

Practice file answer key

Unit 1

Working with words

Exercise 1

- 1 a 2 g 3 d 4 c
5 e 6 b 7 h 8 f

Exercise 2

- 1 Personal assistant
- 2 Sales Rep
- 3 Financial Director
- 4 Human Resources
- 5 Team Leader
- 6 Technician
- 7 Receptionist

Exercise 3

- 1 Haruo Ogawa
- 2 Japan
- 3 Financial Director
- 4 Japanese
- 5 Isadora de Souza
- 6 Brazilian
- 7 Receptionist
- 8 Brazil
- 9 Jade Botha
- 10 South Africa
- 11 Team Leader
- 12 South African

Business communication

Exercise 1

- 1
a 3 b 2 c 4 d 1
2
a 2 b 1 c 4 d 3
3
a 3 b 4/5 c 2 d 1 e 4/5

Exercise 2

- 1 This is Pietre.
- 2 How do you do?
- 3 And you.
- 4 Do you know Franziska?
- 5 It's good to see you again.
- 6 How are you?
- 7 My name's
- 8 How do you do?
- 9 nice to meet you.

Exercise 3

- 1 my name's
- 2 Nice to meet you
- 3 Do you know
- 4 How do you do
- 5 Nice meeting you
- 6 Have a good journey
- 7 see you soon
- 8 Bye

Language at work

Exercise 1

- 1 Is, isn't
- 2 Are, aren't, 're
- 3 Is, is
- 4 isn't
- 5 are
- 6 Are, are
- 7 Are, am
- 8 Is, isn't, 's

Exercise 2

- 1 my
- 2 her
- 3 Your
- 4 his
- 5 our
- 6 their

Exercise 3

- 1 is
- 2 am
- 3 are
- 4 my
- 5 Our
- 6 are
- 7 is
- 8 is
- 9 her
- 10 your

Unit 2

Working with words

Exercise 1

- 1 c 2 a 3 d 4 b
5 f 6 g 7 e

Exercise 2

- 1 recruitment
- 2 real estate
- 3 financial
- 4 hospitality
- 5 electronics
- 6 software
- 7 automobile

Business communication

Exercise 1

- 1 b 2 a 3 c 4 e
5 g 6 d 7 f

Exercise 2

- 1 Can you give me a special price
- 2 I'm sorry, but we don't
- 3 Yes, we do.
- 4 Can you confirm
- 5 Can you give me
- 6 Can you spell that?

Exercise 3

- 1 a 2 b 3 a 4 b 5 b

Language at work

Exercise 1

- 1 Do, export, do
- 2 Do, work, do
- 3 Does, sell, does
- 4 Does, provide, doesn't
- 5 Do, employ, do
- 6 Do, buy, don't

Exercise 2

- 1 produces
- 2 employs
- 3 doesn't export
- 4 sells
- 5 don't work
- 6 have

Exercise 3

- 1 You do Do you
- 2 We imports We import
- 3 Nokia doesn't works Nokia doesn't work
- 4 Yes, she do: Yes, she does.
- 5 Yes, I work: Yes, I do.
- 6 Max doesn't develops software: Max doesn't develop software.
- 7 Your company employs Does your company employ

Unit 3

Working with words

Exercise 1

- 1 c, e
2 b, k
3 i, j
4 d, l
5 a, g
6 f, h

Exercise 2

- 1 head office
- 2 sales offices
- 3 distribution centres
- 4 factories
- 5 technical centre

Exercise 3

- 1 factories
- 2 technical centre
- 3 sales offices
- 4 head office
- 5 distribution centres

Business communication

Exercise 1

- 1 C 2 R 3 C 4 R
5 C 6 C 7 R 8 R

Exercise 2

- 1 is Galina there, please?
- 2 Can I take a message?
- 3 Can she call me back?
- 4 Can I have a contact number?
- 5 So that's 0747 58360?

Exercise 3

- 1 Could I speak to
- 2 I'm sorry but she's
- 3 Could I leave a message?
- 4 Can she call me back
- 5 Is that right?
- 6 I'll give her your message.

Language at work

Exercise 1

- 1 there are
- 2 No, there aren't
- 3 Are there any
- 4 No, there isn't
- 5 Are there any; Yes, there are
- 6 Are there any
- 7 Yes, there is.

