

Practice file answer key

Unit 1

Working with words

- glamorous
- demanding
- challenging
- routine
- dull, depressing
- stressful
- fun
- worthwhile, rewarding

Business communication skills

Exercise 1

- this is
- I'm pleased to
- in charge of
- deal with
- Nice to meet you
- So tell me
- sounds

Exercise 2

- I'm delighted to meet you
- We're responsible for
- It involves a lot of testing
- I'd like to introduce you to

Language at work

Exercise 1

- spends
- misses
- tries
- you find
- does your job involve
- Do you work
- don't
- Are you
- am

Exercise 2

- I often have lunch in the staff restaurant.
- I occasionally have lunch with clients.
- I usually finish work at 4.00 p.m. on Friday afternoons.
- I hardly ever work on Saturdays.
- I never work on Sundays – this is a personal rule of mine.

Unit 2

Working with words

Exercise 1

- schedule
- deadline
- update
- teamwork
- budget
- skills

Exercise 2

- d
- h
- f
- c
- b
- a
- e
- g

Exercise 3

- deadline
- resources
- update
- schedule
- staff
- allocated
- budget

Business communication skills

Exercise 1

- h
- a
- e
- b
- d
- i
- k
- r
- l
- c
- m
- n
- l
- f

Exercise 2

- So far so good
- everything is going according to plan
- everything is on track
- need somebody to
- why don't I

Language at work

Exercise 1

- do you have to
- is she sitting
- are you working on
- does Nadia think
- Are you thinking
- does a successful salesperson earn
- are you doing
- think / belongs
- are having

Exercise 2

- f
- d
- g
- b
- a
- e
- h

Unit 3

Working with words

Exercise 1

- make
- work
- take
- work
- Do
- do
- make

Exercise 2

- boring
- exhilarating
- interested
- tired
- relaxed
- tiring
- exciting

Business communication skills

Exercise 1

- b
- a
- c
- c
- b
- a
- c
- b
- a

Exercise 2

- 00 44 319 44 010
- Lydia_49@yahoo.dt
- www.about-me.com/courses_online

Language at work

Exercise 1

- closed
- Have / called
- have / met
- haven't improved
- have / worked
- has / organized
- did / arrive
- didn't take
- Have / spoken

Exercise 2

- since
- for
- for
- since

Unit 4

Working with words

Exercise 1

- cost-effective
- secure
- efficient
- user-friendly
- accurate
- convenient
- time-saving
- easier
- up-to-date
- immediate

Exercise 2

- financial adviser
- business class
- online banking

Business communication skills

Exercise 1

- Let me explain how it works
- The main thing to note is
- What happens is
- One other useful feature is that
- What happens when
- You can see what happens when you

Exercise 2

- similar / different
- benefit / drawback
- As well as / also
- downside / plus side
- Whereas before / now
- one / other
- difficult / simple
- more / better

Language at work

Exercise 1

- easy
- friendlier
- slower
- more popular
- well
- faster
- more original

Exercise 2

- than
- far
- as
- than
- much
- as
- slightly
- a bit

Unit 5

Working with words

Exercise 1

- requirements
- care
- satisfaction
- service
- expectations

Exercise 2

- tailor
- ensure
- guarantee
- adjust
- evaluate
- provide

Exercise 3

- services
- adapt
- guarantee
- care
- evaluate
- satisfy

Business communication skills

Exercise 1

- 2 arrange 3 make 4 good
5 How 6 suit 7 'd prefer

Exercise 2

- 2 in 3 with 4 for
5 for 6 on 7 back
8 forward

Exercise 3

- 1 c 2 a 3 f 4 d
5 e 6 h 7 b 8 g

Language at work

Exercise 1

- 2 gets in
3 is meeting
4 is bringing
5 are we all having lunch
6 are showing
7 are we doing
8 are having
9 does your flight leave
10 leaves

Exercise 2

- 2 Our team is going out to celebrate Torsten's birthday.
3 We're meeting in reception at 5.30 p.m.
4 Then we're having a meal in that new Greek restaurant.
5 The last train leaves at midnight.

Unit 6

Working with words

Exercise 1

- 2 exhibition 3 excursion
4 entertainment 5 sightseeing
6 specialities 7 venue
European city = Alicante

Exercise 2

- 2 check in 3 freshen up
4 show you around 5 eat out
6 go out 7 pick you up
8 meet up with

Business communication skills

Exercise 1

- 2 It's nice to finally meet you
3 Likewise
4 how was your journey
5 did you have any trouble
6 let me take your bag
7 can I get you a drink
8 sounds great
9 let me run through
10 get the chance

Exercise 2

- 2 to 3 to 4 with
5 opportunity 6 over 7 over
8 own 9 remind 10 wish

Language at work

Exercise 1

- 2 need to / have to bring your laptop – we have one you can use
3 allowed to smoke in this area
4 mustn't take these documents out of the building
5 supposed to talk in the library

Exercise 2

- 2 be polite and helpful to customers
wear an ID badge at all times
3 leave bicycles at the back of the shop
enter the shop through the main entrance
4 smoke in the warehouse
wear jeans

Unit 7

Working with words

Exercise 1

- 2 for 3 from 4 against
5 against 6 for

Exercise 2

- 2 identity theft
3 unauthorized access
4 PIN number
5 X-ray machine
6 security breach
7 CCTV
8 antivirus software

Business communication skills

Exercise 1

- 2 As it stands, the situation is
3 This is because of the fact that
4 As a result
5 I'd like to update you
6 By entering
7 We expect

Exercise 2

- 2 I don't quite understand how it works.
3 Can you tell us more about it?
4 What do you mean by 'security breach'?
5 If I understand you correctly, this will cost a lot.
6 I'm not sure I follow you.

