

12 | Practice file

Working with words

1 Cross out the word that *doesn't* match with the noun.

- | | |
|--------------------------|----------|
| 1 tight / busy / public | schedule |
| 2 busy / annual / quiet | period |
| 3 public / time / annual | holiday |
| 4 tight / busy | deadline |
| 5 annual / time | off |
| 6 public / annual | leave |

2 Klaus works for Pioneering, a seed company. He's talking about his job. Replace the phrases in **bold** in the text with the expressions in the list.

- | | | |
|----------------|---------------|--------------|
| annual leave | deadline | long weekend |
| public holiday | some time off | busy period |

We have a **lot of work** ¹_____ at the beginning of the year. The shops need the seeds in February and our **final date** ²_____ to get the seeds ready is the end of January. It doesn't give us much time. I try to take a **break** ³_____ at Easter, and in May we have a **national day off** ⁴_____, so I usually take a **holiday from Friday to Monday** ⁵_____. In the summer the company closes for two weeks and we all have our **holidays** ⁶_____.

3 Complete this email with words from the list.

- | | | |
|--------------|-------------------|----------------|
| timetable | annual conference | busy schedules |
| quiet period | tight | reminder |

✉

Subject: Next week

Dear Julio

Thanks for the ¹_____ about my presentation at next week's ²_____.

Unfortunately, my ³_____ now looks very busy with the preparation for my presentation, and I am worried about the ⁴_____ deadline for the sales report. I know we all have ⁵_____ at the moment, but I wanted to ask if I could give you the report a week late. The week after next is going to be a ⁶_____ for me, so I will have time to do it.

Thanks

Paulo

Business communication

1 Put the words in *italics* in the right order.

- A We have a few problems. *The / that / is / situation* ¹_____ the ordering system has crashed.
- B OK, we have a back-up and the technicians are working to fix it. *The / to / is / aim* ²_____ be working by lunchtime.
- A Well, we need to hurry.
- B Why? *What / deadline / 's / the* ³_____?
- A The courier arrives at 1 p.m. to collect the goods, so *why / we / don't* ⁴_____ finish the orders we're working on? New orders will have to wait. I'll put a notice on the website to inform customers.
- B Good idea. *So / summarize / to* ⁵_____, the current orders are OK, but new orders aren't. Is that right?

2 Complete this dialogue with phrases from the list.

- | | |
|------------------------------|---------------|
| How much time do we need for | Let's |
| I'm going to | We've already |

- A ¹_____ spent two days on the presentation and the meeting is tomorrow.
- B ²_____ the graphs and figures?
- A Well, I'm waiting for Alexi to send them to me.
- B ³_____ call him and give him a deadline.
- A OK. Can you do that?
- B Sure, so you're going to finish as much as you can and ⁴_____ call Alexi. OK?

3 Complete the phrases and find the hidden word.

- 1 The _____ is two weeks behind.
- 2 What _____ is the meeting?
- 3 The _____ is to sign the contract by March.
- 4 Why _____ we call the customer?
- 5 We _____ to finish on Friday.
- 6 The _____ is that the goods are late.
- 7 How long do we _____ for the delivery?
- 8 Is _____ happy with that date?
- 9 So, to _____, we call John and ...

Language at work | Present perfect

Present perfect

Form

Positive: Subject + *have / has* + past participle*

I have ordered some more office paper.

He has sent the invoice to the wrong person.

Negative: Subject + *have / has not* + past participle*

We have not received your payment.

She hasn't been to Nepal.

Questions: (Question word) + *have / has* + subject + past participle*

Have you contacted the suppliers?

Why has he gone to Canada?

Short answers: Don't repeat the past participle*

A Have you contacted the suppliers?

B Yes, I have.

* past participle

For regular verbs, add *-ed* to the verb, as for the rules for forming the past simple (see **Practice file 5** on page 87).

For a list of irregular verbs and their past participles, see page 102.

Use

To talk about an action in the past that has an effect on the present.

I have finished the report and given it to my boss.

Action in the past = finish the report, give it to my boss

Effect on the present = the report is on my boss's desk

Never use the present perfect to talk about an event in the past with a time expression (see **Practice file 6** on page 89 for time expressions).

1 Read this list of tasks then complete the email, saying what you have (✓) and haven't (✗) done.

Finish the report for Ajax. ✓
Call our suppliers. ✗
Finalize the menu for the buffet reception. ✓
Book hotel rooms for our Thai guests. ✓
Send the timetable of the visit to the guests. ✗
Check Irena's emails. ✓
Cancel Irena's flight to Sweden. ✗

Dear Irena

I have been very busy, so I haven't done everything you asked.

I ¹ _____ the report for Ajax.

I ² _____ our suppliers.

I ³ _____ the menu for the buffet reception.

I ⁴ _____ hotel rooms for our Thai guests.

I ⁵ _____ the timetable of the visit to the guests.

I ⁶ _____ your emails.

I ⁷ _____ your flight to Sweden.

Regards

2 Complete this dialogue with the present perfect form of the verb in brackets.

A ¹ _____ (you / send) the order yet?

B No, I ² _____ (have / not).

A Why not? I ³ _____ (post) them the invoice already!

B The order's not ready. The Production department ⁴ _____ (have) some problems.

A Oh, I ⁵ _____ (not / speak) to Jeff from Production today, so no one told me.

B The packing machine ⁶ _____ (break down) and they ⁷ _____ (not / fix) it yet.

A OK, I'll call the customers and explain.

3 Correct the mistakes.

1 They haven't the order completed. _____

2 A Have you done the holiday timetable yet?

B Yes, I done. _____

3 Mikhail haven't replied yet. _____

4 A Do they have confirmed the hotel booking?

B No, they haven't. _____

5 I've work in IT development and on the helpdesk.

6 Thiery's took the last car from our car pool.
