

# 11 | Practice file

## Working with words

**1** Rewrite these extracts from company values statements using the phrases from the list. Make any changes in form that are necessary.

continue to be sensitive to    work cohesively with  
strive to achieve    conduct our business  
hold ourselves accountable to    pride ourselves on  
are committed to    have a passion for

1 'In this day and age, it's really important for us to carry out our operations with openness and integrity.'

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2 'We take great satisfaction from the fact that our engineers personally oversee the construction of each vehicle, from start to finish.'

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3 'It's extremely important for us to maintain our awareness of the needs of people in the communities where we conduct our business operations.'

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4 'We want everyone to know that we care about and make an effort to meet the needs of our employees as well as our customers and stakeholders.'

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5 'We take our responsibility to all our stakeholders very seriously, no matter who they are or where they are.'

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6 'We are excited by new concepts and new solutions – technical innovation is what we really care about.'

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7 'In everything we do, we always work our hardest to ensure we reach the highest possible standards.'

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8 'We recognize the need for unity and cooperation with our colleagues in other industries.'

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**2** Underline the adverb in *italics* that can't be used in each sentence.

1 A rise in interest rates at this stage would be *comparatively* / *potentially* / *significantly* disastrous.

2 Although expected, the negative figures for the last quarter are *potentially* / *profoundly* / *surprisingly* worrying.

3 Fortunately, demand has remained *comparatively* / *irretrievably* / *relatively* stable.

- 4 The growth in demand for new hybrid cars has been *potentially* / *relatively* / *unexpectedly* rapid.
- 5 Since the negative publicity over the recent share issue, media reports have become *appreciably* / *noticeably* / *relatively* more hostile.
- 6 Even if the allegations aren't true, their effect is *comparatively* / *irretrievably* / *potentially* damaging for the company.
- 7 Disposable income across the population as a whole is *irretrievably* / *noticeably* / *significantly* different from even a year ago.
- 8 It's a fact that we are now finding it *potentially* / *increasingly* / *relatively* difficult to find skilled workers prepared to work for these wages.

## Business communication skills

**1** A company is thinking of relocating its offices. The Managing Director is meeting a union representative to discuss the impact on staff. Complete their conversation with words or phrases from the list.

possibly    say to    out    beyond  
stuck    firm    way round

**Union representative** So, we're all extremely worried. I would urge you to consider redeveloping the current site.

**Managing Director** Yes, I can understand your concern, but the decision is <sup>1</sup>\_\_\_\_\_ our control. We need to assume the move is going ahead and plan accordingly.

**Union representative** Well, if we really are <sup>2</sup>\_\_\_\_\_ with this situation, then I want to make sure that the employees get a guarantee that they will be looked after.

**Managing Director** We can guarantee that most members of staff will be invited to move to the new site.

**Union representative** OK, but we can't <sup>3</sup>\_\_\_\_\_ expect all staff members to move. They have family ties and partners with jobs here.

**Managing Director** Obviously, there will be some severance pay for those who leave us.

**Union representative** Well, yes, of course there will. But not everyone wants to leave the company.

**Managing Director** So they come with us to the new location. Simple as that.

**Union representative** No, it's not as simple as that. I have to stay <sup>4</sup>\_\_\_\_\_ on this. We need to think about alternatives for the ones who can't move. What would you <sup>5</sup>\_\_\_\_\_ offering people the option of working from home?

**Managing Director** That's not <sup>6</sup> \_\_\_\_\_ of the question, but it wouldn't work with every job.

**Union representative** OK, but I don't think it's good enough to offer people a couple of months' salary and no further job prospects. We need to find a <sup>7</sup> \_\_\_\_\_ this ...

**2 Choose the correct answer from the words in italics.**

- 1 We have *arrived / got / reached* the point *which / where / when* we have no other option but to withdraw our custom.
- 2 Would you consider *of employing / employing / to employ* some extra staff for the project?
- 3 No, I'm afraid it is *not just / just not* possible.
- 4 Unfortunately, management is refusing to *change / budge / adapt* on this.
- 5 I'll go *along / willing / agree* with that.
- 6 We are *with / at / in* a very difficult situation right now.
- 7 Could we make *out / do / up* with a smaller order for now? I don't think we have enough cash to make our usual order.
- 8 I *had / can / would* be willing to offer a discount of 5%, if you ordered a minimum of 100 units.
- 9 I'm afraid I have *to say / to answer / to give* no to this contract – the price is just too high.

**3 Correct the mistakes in this conversation.**

- A I can't understand why you're being so negative about this. We're in a very much difficult situation, and we really need to work together on this.
- B I know, but this idea about job-sharing won't just work. It's not an effective use of time or resources. Would you consider re-allocate jobs and redefine roles instead?
- A Well, I'd be willing hearing your suggestions, but I have to say no to redefine roles. People do the jobs they are skilled in doing. If we change that we'd need to start retraining, which is a further drain on resources.
- B No, I agree that that's outside of the question, but what I meant was, reformulating job descriptions so that everybody is clear on where their job starts and ends.
- A Hmm. I suppose that feasible. Do we all agreed that we need think about more fixed job descriptions?

- 2 I don't know how often she's away from her desk. And I don't care, really. (nor)  
\_\_\_\_\_
- 3 It's not often that so many strong applicants have applied for a post with us. (seldom)  
\_\_\_\_\_
- 4 Visitors must never go beyond reception without a pass. (under no circumstances)  
\_\_\_\_\_
- 5 It's the first time that I've seen such a wonderful production. (never)  
\_\_\_\_\_
- 6 I won't be satisfied until we're the market leader. (not until)  
\_\_\_\_\_
- 7 They offer a very generous pension scheme. And they also offer flexitime. (not only)  
\_\_\_\_\_
- 8 We've never failed to live up to our core values of decency, innovation, and trust. (at no time)  
\_\_\_\_\_

**2 Rewrite sentences 1–5 from this value statement. Use the words and phrases and an inversion. See the example.**

**Example:**

1 *At PAFO Organics, not only are we committed to providing the best-tasting produce, we're also inspired to source the most ethical food available.*

*only by rarely not only nor under no circumstances*

<sup>1</sup>At PAFO Organics we are committed to providing the best-tasting produce and we're also inspired to source the most ethical food available. <sup>2</sup>We won't accept food that hasn't been created with sustainability of resources in mind, under any circumstances. <sup>3</sup>And we won't allow our food to travel thousands of miles unnecessarily. We're passionate about sourcing the finest-tasting ingredients on offer. <sup>4</sup>We can only do this by testing our produce regularly. <sup>5</sup>But we don't often have to change suppliers; most of the small farmers who provide our vegetables are skilled agriculturists – many of them have won regional and national awards.

- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_

## Language at work

**1 Rewrite the sentences so that the meaning is the same, using an inversion and the words or phrases in brackets.**

- 1 Eric didn't get your email. And he didn't get your voicemail message either. (neither)

