

Working with words

- 1 Complete these sentences with words from the list. You will need to change the form of the words.

fault rely break understand
defect damage fail

- Poor translation caused a major misunderstanding between the parties.
- The job advertisement was a _____. It didn't produce any suitable applicants.
- It broke down because of a _____ contact in the electrical circuit.
- These communication _____ between departments are becoming a real problem.
- We can't have anyone _____ on the team. We need to depend on each other 100%.
- The screens on all of these calculators are cracked. They were probably _____ during transportation.
- I don't believe it! We've had yet another delivery of _____ goods from that supplier. We won't be using them again.

- 2 Complete this email with the correct answer from the options in 1–7.

Dear Help Desk

I really need your help. I'm trying to use a disk on my computer, but it keeps going ¹ b. I think it could be that the disk is ² _____ with my computer, or maybe the CDROM driver is out of ³ _____. It could even be a ⁴ _____ in the program or a ⁵ _____ on the disk. It would be great if you could fix the problem as soon as possible. I need to use the disk today because I know that the system will be ⁶ _____ tomorrow for maintenance. Please don't ⁷ _____ me down.

Best regards
Joe Morris

- | | | |
|--------------|--------------|----------------|
| 1 a up | b wrong | c away |
| 2 a included | b incomplete | c incompatible |
| 3 a touch | b time | c order |
| 4 a bug | b rug | c plug |
| 5 a patch | b spot | c flaw |
| 6 a off | b down | c up |
| 7 a let | b put | c got |

Business communication skills

- 1 Complete this conversation with words and phrases from the list.

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

Gareth Hi, Blanka. How ¹ can I help ?

Blanka It's my printer. It ² _____ give me clean print-outs of anything. It just messes them up.

Gareth What exactly ³ _____ 'messes them up'?

Blanka Well, it ⁴ _____ missing lines and you can hardly read it.

Gareth Don't worry, it ⁵ _____ it could simply be a printing-head problem. ⁶ _____ cleaning them?

Blanka No. I didn't know I had to.

Gareth Yes, I'd ⁷ _____ clean the heads regularly so that this doesn't happen again. I'll show you. There, that ⁸ _____.

Blanka Oh, that's much better, Gareth. You've saved my life.

Gareth You're welcome. Although from now on, I'd clean the heads regularly ⁹ _____.

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

- It looks *like / though* you'll have to buy a new one.
- It's extremely annoying – she *always borrows / 's always borrowing* my calculator without asking.
- I'm really annoyed. Ludo keeps on *taking / take* biscuits from my desk.
- What's *matter / wrong* with it exactly?
- There we are, that *should / must* fix it.
- I'd *advise / say* you not to use it again – best to call the engineer first.
- It *smells / sounds* like something must be loose – it's so noisy.
- That should *solve / sort* the problem.
- So what *appears / looks like* to be the problem with your computer?
- Have you tried *put / putting* it in a different position?

Language at work | Advice and recommendation | *too* and *enough*

Advice and recommendation

Use

- To give or ask for advice, use *should*.
You should always make a backup copy of your files.
How do you think we should proceed?
- To introduce an option or possible course of action, use *could*.
You could show them the factory first.
- To describe a less attractive option, use *could always*.
We could always reduce our prices.
- To say that it would be fair or right for something to happen, use *should*.
The company should dedicate more resources to quality control.
- To give your opinion, use *would*.
If I were you, I would extend the guarantee.
- To criticize, use *should*.
You should treat your computer more carefully.
- To give an instruction, use *have to*.
You have to enter your password to access your emails.

too and *enough*

Use

- Use *too* before adjectives to say that something is more than good, more than necessary, more than is wanted, etc.
This MP3 player is too expensive, customers will never buy it.
- Use *enough* before nouns to say that there is / isn't as much of something as necessary.
We (don't) have enough time to make an intelligent decision.
- Use *enough* after verbs, adjectives, and adverbs to say something is sufficient / insufficient.
She doesn't work enough. / It isn't warm enough. / He doesn't type quickly enough.
- Use *enough* as a pronoun, when a noun does not need to be repeated.
A: Shall we get some more paper clips?
B: No. We've got enough.

Language tip

Be careful not to confuse *very* and *too*.

The restaurant was very expensive, but we enjoyed ourselves.
The restaurant was too expensive, it simply wasn't worth the money.

- A manager is discussing quality control with a visiting consultant. Choose the correct answer from the words in *italics* to complete their conversation.

Manager What ¹*would* / *should* you do if you were me?

Consultant Well, to begin with you ²*have to* / *would* involve staff much more in improving quality during the production process. You ³*wouldn't* / *shouldn't* just rely on checks at the end of the production process.

Manager OK. And how ⁴*have to* / *should* we do this?

Consultant Well, there are different possibilities. You ⁵*could* / *would* introduce quality circles or make people measure their performance at each stage. At the very least you ⁶*would* / *should* have a suggestion box where people can send their suggestions.

Manager That's a good idea. I think we ⁷*would* / *should* introduce this idea straightaway.

Consultant Yes, I ⁸*could* / *would*, if I were you. It will show everyone you mean business.

- Put this conversation in the right order 1–8.

- ___ a I think you should go and see him again and explain the problem.
- ___ b If I were you, I'd tell your boss that you need someone to help you.
- ___ c What if he doesn't listen again?
- ___ d But what if he says I can't have any help? What should I do then?
- ___ 1 e I am really struggling to keep on top of my work load. What would you do in my position?
- ___ f I've been asking him for help for a long time – so what should I do now?
- ___ g You have to *make* him listen – you can't go on like this.
- ___ h Well you could always threaten to leave!

- Correct these sentences.

- Her English is enough good for her to go to Los Angeles.
good enough
- I was very tired to drive back home. _____
- There weren't responses enough to our questionnaire to come to any conclusions. _____
- She spoke too fast and not enough clearly for us to understand what she was saying. _____
- The campaign was too much expensive – we didn't have enough money to finance it. _____
- Please don't ask me to do anything else – I haven't time enough. _____

