

# 5 | Practice file

## Working with words

### 1 Underline the correct word in *italics*.

- 1 We receive a letter / *an invoice* every month for the products we buy.
- 2 When we send a customer his order, we always include a *delivery note* / business card.
- 3 We print a *hard copy* / CV of every order we receive.
- 4 When I want a new job, I send my *business card* / CV to companies that interest me.
- 5 When I meet people in my job, we usually exchange *business cards* / order forms.
- 6 We send a *hard copy* / an order form with our brochure to all new customers.
- 7 When I take a taxi, I pay, then ask for a *letter* / receipt for my company.
- 8 I don't often send *letters* / CVs to my customers. We communicate by email.

### 2 Complete this email with words from the list.

save print receive open send forward

To: José\_Pablo@blc.com  
From: Tiler.macintyre@blc.com  
Subject: organizing paperwork / PC problems!

Hello José

There are a few IT problems in our office today, so can you do me a favour?

Can you <sup>1</sup> \_\_\_\_\_ a hard copy of the report from the meeting and give it to Amanda? I also need a copy - can you <sup>2</sup> \_\_\_\_\_ the document to me in your next email?

Also, I can't <sup>3</sup> \_\_\_\_\_ our customer correspondence folder. If you can, please <sup>4</sup> \_\_\_\_\_ the order forms in this folder.

Can you <sup>5</sup> \_\_\_\_\_ me the invoice from Bertrands so I have their contact details, please?

Finally, can you call me when you <sup>6</sup> \_\_\_\_\_ this email? I don't know if my email is working!

Thanks,  
T

### 3 Cross out the verb a, b, or c that *doesn't* match with the noun.

- 1 a receive    b attach    c print    an email
- 2 a receive    b print    c open    a business card
- 3 a forward    b print    c receive    a hard copy
- 4 a open    b attach    c print    a folder

## Business communication

### 1 Complete these conversations with phrases from the lists.

A

You need to

There are some problems with  
explain the situation

I'll speak to

That would be great

A <sup>1</sup> \_\_\_\_\_ the equipment and the products aren't ready for the Polish order. Can you help?

B <sup>2</sup> \_\_\_\_\_ contact the customer and <sup>3</sup> \_\_\_\_\_.

A OK.

B <sup>4</sup> \_\_\_\_\_ the service engineers.

A <sup>5</sup> \_\_\_\_\_.

B

We did, but  
for your help

I'll call

No problem

You need to

We can't

I'll explain

A <sup>6</sup> \_\_\_\_\_ find the invoice for Delaney & Co. They want a special price.

B <sup>7</sup> \_\_\_\_\_ call Jenny in the Accounts department.

A <sup>8</sup> \_\_\_\_\_ she wasn't in the office.

B <sup>9</sup> \_\_\_\_\_ the customer then. Do they normally have a special price?

A No, not usually.

B OK. <sup>10</sup> \_\_\_\_\_ the situation.

A That's great. Thanks a lot <sup>11</sup> \_\_\_\_\_.

B <sup>12</sup> \_\_\_\_\_.