Language at work

Exercise 1

- 2 has been ringing
3 haven't / switched
4 have been looking
5 have just called
6 have sent
7 Have / had
8 have been talking

Exercise 2

- 2 so
3 In order to
4 so that
5 Therefore

Unit 8

Working with words

Exercise 1

- 2 c 3 g 4 f 5 h 6 j
7 b 8 d 9 e 10 a

Exercise 2

- 2 take responsibility
3 team player
4 work closely
5 complementary skills
6 common ground
7 form alliances
8 joint venture
9 mutual benefit
10 shared goal

Business communication skills

Exercise 1

- 2 What's the timescale on this
3 we plan to
4 in the long run

Exercise 2

- 2 hope to have
3 in the short term
4 in the long term
5 How long will it take to
6 expect
7 by the end of
8 going to tell everyone
9 this leave us
10 over the next
11 chances are

Language at work

Exercise 1

- 2 'm / am going to 3 'll / will
4 'll / will 5 'm / am going to
6 'll / will

Exercise 2

- 2 c 3 c 4 a 5 b 6 a

Unit 9

Working with words

Exercise 1

- 1 manufacturer 2 supplier
3 distributors 4 inventory
5 streamline 6 (supply) chain
7 logistics 8 client
9 warehouse 10 component
11 raw (materials) 12 retailer

Practice file answer key

Exercise 2

- 2 stock up on 3 out of
4 track of 5 running low

Business communication skills

Exercise 1

- 2 Can I take your account details
3 look into it
4 according to my information
5 what has happened to it
6 you check it out for me
7 get back to you within the hour

Exercise 2

- 2 it was dispatched on
3 something must have gone wrong
4 check it out
5 asap
6 as quick as we can
7 charge it to

Language at work

Exercise 1

- 2 would deal with it straight away
3 had happened to it
4 was off sick
5 would look into it
6 if she was better
7 hadn't been off sick
8 had said
9 me he had sent the order

Exercise 2

- 2 Bella asked Alan if he wanted anything from the canteen.
3 Nabila wants to know what the time of the next flight to Boston is.
4 Richard asked Sally if / whether she wanted to borrow *The Economist*.
5 Keith says he's tired of dealing with unreliable suppliers.
6 Jackie told me that if I couldn't go to the meeting, she would go instead.

Unit 10

Working with words

Exercise 1

- 2 badly equipped 3 state-of-the-art
4 spacious 5 well-maintained
6 well equipped 7 run-down
8 old fashioned

Exercise 2

- 2 quite 3 really 4 quite
5 fairly 6 pretty 7 extremely
8 very

Business communication skills

Exercise 1

- 2 change the colour
3 asking them to make a better offer

- 4 difficult to convince them about our proposals
5 we provide some chairs
6 having music in the factory
7 not come (if you don't mind)
8 we look at this again tomorrow morning

Exercise 2

- 2 good idea 3 would work
4 on top 5 in addition
6 Besides

Language at work

Exercise 1

- 2 ✓ 3 ✓
4 X little few 5 X many much
6 ✓ 7 X any some
8 X fewer less 9 ✓
10 ✓

Exercise 2

- 2 few 3 many / any
4 some / a lot 5 much
6 lot 7 many / any
8 any 9 lot of / few

Unit 11

Working with words

Exercise 1

- 2 brainstorming 3 put forward
4 majority 5 backing
6 carry out

Exercise 2

- 2 a 3 g 4 e 5 h
6 c 7 d 8 b

Exercise 3

- 2 consensus 3 options
4 evaluate 5 confrontation
6 compromise

Business communication skills

Exercise 1

- 2 agree 3 face 4 point
5 thing 6 As 7 Absolutely
8 Come 9 correctly 10 agreed

Exercise 2

- 2 ~~not quiet sure~~ not quite sure
3 ~~I am hearing what you say~~ I hear what you are saying
4 ~~enough fair~~ fair enough
5 ~~As far I'm concerned~~ As far as I'm concerned
6 ~~fine to me~~ fine with me

Language at work

Exercise 1

- 2 have / will end
3 work / you will be
4 knew / would be
5 had / would they be

- 6 improves / will have to
7 would you feel / asked you
8 would do / went
9 could / would you do
10 arrive / will be able to

