

3 | Practice file

Working with words

1 Match countries a–l to the regions they are located in.

- | | |
|-------------------------------|---------------------|
| 1 Latin America ____ , ____ | a Iran |
| 2 Europe ____ , ____ | b France |
| 3 North America ____ , ____ | c Colombia |
| 4 Africa ____ , ____ | d Morocco |
| 5 The Middle East ____ , ____ | e Peru |
| 6 Asia-Pacific ____ , ____ | f Australia |
| | g Qatar |
| | h Singapore |
| | i The United States |
| | j Canada |
| | k Hungary |
| | l Botswana |

2 Complete the text with words from the list.

distribution centres factories sales offices
technical centre head office

I work for an international company. Our
1 _____ is in Sweden – that's where the
management works. Our reps work from 30
2 _____ around the world, but we only have
six 3 _____ for our stock. We make the
products in the Far East – our 4 _____ are in
China, but our main 5 _____ is in India – this
is where we develop new products.

3 Match the words from 2 to these definitions.

- 1 We make our products here. _____
- 2 This is where we test the products and do research and development. _____
- 3 When our sales reps aren't with a customer, they work here. _____
- 4 The management department of the company works here. _____
- 5 We deliver the products to customers from this location. _____

Business communication

1 Who says these phrases, the caller (C) or the receiver (R)?

- 1 Can she call me back? ____
- 2 Can I take a message? ____
- 3 My number is 759 3810. ____
- 4 Can I have a contact number? ____
- 5 Could I leave a message? ____
- 6 I'd like to speak to Lena-Maria, please. ____
- 7 I'm sorry, but he isn't here today. ____
- 8 I'll give him your message. ____

2 Complete this dialogue with questions from the list.

Can I take a message? Can I have a contact number?
Can she call me back? So that's 0747 58360?
Is Galina there, please?

- A Jocelyn speaking. Can I help you?
B Hi. 1 _____
A I'm sorry, but she isn't available. 2 _____
B Yes, please. I'm calling about our order. 3 _____
A Sure. 4 _____
B Yes, it's 07747 58360. The name's Tiernan.
A 5 _____
B No, it's 077 – double 7.

3 Put the words in *italics* in the correct order to complete the dialogue.

- A ADAC. Good morning.
B Hello. *Could / I / to / speak* 1 _____
Adira Chen, please?
A *I'm / she's / but / sorry* 2 _____
in a meeting.
B Oh. *Could / leave / a / I / message*
3 _____?
A Sure.
B My name's Vrajkishore Kundu and my number is 08274
38573. *Can / back / call / me / she*
4 _____ as soon as possible?
A So that's Mr Kundu, telephone number 08274 38573.
Is / right / that 5 _____?
B That's right.
A *I'll / message / her / give / your* 6 _____.

Language at work | There is / are | Some / any

There is / are

There is / there's / there is not / there isn't + singular noun

There's a factory in Beijing.

There isn't an office in Africa.

There are / there are not / there aren't + plural nouns

There are factories all over the world.

There aren't any offices in Asia and Europe.

Questions:

Invert *is / are* and *there*.

Is there a factory in America?

Are there offices in Croatia?

Short answers:

Don't repeat the subject.

A Is there an office in Bahrain? B Yes, there is.

A Are there a lot of employees? B No, there aren't.

Some / any

Use *some / any* with plural nouns.

Some in positive sentences

There are some products in the distribution centre.

Any in negative sentences and questions

There aren't any products in the sales office.

Are there any managers in the technical centre?

1 Read this information and complete the questions and answers.

In Cairo Conference & Exhibition Center	Near to Conference & Exhibition Center
1200 parking spaces	Shops
Chinese garden	Banks
3 large meeting rooms	5-star hotels
Restaurants	Airport

- Are there any restaurants in the Conference Center?
Yes, _____.
- Are there any shops in the Conference Center?
_____.
- _____ hotels near the Conference Center?
- Is there a bank in the Conference Center?
_____.
- _____ meeting rooms?
_____.
- _____ parking spaces?
- Is there an airport near the Conference Center?
_____.

2 Complete this email with *some / any* or *a / an*.

Dear Brioni,

Our visitors arrive on Thursday. Please check we have everything ready.

FOOD:
There are ¹_____ drinks in the meeting room – are there ²_____ biscuits?
There aren't ³_____ sandwiches for lunch, but there is ⁴_____ restaurant near the office.

MEETING ROOMS:
There's ⁵_____ video projector and ⁶_____ pens and paper. There isn't ⁷_____ laptop and there isn't ⁸_____ wireless connection.

ARRIVING:
Are there ⁹_____ parking spaces in the car park for them? There are ¹⁰_____ name cards for them and ¹¹_____ info pack about the company at Reception.

Thanks
J

3 Tick (✓) the correct sentence, a or b.

- There are three factories in Europe and one in Asia.
 - There's three factories in Europe and one in Asia.
- There aren't any sales reps in China.
 - There are any sales reps in China.
- There are some managers in the technical centre and some in head office.
 - There is some managers in the technical centre and some in head office.
- There isn't some distribution centre in Britain.
 - There isn't a distribution centre in Britain.
- There isn't any sales office in Dubai.
 - There isn't a sales office in Dubai.
- Are there a computer programmer here?
 - Are there any computer programmers here?
- Is there a receptionist in the technical centre? Yes, there are.
 - Is there a receptionist in the technical centre? Yes, there is.
- Is there a car park at the distribution centre? Yes, there isn't.
 - Is there a car park at the distribution centre? No, there isn't.