### 2 Complete these phrases and find the hidden message.

1 We n \_ \_ \_ to fix the problem.

2 Don't w \_ \_ \_ \_.

3 I'll e \_ \_ \_ \_ the situation.

4 That would be g \_ \_ \_ \_.

5 We've got a \_ \_ \_ \_ \_ with the order.

6 I'll c \_ \_ \_ the customer now.

7 We c \_ \_ \_ deliver in time.

8 We changed the software, but it d \_ \_ \_ \_ work.

9 I'll let you know as soon as I \_ \_ \_ \_.

## Language at work | Past simple: *be* and regular verbs

### Past simple: *be*

#### Form

**Positive:** Subject + *was / were* ...

*I / He / She / It was at the presentation.*

*You / We / They were at the presentation.*

**Negative:** Subject + *was not (wasn't) / were not (weren't)* ...

*I / He / She / It wasn't in the office.*

*You / We / They weren't in the office.*

**Questions:** (Question word\*) + *was / were / wasn't / weren't* + subject ...?

*Was she in the office?*

*Why weren't you at work?*

### Past simple: regular verbs

#### Form

**Positive:** Subject + verb + *-ed* ...

*I worked for Vodafone.*

*They talked about branding.*

**Negative:** Subject + *did not / didn't* + verb ...

*They didn't like the presentation.*

*You did not ask any questions.*

**Questions:** (Question word\*) + *did / didn't* + subject + verb ...?

*Did she work for Unilever?*

*When did you leave your last job?*

**Short answers:** Don't repeat the main verb.

*A Did she work for Unilever? B Yes, she did.*

\*See **Practice file 4** for question words.

#### Spelling

Most regular verbs: verb + *-ed*

*start → started*

Verbs ending in *-e*: verb + *-d*

*decide → decided*

Verbs ending in consonant-vowel-consonant: double the last letter + *-ed*

*stop → stopped*

Verbs ending in consonant + *-y*: replace *-y* with *-ied*

*try → tried*

#### Use

To talk about a finished action in the past. We usually know when the action / event happened or didn't happen.

*I was at the meeting last week.*

*I received your message yesterday.*

*You didn't send me the document.*

To ask when an action in the past took place.

*When did the conference start?*

### 1 Underline the correct word in *italics*.

A How <sup>1</sup>*was / were* the meeting?

B I don't know, I <sup>2</sup>*wasn't / weren't* there. I <sup>3</sup>*was / were* on holiday, but John emailed me the notes from the meeting. It <sup>4</sup>*was / were* very long!

A I'm glad I <sup>5</sup>*were / was* off sick then! Remi and Anna <sup>6</sup>*were / was* also away. They <sup>7</sup>*were / was* on a skiing holiday, but there <sup>8</sup>*wasn't / weren't* any snow!

### 2 Put the words in 1–5 in the right order to make questions, then match them to answers a–e.

1 they / weren't / why / the / at / meeting \_\_\_\_\_?

2 interesting / was / it \_\_\_\_\_?

3 questions / were / many / there \_\_\_\_\_?

4 was / last / your / when / business trip \_\_\_\_\_?

5 at / who / the / meeting / was \_\_\_\_\_?

a Yes, it was. \_\_\_\_

b Last Friday. \_\_\_\_

c They were in Los Angeles. \_\_\_\_

d Max and Yolanda. \_\_\_\_

e No, there weren't. \_\_\_\_

### 3 Complete this text with the past simple form of the verbs in brackets.

#### Report: Seminar Hotel Booking

We <sup>1</sup>\_\_\_\_\_ (decide) to use Travel Inn. I <sup>2</sup>\_\_\_\_\_ (call) to ask for a special price and they <sup>3</sup>\_\_\_\_\_ (email) me back to say it <sup>4</sup>\_\_\_\_\_ (not be) possible. We <sup>5</sup>\_\_\_\_\_ (not contact) them again and <sup>6</sup>\_\_\_\_\_ (try) another hotel. Two days later, we <sup>7</sup>\_\_\_\_\_ (receive) an email from Travel Inn. They <sup>8</sup>\_\_\_\_\_ (be) sorry about the prices and <sup>9</sup>\_\_\_\_\_ (offer) us a 10% discount. I <sup>10</sup>\_\_\_\_\_ (book) the meeting room immediately and they <sup>11</sup>\_\_\_\_\_ (confirm) this in writing. It <sup>12</sup>\_\_\_\_\_ (be) exactly what we <sup>13</sup>\_\_\_\_\_ (want).

### 4 Make questions in the past simple using the prompts.

1 When / you / start work? \_\_\_\_\_

2 Where / she / go on holiday? \_\_\_\_\_

3 Why / you / not email / me? \_\_\_\_\_

4 How / you / contact her? \_\_\_\_\_

5 Who / they / speak to? \_\_\_\_\_

6 Why / we / not call / him? \_\_\_\_\_

