

# 8 | Practice file

## Working with words

- 1 Complete the text with the verbs from the list and an appropriate preposition. Change the form of the verb if necessary.

have make see gain take feel

Name: Allan Reed

Job: Researcher, Biotechnology, GTT

What inspired your interest in biotechnology and working for GTT?

I've always had a passion for science, but what brought me to GTT was knowing that the work I'd do would <sup>1</sup> \_\_\_\_\_ a difference \_\_\_\_\_ people's lives.

What do you like about working for GTT?

The people, the research, the culture, the whole environment! The company has <sup>2</sup> \_\_\_\_\_ recognition, and awards, \_\_\_\_\_ its overall performance as a company and its workplace culture. It offers an environment that supports both team work and individual initiative – so I <sup>3</sup> \_\_\_\_\_ a say \_\_\_\_\_ the research I want to do. I <sup>4</sup> \_\_\_\_\_ part \_\_\_\_\_ an incredibly talented team of people who <sup>5</sup> \_\_\_\_\_ pride \_\_\_\_\_ the products they produce.

People are very supportive of each other, and the benefits that the company offers are so generous that I don't <sup>6</sup> \_\_\_\_\_ a future \_\_\_\_\_ myself anywhere else.

- 2 Choose the correct answer from the verbs in *italics* and the prepositions in **bold**.

- Often the first wave of a new technology product doesn't *match* / *live on to* / **up to** your expectations, so you feel disappointed.
- Feeling as if I'm being *put* / *set with* / **to** the test often helps me to perform better.
- In customer service you are continually responding to requests, so *deciding* / *thinking from* / **on** your feet is a key skill.
- At DPF, we *rely* / *believe in* / **of** the need to invest in people to make the company stronger.
- Chances don't always come to us, we need to *seek* / *find out* / **for** opportunities ourselves.
- Listening is fundamental in *making* / *building on* / **up** rapport with people.
- In intercultural situations it's important to *use* / *benefit with* / **from** the diversity of opinion offered by different cultures.
- The secret of success is to offset the need to work with *striving* / *reaching at* / **for** a healthy work-life balance.

- 3 Complete the sentences with the words from the list.

willingness ability recognition desire

- Sam is desperate for \_\_\_\_\_ so you have to give him constant praise for his work.
- Berthe is always happy to do overtime, which shows her \_\_\_\_\_ to take on extra work as necessary.
- Kit demonstrated his \_\_\_\_\_ to keep to a schedule when the project finished on time.
- Marc shows a \_\_\_\_\_ to excel at his job – he's won 'employee of the month' twice!

## Business communication skills

- 1 Complete this impromptu presentation with the phrases from the list.

a good point have to admit that

I think you should be aware it would be a good idea if I  
I'll get back to you we are at the moment  
the first thing is just like to outline remember exactly

Anton Could you run through the opportunities for students at DHN?

Caro OK. Where <sup>1</sup> \_\_\_\_\_ is, we've just finished putting together the introductory programmes for students – there are two programmes where students can learn the business from the inside out. I'd <sup>2</sup> \_\_\_\_\_ the main features of these. And perhaps <sup>3</sup> \_\_\_\_\_ touched on the main opportunities for graduates. So ... <sup>4</sup> \_\_\_\_\_, our Intern Programme gives hands-on experience during the summer vacation. We look for candidates with good leadership and communication skills.

Anton Does it matter what year of their degree they're on?

Caro That's <sup>5</sup> \_\_\_\_\_. They need to have completed their second year of study.

Anton Do they need to be studying a specific degree?

Caro I can't <sup>6</sup> \_\_\_\_\_, but most opportunities are for students in business and technical fields. OK, next point. We also run a Co-op Programme – with alternate school / work semesters – which helps students gain experience and try out ideas from the classroom.

Anton Great ...

Caro And <sup>7</sup> \_\_\_\_\_ that for students whose home is at least 40 miles from the work location, we provide an accommodation allowance at the beginning of each work term.

Anton What about academic grades? Are you only looking for high achievers?

Caro Well, principally we look for people who can work well with others. I<sup>8</sup> \_\_\_\_\_ grades are important, obviously. Let me check the exact requirements and<sup>9</sup> \_\_\_\_\_.

## 2 Correct the mistake in each sentence.

- I like to be able to tell you more, but unfortunately ...  
\_\_\_\_\_
- You're quite right, we are need to address this question.  
\_\_\_\_\_
- I don't have the exactly figures, but what if I summarize?  
\_\_\_\_\_
- I think really this is an important point.  
\_\_\_\_\_
- I can check double if you like?  
\_\_\_\_\_
- I think that's covering everything.  
\_\_\_\_\_
- You'll appreciate that I still have need to run that by the board.  
\_\_\_\_\_

## Language at work

### 1 Put the words in *italics* in the right order to form questions.

- A *say / would / many / you / you / weaknesses / have* \_\_\_\_\_?  
B I have some, but I always try to overcome them.
- A *position / like / know / I'd / you / attracted / what / this / to / to* \_\_\_\_\_?  
B Well, the company's reputation is really good and I'd love to have the opportunity to work for you.
- A *you / you / your / 're / are / present / unhappy / job / not / in* \_\_\_\_\_?  
B Not at all, no, but I'm ready for new challenges.
- A *looking / you / what / are / for / salary* \_\_\_\_\_?  
B My current salary is about €40,000 a year, so ...
- A *you / us / questions / have / ask / must / to / some* \_\_\_\_\_?  
B Yes, I do have several questions for you. Firstly, is career progression seen as important here?

### 2 Choose the most appropriate answer to continue these conversations / presentations.

- Is our employees' happiness important to us?  
a (*same speaker*) Yes, it's of absolutely paramount importance.  
b (*new speaker*) Yes, it's of absolutely paramount importance.
- Can I just check whether you feel valued at work?  
a Yes, you can. I don't, really.  
b In general, yes I do, mainly because I'm in a supportive team.
- Why do you think the company has such a high staff turnover?  
a I'm not sure – that's something we're trying to address.  
b Not a clue. What do you reckon?
- Will the union ask for a higher pay settlement this year?  
a When have they ever not?  
b Probably. And what will we do then?
- And employees' productivity is the best it could be?  
a Well, these things can always be improved, but it's not far off.  
b No.
- Do you know how many sick days the average employee took off in 2009?  
a 2.3.  
b I don't know. I'd imagine somewhere between 2 and 5.
- Are you with me so far?  
a (*new speaker*) Of course we are.  
b (*same speaker*) Good. Moving on, then. This next slide shows ...
- How can I put this?  
a You're fired.  
b Basically, as you know we are having severe problems in terms of resources, and ...
- And how about childcare?  
a (*same speaker*) Are there any plans to introduce a crèche?  
b (*new speaker*) Well, how about it?

### 3 Find an example from the sentences in 2 for each of the following.

- a rhetorical question \_\_\_\_\_
- an embedded question \_\_\_\_\_
- a question to check the listeners are paying attention \_\_\_\_\_
- one question used to introduce another question \_\_\_\_\_
- a statement used as a question \_\_\_\_\_

