

7 | Practice file

Working with words

- 1 Complete this text with the best option from a, b, or c below.

This is my department. We ¹ _____ customer orders. Ahmed ² _____ the team and he ³ _____ which customers we work with. Sometimes, he ⁴ _____ problems with the customers' orders too. I ⁵ _____ the financial side: invoices and payment. I ⁶ _____ the invoices are correct and ⁷ _____ payment agreements to suit our different customers. We ⁸ _____ the Logistics department – they inform us when the orders are delivered.

- | | | |
|------------------------|-----------------------|--------------|
| 1 a develop | b are responsible for | c plan |
| 2 a is in charge of | b plans | c checks |
| 3 a manages | b plans | c develops |
| 4 a controls | b is in charge of | c deals with |
| 5 a check | b plan | c manage |
| 6 a am responsible for | b deal with | c check |
| 7 a develop | b control | c plan |
| 8 a are in charge of | b work with | c check |

- 2 Complete this crossword with the names of departments.



- 1 is responsible for deliveries
 2 is in charge of making the products
 3 deals with questions and problems from customers: Customer _____
 4 plans advertising for the company
 5 plans and develops new products: _____ and Development
 6 is in charge of the money in the company
 7 deals with the employees in the company: _____ Resources
 8 manages the computer network: Information _____

Business communication

- 1 Put this conversation in the right order.

- a ___ And this is your visitor's pass.
 b ___ OK. Can you sign here, please?
 c ___ OK, thanks.
 d ___ Thanks.
 e ___ Please take a seat. Mrs Hayek will be right down.
 f ___ Yes, certainly.
 g ___ My name's Roland Perry. I have an appointment with Mrs Hayek at 10 o'clock.

- 2 Put the words in *italics* in the right order.

- A Mr Perry?
 B Yes, hello, you must be Mrs Hayek.
 A That's right, *meet / nice / to / you*
 1 _____
 B And you.
 A *OK / you / us / did / find*
 2 _____?
 B It was no problem, your directions were very clear.
 A *Would / coffee / like / you / a*
 3 _____?
 B No, I'm fine thanks.
 A OK, well *let / show / me / round / you*
 4 _____
 This is our main building ...

- 3 Complete the conversation with these phrases.

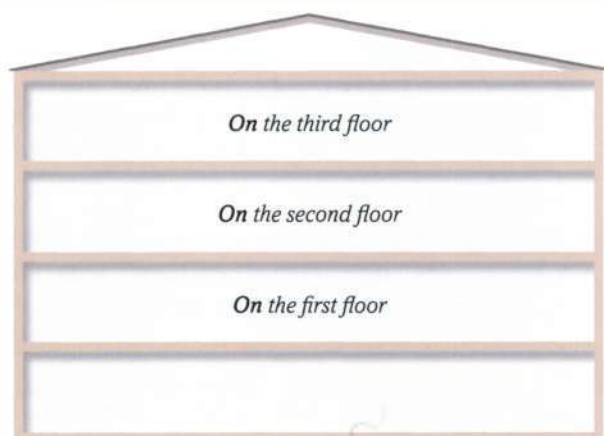
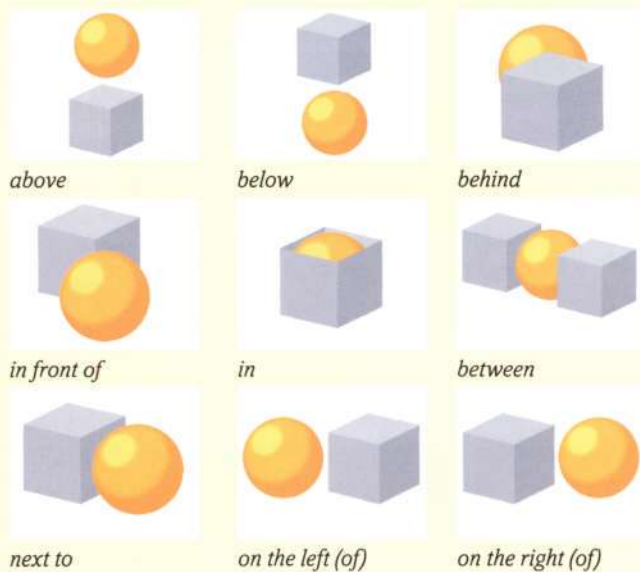
- have an appointment with* *Nice to see you again*
Would you like a coffee *will be right with you*
let me introduce you to *Can you sign here, please*

- A Good morning I ¹ _____ Jeff Bernstein.
 B ² _____?
 A Sure.
 B Take a seat. Mr Bernstein ³ _____
 ...
 A Jeff! ⁴ _____
 C Yes, you too. ⁵ _____?
 A Yes, please. Milk, no sugar.
 C Oh, ⁶ _____ Alex, my PA.
 He's in charge of the admin and our team.

Language at work | Prepositions of place and movement

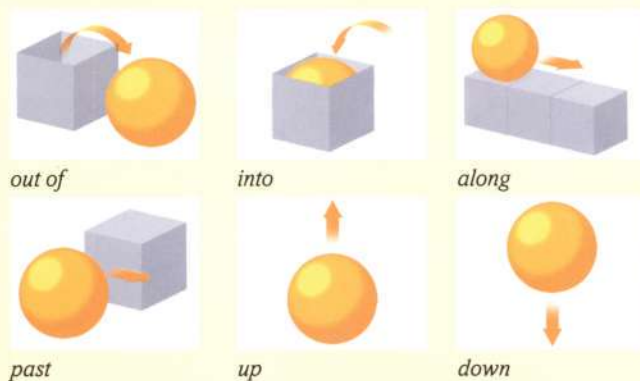
Prepositions of place

To describe the position of something or someone.



Prepositions of movement

To give directions.



- 1** You are on the stairs. Look at this plan and complete the sentences with words from the list.



on the right on the left behind on
in next to between in front of

- 1 Production is _____ HR.
- 2 Finance is _____ Logistics and IT.
- 3 You are _____ the first floor.
- 4 The water fountain is _____ the cafeteria.
- 5 Logistics is _____.
- 6 Marketing is the last door _____.
- 7 The lift is _____ the cafeteria.
- 8 Marketing is _____ Sales.

- 2** Read these directions and look at the plan in 1. Where do the directions take you?

- 1 Start at the stairs. Go past HR and then turn left.

- 2 Go left out of IT and along the corridor. They are in front of you. _____
- 3 Go out of the cafeteria, turn right, and go into the room.

- 4 Go into the lift and up one floor. _____

- 3** Correct the mistakes in *italics*.

Business Tower. JEB Electronics. Our offices:

We are *in* ¹ _____ the 15th floor. Lifts are *in front* ² _____ Reception. Take the lift to the 15th floor and turn left – *in* ³ _____ the right is a coffee area. *Next* ⁴ _____ the coffee area is a meeting room. Go *along* ⁵ _____ the meeting room on your right. We are *between* ⁶ _____ the meeting room and the stairs. Finance and HR are *below* ⁷ _____ on the 16th floor. Car parking is underground – *above* ⁸ _____ the offices. Ask for a pass at the security desk *on right* ⁹ _____ before you drive in.

