

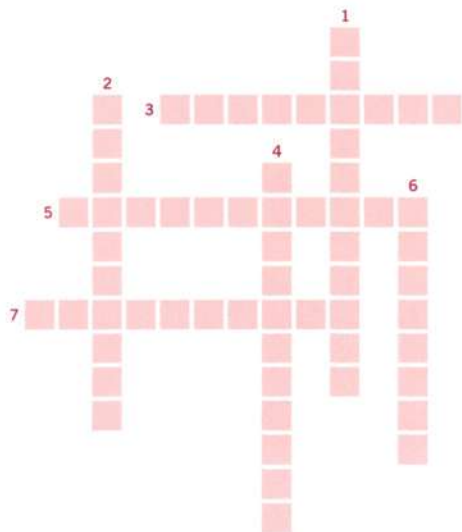
# 2 | Practice file

## Working with words

1 Match 1–4 to a–d, then 5–7 to e–g to make sentences.

- 1 We employ \_\_\_\_
  - 2 We export to \_\_\_\_
  - 3 We produce \_\_\_\_
  - 4 Customers buy \_\_\_\_
- a ... the Asian market.
  - b ... our financial services from banks.
  - c ... 6,000 people at our company, worldwide.
  - d ... electronic components for computers.
- 5 We provide \_\_\_\_
  - 6 We sell \_\_\_\_
  - 7 We develop \_\_\_\_
- e ... new technology for telecommunications.
  - f ... training for our software.
  - g ... our products to supermarkets.

2 Complete this crossword.



- 1 A \_\_\_\_\_ company finds new employees.
- 2 This company sells houses and offices. (4, 6)
- 3 Banks provide us with \_\_\_\_\_ services.
- 4 Hotels and restaurants are in the \_\_\_\_\_ industry.
- 5 Samsung is an \_\_\_\_\_ company.
- 6 Microsoft produces this.
- 7 Car production is part of the \_\_\_\_\_ industry.

## Business communication

1 Put this conversation in the right order.

- a \_\_\_\_ Hello. Can I book two meeting rooms at your hotel for March 10th please?
- b \_\_\_\_ Good morning. Holiday Lodge. How can I help you?
- c \_\_\_\_ Yes, of course. Can you give me your company name, please?
- d \_\_\_\_ Sorry, can you say that again, please?
- e \_\_\_\_ Yes, it's BHH Plastics. Can you give me the prices please?
- f \_\_\_\_ Yes, one small meeting room costs ...
- g \_\_\_\_ Yes. We have one small meeting room for €120 a day and the large conference room costs €200.

2 Put the words in *italics* in the right order to complete the conversation from 1.

- B Thanks. *Can / me / you / a / special / give / price*  
 1 \_\_\_\_\_ for two rooms?
- A *I'm / don't / but / sorry / we* 2 \_\_\_\_\_  
 give special prices for one day, but I can speak to the manager about it.
- B OK, thanks. Do you have Internet access in the meeting rooms?
- A *Yes / do / we* 3 \_\_\_\_\_.
- B Good. *Can / confirm / you* 4 \_\_\_\_\_  
 my booking by email, please?
- A Sure. *Can / me / give / you* 5 \_\_\_\_\_  
 your email address?
- B It's Rafael.lemand@bhh.com.
- A *Can / that / spell / you* 6 \_\_\_\_\_?
- B Yes, r-a-f-a-e-l, dot, l-e-m-a-n-d, at bhh dot com.
- A Thank you.

3 Choose the best answer from a or b.

- 1 MMW. Can I help you?
  - a Hello. Can I order two laptops, please?
  - b Can you tell me your name, please?
- 2 Can you give me the prices, please?
  - a Can you spell that?
  - b Yes, of course.
- 3 Can you confirm by email, please?
  - a Sure, can you give me your email address?
  - b Can you speak more slowly?
- 4 My name's Wiktorja Poslavski.
  - a Sure.
  - b Can you spell that, please?
- 5 My phone number's 08392739.
  - a I'm sorry, but we don't do that.
  - b Can you speak more slowly, please?

