
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PART 4	31										
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PART 5	41				51				61		
	42				52				62		
	43				53				63		
	44				54				64		
	45				55				65		
	46				56				66		
	47				57				67		
	48				58				68		
	49				59				69		
	50				60				70		

ANSWER SHEET

ANSWER SHEET — LEVEL 2

Centre:

Candidate:

Date

Version: Mock 2

		a	b	c								
PART 1	1			X								
	2			X								
	3			X								
	4		X									
	5		X									
	6		X									
	7		X									
	8		X									
	9			X								
	10		X									
		a	b	c	d							
PART 2	11		X									
	12		X									
	13		X									
	14				X							
	15				X							
			TRUE	FALSE	NOT MENTIONED							
	16			X								
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	18	X										
	19	X										
20					X							
		a	b	c	d	e						
PART 3	21	-	+	-	-	-						
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	23	-	-	+	-	-						
	24	-	-	+	-	-						
	25	+	+	+	-	-						
	26	+	-	-	+	-						
	27	+	+	+	-	-						
	28	+	-	+	+	-						
	29	+	-	+	-	-						
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PART 4	31		X	X								
	32		X									
	33				X							
	34	X		X								
	35		X									
	36		X		X	X						
	37	X		X								
	38				X							
	39	X	X									
	40		X			X						
		a	b	c	a	b	c	a	b	c		
PART 5	41			X	51	X		61	X			
	42			X	52	X		62		X		
	43		X		53	X		63	X			
	44	X			54	X		64		X		
	45	X			55		X	65	X			
	46			X	56	X		66		X		
	47			X	57	X		67	X			
	48	X			58		X	68	X			
	49	X			59	X		69	X			
	50			X	60	X		70	X			

ANSWER SHEET