Exercise 2

- 2 could 3 Unless / I'll have
4 Unless / will look 5 will have to / if

Unit 12

Working with words

Exercise 1

- 2 a 3 a 4 a 5 b
6 c 7 c 8 b 9 a

Exercise 2

- 2 prototype 3 concept
4 reliable 5 simple
6 innovative 7 revolutionary

Business communication skills

Exercise 1

- 2 about 3 by 4 at
5 at 6 for 7 about
8 to 9 on 10 with

Exercise 2

- 1 Good 2 here 3 start / begin
4 First 5 Then 6 finally
7 free

Exercise 3

- 2 d 3 k 4 a 5 e 6 g 7 b
8 l 9 i 10 f 11 c 12 j

Language at work

Exercise 1

- 2 ~~I think quickest~~ I think the quickest
3 ~~the more~~ the most
4 ~~we ever~~ we have ever
5 ~~boredest~~ most bored
6 ~~a second~~ the second
7 ~~you ever~~ you have ever
8 ~~the most busiest~~ the busiest

Exercise 2

- 2 worst 3 fewest 4 flexible
5 second 6 has 7 fewest
8 best

Unit 13

Working with words

Exercise 1

- 2 failure 3 faulty
4 breakdowns 5 unreliable
6 damaged 7 defective

Exercise 2

- 2 c 3 c 4 a 5 c 6 b 7 a

Business communication skills

Exercise 1

- won't
- do you mean by
- keeps on
- sounds as though
- Have you tried
- advise you to
- should solve the problem
- if I were you

Exercise 2

- 's always borrowing
- taking
- wrong
- should
- advise
- sounds
- solve
- appears
- putting

Language at work

Exercise 1

- have to 3 shouldn't 4 should
- could 6 should 7 should
- would

Exercise 2

- b 3 f 4 a 5 c 6 g 7 d 8 h

Exercise 3

- very tired too tired
- responses ~~enough~~ enough responses
- ~~not enough~~ clearly not clearly enough
- ~~too much expensive~~ too expensive / much too expensive
- ~~I have time enough~~ I don't have enough time

Unit 14

Working with words

Exercise 1

- with 3 up 4 in
- into 6 stages 7 end

Exercise 2

- e 3 a 4 f 5 d 6 c

Exercise 3

- essentially 3 there are
- First of all 5 Having
- Once you've done 7 you're ready to

Business communication skills

Exercise 1

- we'd be delighted 3 I was wondering if
- how about

Exercise 2

- I'm afraid something has come up.
- That would be great.
- I'm sorry for messing you around, but how about the week after?

Exercise 3

- c 3 a 4 e 5 b 6 j
- i 8 f 9 d 10 g

Language at work

Exercise 1

- make
- starts / are cut and painted
- sew
- are washed
- employs
- supports
- is encouraged and trained

Exercise 2

- is located 3 was chosen
- was needed 5 was held
- was won

Exercise 3

- was set up 20 years ago (by Hans Angst)
- must be sacked (by the manager) for being late
- have agreed to extend the hours of work
- is regarded as a sign of politeness in this culture

Unit 15

Working with words

Exercise 1

- confident 3 ambitious
- patient 5 hard-working
- enthusiastic 7 punctual

Exercise 2

- ability 3 -ing 4 -ion
- ful 6 -le 7 -m

Business communication skills

Exercise 1

- pleased 3 feel
- happy 5 strengths
- seem 7 thing

Exercise 2

- about 3 for 4 with

Exercise 3

- do 3 intend 4 sound
- add

Language at work

Exercise 1

- hadn't been 3 were all finishing
- said 5 hadn't asked
- was suggesting 7 stopped
- came 9 hadn't liked
- had waited

Exercise 2

- had had 3 were / becoming
- was growing 5 had / graduated
- were running 7 had asked
- hadn't / taken 9 was doing

Unit 16

Working with words

Exercise 1

- c 3 a 4 a 5 a 6 a

Exercise 2

- complete waste of time
- significant breakthrough
- great success
- amazing achievement

Business communication skills

Exercise 1

- i 3 h 4 a 5 e 6 j
- b 8 g 9 f 10 c

Exercise 2

- I'll fill you in
- give me an overview
- this underlines the importance of
- could have gone better
- how did it go?
- what we need to do is
- Tell me more
- We should focus on

Language at work

Exercise 1

- Even though she is bad at paperwork, she is our best salesperson / Even though she is our best salesperson, she is bad at paperwork.
- Despite only having two products, it is an extremely successful business.
- They went ahead with the project, despite the fact that the research was unfavourable.
- Although the meeting went on and on, we made some useful decisions.
- He didn't know that the company was for sale. However, he did have an idea of how much it was worth.

Exercise 2

- The seminar was a waste of time. However, we enjoyed meeting our new colleagues. / We enjoyed meeting our new colleagues. However, the seminar was a waste of time.
- He was miserable, but he earned a lot of money.
- Despite the fact that we forgot our notes, we managed to give the presentation. / Despite forgetting our notes, we managed to give the presentation.
- The office was big, but there wasn't enough space for all the desks.