Exercise 2

- 1 some
- 2 any
- 3 any
- 4 a
- 5 a
- 6 some
- 7 a
- 8 a
- 9 any
- 10 some
- 11 an

Exercise 3

- 1 a 2 a 3 a 4 b
- 5 b 6 b 7 b 8 b

Unit 4

Working with words

Exercise 1

- 1 screen
- 2 username and password
- 3 button
- 4 battery
- 5 start menu

Exercise 2

- a 5 b 4 c 3 d 1 e 2

Exercise 3

- 1 d 2 a 3 g 4 c
- 5 b 6 e 7 f

Exercise 4

- 1 Insert, touch
- 2 Switch on, enter
- 3 Click on, connect
- 4 Press

Business communication

Exercise 1

- 1 give me a hand
- 2 don't know how to
- 3 trying to
- 4 help me
- 5 of course
- 6 How do
- 7 want a hand
- 8 would be good
- 9 help
- 10 yes, please

Exercise 2

- A 1c 2a 3b 4e 5d 6f
B 1e 2a 3b 4c 5d

Exercise 3

- 1 That would be good.
- 2 Sure.
- 3 Yes, of course.
- 4 Yes, please.

Language at work

Exercise 1

- 1 never
- 2 usually
- 3 sometimes
- 4 rarely
- 5 always
- 6 often

Exercise 2

- 1 She always takes a break
- 2 We're rarely sick
- 3 They never work seven days
- 4 I usually take Friday off
- 5 We sometimes finish work
- 6 He's often late for work

Exercise 3

- 1 b 2 d 3 f 4 e 5 a 6 c

Unit 5

Working with words

Exercise 1

- 1 an invoice
- 2 delivery note
- 3 hard copy
- 4 CV
- 5 business cards
- 6 an order form
- 7 receipt
- 8 letters

Exercise 2

- 1 print
- 2 send / forward
- 3 open
- 4 save
- 5 forward / send
- 6 receive

Exercise 3

The verbs to cross out are:

- 1 attach
- 2 open
- 3 forward
- 4 print

Business communication

Exercise 1

- 1 There are some problems with
- 2 You need to
- 3 explain the situation
- 4 I'll speak to
- 5 That would be great
- 6 We can't
- 7 You need to
- 8 We did, but
- 9 I'll call
- 10 I'll explain
- 11 for your help
- 12 No problem

Exercise 2

- 1 need
 - 2 worry
 - 3 explain
 - 4 great
 - 5 problem
 - 6 call
 - 7 can't
 - 8 didn't
 - 9 can
- Hidden message: don't panic

Language at work

Exercise 1

- 1 was
- 2 wasn't
- 3 was
- 4 was
- 5 was
- 6 were
- 7 were
- 8 wasn't

Exercise 2

- 1 Why weren't they at the meeting? (c)
- 2 Was it interesting? (a)
- 3 Were there many questions? (e)
- 4 When was your last business trip? (b)
- 5 Who was at the meeting? (d)

Exercise 3

- 1 decided
- 2 called
- 3 emailed
- 4 wasn't
- 5 didn't contact
- 6 tried
- 7 received
- 8 were
- 9 offered
- 10 booked
- 11 confirmed
- 12 was
- 13 wanted

Exercise 4

- 1 When did you start work?
- 2 Where did she go on holiday?
- 3 Why didn't you email me?
- 4 How did you contact her?
- 5 Who did they speak to?
- 6 Why didn't we call him?

Unit 6**Working with words****Exercise 1**

- 1 courses
- 2 Starter
- 3 Main course
- 4 Dessert
- 5 Dish
- 6 side salad
- 7 order

Exercise 2

- | | | |
|------|--------|--------|
| 1 a | 2 some | 3 a |
| 4 an | 5 an | 6 some |
| 7 a | 8 a | |

Exercise 3

- A**
- 1 c 2 b 3 a 4 e 5 d
- B**
- 1 a 2 f 3 b 4 e 5 d 6 c

Business communication**Exercise 1**

- 1 Can I join you?
- 2 Yes, of course.
- 3 Is this your first time?
- 4 What do you think of it?

Exercise 2

Extra words to cross out are:

- 1 do
- 2 is
- 3 get
- 4 you're
- 5 me
- 6 to (after *nice*)

Exercise 3

- 1 Can I join you?
- 2 I hear you work for KPMG.
- 3 Can I get you something?
- 4 What do you think of the exhibition?
- 5 Please excuse me.

