

# 11 | Practice file

## Working with words

- 1 Complete these minutes of a meeting with words and phrases from the list.

majority put forward backing carry out  
hierarchy brainstorming

All levels of the firm's <sup>1</sup> hierarchy were represented at the meeting. The meeting began with a <sup>2</sup> \_\_\_\_\_ session in small groups, after which a spokesperson from each group <sup>3</sup> \_\_\_\_\_ its three main proposals. A lively discussion followed, in which a large <sup>4</sup> \_\_\_\_\_ supported a 'first come, first served' approach to parking. A proposal to have a new self-service canteen was less popular and only received the <sup>5</sup> \_\_\_\_\_ of a third of those present. It was agreed that senior management would decide whether to <sup>6</sup> \_\_\_\_\_ these decisions at their next meeting.

- 2 Match 1–8 to a–h.

- 1 He'll do anything to avoid ... f
- 2 It's important to reach ... \_\_\_\_\_
- 3 It's time for us to make up ... \_\_\_\_\_
- 4 Have you made ... \_\_\_\_\_
- 5 Don't bother expressing ... \_\_\_\_\_
- 6 Rule one is never to make ... \_\_\_\_\_
- 7 They finally reached ... \_\_\_\_\_
- 8 She is very good at evaluating ... \_\_\_\_\_

- a a consensus at today's meeting.
- b ideas and presenting clear summaries.
- c a concession without getting something in return.
- d a compromise, which pleased nobody.
- e a decision about my holiday request, Paula?
- f a confrontation. He hates arguments.
- g our minds about which system to adopt.
- h an opinion. He just expects you to agree.

- 3 Put the letters in brackets in the right order to find words that match these definitions.

- 1 to suggest an idea: put forward (URPFOTWRDA)
- 2 general agreement between people: \_\_\_\_\_ (OENSCSNUS)
- 3 choices or alternatives: \_\_\_\_\_ (PIOSOTN)
- 4 assess / judge: \_\_\_\_\_ (EVELAUAT)
- 5 an argument or open conflict: \_\_\_\_\_ (AOTONROFNCTI)
- 6 give / agree to something to get something: \_\_\_\_\_ (OOMCPRIESM)

## Business communication skills

- 1 Onslow Publications has had its own staff restaurant, run by Onslow employees, for years. As a way of cutting costs, managers are having a meeting to discuss subcontracting their catering services to an outside company. Complete their discussion with words from the list.

as face agree personally thing  
absolutely point come agreed correctly

Simon <sup>1</sup> Personally, I think we should take this opportunity to cut our costs.

Bob I <sup>2</sup> \_\_\_\_\_ with Simon. Let's <sup>3</sup> \_\_\_\_\_ it, it's a luxury we can't afford.

Rupert I take your <sup>4</sup> \_\_\_\_\_, but we entertain important guests in the old typesetters' room and that really impresses them.

Doris The <sup>5</sup> \_\_\_\_\_ is, it's not just a question of money. <sup>6</sup> \_\_\_\_\_ I see it, we should treat everybody the same. Some kitchen staff have been with us for twenty years.

Hamish <sup>7</sup> \_\_\_\_\_! If they lose their jobs, they'll never find another one.

Bob <sup>8</sup> \_\_\_\_\_ on, Hamish! This is a business, not an old people's home.

Simon If I understand you <sup>9</sup> \_\_\_\_\_ Doris, you don't want to change anything. Is that right?

Rupert Well, we won't reach a decision today. Let's review the situation in six months. So are we all <sup>10</sup> \_\_\_\_\_? Good. Let's move on to the next item on the agenda.

- 2 Correct these sentences and phrases.