## Language at work | Present simple

### Present simple

#### Form

##### Positive:

Subject + verb

*They **work** for Vodafone.*

*She **works** for Vodafone.*

##### Negative:

Subject + *do / does not* + verb

*I **don't / do not** work for IBM.*

*He **doesn't / does not** work for IBM.*

##### Questions:

*Do / Does* + subject + verb?

*Do I / you / we / they **work** for Unilever?*

*Does he / she / it **work** for Unilever?*

##### Short answers:

*Yes / No* + subject + *do / does / don't / doesn't*.

*Yes, I **do**.*

*Yes, he **does**.*

*No, they **don't**.*

*No, it **doesn't**.*

**Careful:** *he / she / it*: No *-s* on main verb in negative and question forms.

#### Spelling

Most verbs: *He / she / it* + verb + *-s*

*He **works, imports, sells, buys***

Verbs ending in *-o, -ch, -ss, -sh, -x*: *He / she / it* + verb + *-es*

*She **goes, watches, misses, washes, fixes***

Verbs with consonant + *-y*: replace the *-y* with *-ies*

*Apply* → *he **applies***, *try* → *she **tries***, *fly* → *it **flies***

**Exceptions:** *Have* → *has*

#### Use

To talk about general facts.

*Glaxo **produces** pharmaceutical products.*

*BMW **doesn't provide** financial services.*

*Do you **produce** electronics? No, I **don't**. I **work** in the service industry.*

**1** Complete these questions with the verb in brackets. Then add a short answer.

1 A \_\_\_\_\_ you \_\_\_\_\_ your products to France? (export)

B Yes, we \_\_\_\_\_.

2 A \_\_\_\_\_ they \_\_\_\_\_ for GM? (work)

B Yes, they \_\_\_\_\_.

3 A \_\_\_\_\_ Remax \_\_\_\_\_ real estate? (sell)

B Yes, it \_\_\_\_\_.

4 A \_\_\_\_\_ she \_\_\_\_\_ training for managers? (provide)

B No, she \_\_\_\_\_.

5 A \_\_\_\_\_ we \_\_\_\_\_ more than 10 nationalities in our company? (employ)

B Yes, we \_\_\_\_\_.

6 A \_\_\_\_\_ you \_\_\_\_\_ products from your country? (buy)

B No, I \_\_\_\_\_.

**2** Complete the email below with the correct form of the verbs from the list.

employ have produce work (not) sell export (not)

To: [Klaudia@bme.cz](mailto:Klaudia@bme.cz)  
From: [s.field@bme.com](mailto:s.field@bme.com)  
Subject: New customer information

Hello Klaudia,

Here's some information about your new customer:

The company <sup>1</sup>\_\_\_\_\_ computer components.

It <sup>2</sup>\_\_\_\_\_ 800 people in Europe. Its head office is in

Toulouse. It <sup>3</sup>\_\_\_\_\_ to America, but it <sup>4</sup>\_\_\_\_\_ to

most of Asia. We <sup>5</sup>\_\_\_\_\_ with their offices in the UK, but

we <sup>6</sup>\_\_\_\_\_ contact with their factories in France and Italy.

Good luck with your meeting on Tuesday.

Sandy

**3** Correct the mistakes.

1 You do work for Terranova? \_\_\_\_\_

2 We imports most of our products. \_\_\_\_\_

3 Nokia doesn't works in the automobile industry.  
\_\_\_\_\_

4 Does Jane work for HSBC? Yes, she do.  
\_\_\_\_\_

5 Do you work in the recruitment industry?  
Yes, I work. \_\_\_\_\_

6 Max doesn't develops software. He provides software training. \_\_\_\_\_

7 Your company employs 500 people? \_\_\_\_\_