Language at work**Exercise 1**

- | | | | | |
|-----|-----|-----|-----|------|
| 1 h | 2 b | 3 e | 4 g | 5 c |
| 6 a | 7 j | 8 f | 9 d | 10 i |

Exercise 2

- 1 flew
- 2 met
- 3 spent
- 4 had
- 5 did
- 6 didn't see
- 7 left
- 8 came

Exercise 3

- 1 went, a week ago
- 2 gave, last Thursday
- 3 left, two days ago
- 4 met, yesterday
- 5 saw, last night

Unit 7**Working with words****Exercise 1**

- | | | | |
|-----|-----|-----|-----|
| 1 b | 2 a | 3 b | 4 c |
| 5 c | 6 c | 7 c | 8 b |

Exercise 2

- 1 Logistics
- 2 Production
- 3 Service
- 4 Marketing
- 5 Research
- 6 Finance
- 7 Human
- 8 Technology

Business communication**Exercise 1**

- | | | | |
|-----|-----|-----|-----|
| 1 g | 2 b | 3 f | 4 a |
| 5 d | 6 e | 7 c | |

Exercise 2

- 1 nice to meet you
- 2 Did you find us OK?
- 3 Would you like a coffee?
- 4 let me show you round

Exercise 3

- 1 have an appointment
- 2 Can you sign here, please?
- 3 will be right with you
- 4 Nice to see you again
- 5 Would you like a coffee?
- 6 let me introduce you to

Language at work**Exercise 1**

- 1 next to
- 2 between
- 3 on
- 4 in
- 5 on the right
- 6 on the left
- 7 in front of
- 8 behind

Exercise 2

- 1 Sales
- 2 the stairs
- 3 Marketing
- 4 2nd floor

Exercise 3

- 1 on
- 2 in front of
- 3 on
- 4 Next to
- 5 past
- 6 between
- 7 above
- 8 below
- 9 on the right

Unit 8**Working with words****Exercise 1**

- 1 careful
- 2 practical
- 3 focused
- 4 experienced
- 5 energetic
- 6 friendly
- 7 patient
- 8 imaginative

Exercise 2

- 1 a qualification in
- 2 doesn't have any experience in
- 3 good at
- 4 has a lot of experience in
- 5 isn't very good

Business communication**Exercise 1**

- | | | | | | |
|-----|-----|-----|-----|-----|-----|
| 1 c | 2 e | 3 a | 4 f | 5 b | 6 d |
|-----|-----|-----|-----|-----|-----|

Exercise 2

- 1 Can we arrange a meeting?
- 2 is Thursday OK?
- 3 sorry, I'm busy then.
- 4 are you free on Friday?
- 5 Is 11 a.m. OK?

Exercise 3

- 1 We need to meet about
- 2 Are you busy on
- 3 can't meet
- 4 Wednesday OK
- 5 Wednesday's good
- 6 What time are you free
- 7 is fine

Language at work

Exercise 1

- 1 is / 's finishing
- 2 are / 're contacting
- 3 is checking
- 4 am / 'm arranging
- 5 are not / aren't inviting
- 6 are you planning

Exercise 2

- a 3, 5, 6, 7 b 1, 2, 4

Exercise 3

- 1 ~~Where~~ Zoran Where are Zoran ...
- 2 ~~They're do~~ They're doing ...
- 3 ~~comming~~ coming
- 4 ~~He not leading~~ He isn't leading ...
- 5 ~~We training~~ We're training ...
- 6 ~~Are they meet~~ Are they meeting ...

Unit 9

Working with words

Exercise 1

- 1 wide
- 2 high
- 3 low
- 4 up-to-date
- 5 fast
- 6 friendly

Exercise 2

- 1 c 2 a 3 b 4 b 5 a 6 c

Exercise 3

- 1 friendly
- 2 delivery time
- 3 expensive
- 4 quality
- 5 choice
- 6 good

Business communication

Exercise 1

- 1 compare
- 2 similar
- 3 difference
- 4 advantage
- 5 disadvantage
- 6 prefer

Exercise 2

- 2 d 3 c 4 h 5 g 6 f
7 e 8 i 9 j 10 b

Language at work

Exercise 1

- 1 low – lower, fast – faster, cheap – cheaper
- 2 friendly – friendlier, easy – easier
- 3 expensive – more expensive, experienced – more experienced, difficult – more difficult

Exercise 2

- 1 ~~more cheap~~ cheaper
- 2 ~~gooder~~ better
- 3 ~~like~~ than
- 4 ~~easier~~ easier
- 5 ~~that~~ than
- 6 ~~more lower~~ lower
- 7 ~~difficulter~~ difficult
- 8 ~~worsor~~ worse

Exercise 3

- 1 more
- 2 wider
- 3 than
- 4 higher
- 5 more
- 6 friendlier
- 7 expensive
- 8 easier
- 9 better
- 10 worse

Unit 10

Working with words

Exercise 1

- 1 in a team
- 2 solutions
- 3 decisions
- 4 problems
- 5 meetings
- 6 ideas

Exercise 2

- 1 attend
- 2 difficult
- 3 big
- 4 find
- 5 work
- 6 develop
- 7 good
- 8 make
- 9 solve
- 10 final

Business communication

Exercise 1

- 1 What do you think
- 2 I think
- 3 Yes, I agree
- 4 Do you think
- 5 my opinion

Exercise 2

- 1 I don't agree
- 2 What's your opinion
- 3 I'm not so sure
- 4 I think we should
- 5 That's true

Exercise 3

- 1 Well I think ...
- 2 I'm not so sure.
- 3 I disagree.
- 4 In my opinion, ...
- 5 Yes, I agree.