- 1 Accordingly to Roger, we should open another branch. According
- 2 I'm not quiet sure about that. \_\_\_\_\_
- 3 Yes, I am hearing what you say. \_\_\_\_\_
- 4 Yes, enough fair. \_\_\_\_\_
- 5 As far I'm concerned ... \_\_\_\_\_
- 6 That's fine to me. \_\_\_\_\_

## Language at work | First and second conditionals

### First conditional

#### Form

if + present simple (= condition), will + verb (= result)

*If we change our supplier, we'll reduce costs.*

#### Use

- 1 To talk about events that might or might not happen and their results.  
*If they close the factory down, we'll have to look for another job.*  
(The factory might close down, but we don't know.)
- 2 Use the first conditional if you believe that the condition is likely or possible.  
*If I get a pay rise, I will buy a house.* (You believe it is likely or possible that you will get a pay rise.)

### Second conditional

#### Form

if + past simple (= condition), would / might / could + verb (= result)

*If we changed our supplier, we would reduce costs.*

#### Use

- 1 To talk about events that are less likely to happen.  
*If you wasted less time chatting on the phone, you would get more work done.* (But I think you will continue to waste time.)
- 2 To talk about impossible or highly unlikely situations.  
*If I were taller, people would take me more seriously.* (But I'll always be short.)  
*If I ran the company, I would make a lot of changes.* (But I am just an eighteen-year-old office clerk.)
- 3 To talk about something hypothetical.  
*If we took over their company, we would have access to the South American market.*
- 4 To be more polite, or achieve more 'social distance'.  
*What would you say if I asked you to be Managing Director?*

### Language tip

In second conditional sentences, we often use *were* instead of *was* after *if*. *Were* is more formal than *was*.

*If I were the manager, I would improve working conditions.*

*If I was the manager, I would improve working conditions.*

### when, as soon as, and unless

- 1 We can use *unless* to mean *if not* or *except*.  
*They won't let you into the restaurant unless you're wearing a tie.*

- 2 Use *when* / *as soon as* instead of *if*, to show you are sure that something will happen. Compare the following.

*Liz will call me when the client arrives.* (You are sure the client will arrive.)

*Liz will call me as soon as the client arrives.* (You are sure the client will arrive and when the client arrives, Liz will call you immediately.)

*Liz will call me if the client arrives.* (Maybe the client will arrive, but you are not sure.)

- 1 Complete these sentences with the most appropriate form of the verbs in brackets.

- 1 I know it won't ever happen, but what *would we do* (we / do) if our restaurant suddenly *became* (become) famous?
- 2 Unless you \_\_\_\_\_ (have) good financial planning, your expansion plans \_\_\_\_\_ (end) in disaster.
- 3 Every new recruit starts with the same opportunities. If you \_\_\_\_\_ (work) hard, \_\_\_\_\_ (you / be) promoted.
- 4 If I \_\_\_\_\_ (know) the answer to that question, I \_\_\_\_\_ (be) a very rich person!
- 5 If you \_\_\_\_\_ (have) three wishes for your career, what \_\_\_\_\_ (they / be)?
- 6 Unless your work \_\_\_\_\_ (improve), you \_\_\_\_\_ (have to) start looking for another job.
- 7 I'm not saying it's going to happen, but how \_\_\_\_\_ (you / feel) if we \_\_\_\_\_ (ask / you) to work in our Lagos office?
- 8 Just imagine what you \_\_\_\_\_ (do) if the firm suddenly \_\_\_\_\_ (go) bankrupt.
- 9 If you \_\_\_\_\_ (can) change just one thing about your working environment, what \_\_\_\_\_ (you / do)?
- 10 When they \_\_\_\_\_ (arrive) we \_\_\_\_\_ (be able to) start the meeting.

- 2 Choose the correct answer from the words in *italics*.

- 1 We will start working on the project *as soon as* / *unless* the budget is agreed.
- 2 If we knew more about our competitor's plans, we *can* / *could* create a better strategy.
- 3 *If* / *Unless* you make the decision, *I'll have* / *I have* to make it for you.
- 4 *When* / *Unless* we improve the design, it *will look* / *looks* too old-fashioned.
- 5 She *will have to* / *has to* accept being unpopular *unless* / *if* she becomes the boss.