Exercise 4

- 1 What do you think?
- 2 That's true.
- 3 Do you think ...
- 4 I'm not so sure.
- 5 In my opinion, ...

Language at work

Exercise 1

- 1 is she doing
- 2 's finishing
- 3 is leaving
- 4 's taking
- 5 Are you visiting
- 6 'm going
- 7 're meeting
- 8 're having
- 9 Are you taking
- 10 'm still working

Exercise 2

- 1 P 2 P 3 F 4 F
5 F 6 F 7 F 8 P

Exercise 3

- 1 a 2 b 3 a
4 b 5 b 6 a

Unit 11

Working with words

Exercise 1

- 1 terminal
- 2 hand luggage
- 3 business class
- 4 check-in
- 5 queues
- 6 aisle seat

Exercise 2

- 1 terminals
- 2 delays
- 3 check-in
- 4 passport control
- 5 business class
- 6 gate
- 7 economy
- 8 hand luggage
- 9 cancelled
- 10 bags

Exercise 3

- 1 aisle
- 2 gate
- 3 check-in
- 4 control
- 5 economy
- 6 queue
- 7 bags
- 8 terminal
- 9 cancelled

Business communication**Exercise 1**

- 1 d 2 b 3 h 4 a
5 c 6 g 7 f 8 e

Exercise 2

- 1 Do you have any vacancies?
- 2 Does that include breakfast?
- 3 Can I book a room?
- 4 What time is breakfast served?

Exercise 3

- 1 e 2 c 3 b 4 a 5 d

Language at work**Exercise 1**

- 1 They're going to visit their customers.
- 2 I'm not going to ask Patrice to help.
- 3 We're going to take Tuesday off.
- 4 It isn't going to rain today.
- 5 Are you going to discuss the contract at the meeting?
- 6 I'm going to see José at the conference.

Exercise 2

- 1 b 2 c 3 d 4 a 5 f 6 e

Exercise 3

- 1 ~~is going to cancel~~ is going to cancel
- 2 ~~Silvia going to~~ Silvia is going to
- 3 ~~Marco are going~~ Marco is going
- 4 ~~I'm going to not finish~~ I'm not going to finish
- 5 ~~Are you visit Jess~~ Are you going to visit Jess
- 6 ~~for to cancel~~ to cancel
- 7 ~~to discussing~~ to discuss
- 8 ~~going take~~ going to take

Unit 12**Working with words****Exercise 1**

The words to cross out are:

- 1 public
- 2 annual
- 3 time
- 4 busy
- 5 annual
- 6 public

Exercise 2

- 1 busy period
- 2 deadline
- 3 some time off
- 4 public holiday
- 5 long weekend
- 6 annual leave

Exercise 3

- 1 reminder
- 2 annual conference
- 3 timetable
- 4 tight
- 5 busy schedules
- 6 quiet period

Business communication**Exercise 1**

- 1 The situation is that
- 2 The aim is to
- 3 What's the deadline
- 4 why don't we
- 5 So to summarize

Exercise 2

- 1 We've already
- 2 How much time do we need for
- 3 Let's
- 4 I'm going to

Exercise 3

- 1 schedule
 - 2 date
 - 3 aim
 - 4 don't
 - 5 plan
 - 6 situation
 - 7 need
 - 8 everyone
 - 9 summarize
- Hidden word = deadlines

Language at work**Exercise 1**

- 1 I've finished
- 2 I haven't called
- 3 I've finalized
- 4 I've booked
- 5 I haven't sent
- 6 I've checked
- 7 I haven't cancelled

Exercise 2

- 1 have you sent
- 2 haven't
- 3 've posted
- 4 has had
- 5 haven't spoken
- 6 has broken down
- 7 haven't fixed

Exercise 3

- 1 ~~the order-completed~~ completed the order
- 2 ~~Yes, I done~~ Yes, I have.
- 3 ~~haven't hasn't~~
- 4 ~~Do they have~~ Have they
- 5 ~~I've work~~ I've worked
- 6 ~~took taken~~