

14 | Practice file

Working with words

1 Choose the correct answer from the words in *italics*.

- All our jackets are made out *from / of / with* leather.
- If you mix hydrogen *into / with / from* oxygen, you get water.
- They pick *off / out / up* the bins about once a week and take them to the recycling centre.
- Put your coin *at / through / in* this slot to get coffee.
- The paper is fed *off / into / up* the printer at this end.
- There are three main *stages / places / areas* to this procedure.
- The *last / end / big* product is sold all over the world.

2 Put the stages of advertising on a search engine website in the right order 1–6.

- First of all, you need to say where your customers are located and what language the advertisement will be in.
- The basic procedure is simple – just follow the steps on the search engine's web page.
- Finally choose how you are going to pay for your ad.
- Having written it, you need to choose the keywords that describe your business.
- There are essentially four main stages.
- Then you need to write your ad.

3 Complete this text with words and phrases from the list.

having essentially you're ready to *basic procedure*
there are once you've done first of all

The ¹ *basic procedure* is quite simple and ² _____,
³ _____ three main stages.
⁴ _____, insert the disk. Then, the
computer will automatically start to load the software. If it
asks you any questions, just click 'yes' or 'next'.
⁵ _____ loaded it all, you'll probably
have to restart it. ⁶ _____ all that,
⁷ _____ go online.

Business communication skills

1 Complete the emails with phrases from the list.

we'd be delighted *I was wondering if*
We would like to *how about*

Dear Valued Customer

¹ *We would like to* invite you to the opening of our new store on Saturday 16 August, at 10.00 a.m. As someone who regularly shopped at our previous supermarket in Waltham Street, ² _____ if you would join us for the official opening ceremony and take advantage of some very special new offers.

Dear Ralph

³ _____ you'd like to meet with us for a drink tonight at Renee's Bar. There are a few of us going from work, so ⁴ _____ coming along at around 8.00 p.m.?

2 Rewrite sentences 1–4 to make them informal. Use the prompts in *italics*.

- I'm afraid I'm unable to attend.
sorry / can / come
I'm sorry, but I can't come.
- Due to unforeseen circumstances, it won't be possible.
afraid / something / up

- I would be delighted to.
would / great

- I apologize for the inconvenience, but can we postpone it to the week after?
sorry / mess / around / but / how / the week after?

3 Match a–j to 1–10.

- | | |
|------------------------------|------------------------|
| 1 Have you got ... <i>hi</i> | a bad time? |
| 2 Are you ... | b for a second? |
| 3 Is this a ... | c busy? |
| 4 Sorry to ... | d to hear that. |
| 5 Can I interrupt you ... | e bother you ... |
| 6 Can I talk ... | f be helped. |
| 7 These things take ... | g next time. |
| 8 It can't ... | h a minute? |
| 9 I'm sorry ... | i time. |
| 10 Maybe ... | j to you for a moment? |

Language at work | Passive forms

Passive forms

Form

Verbs in sentences can either be active or passive.

The passive is formed with the verb *be* + past participle of the main verb.

Tense	Passive form	Active form
Present simple	The post is opened in the morning.	David <i>opens</i> the post in the morning.
Present continuous	The report is being written right now.	Christina <i>is writing</i> that report right now.
Past simple	I was given your name by a colleague.	Joe Langley <i>gave</i> me your name.
Present perfect	We ve been asked to speak at the event.	The CEO <i>has asked</i> us to speak at the event.
Modal	It mustn't be changed in any way.	Nobody <i>must</i> change it in any way.

Use

- To talk about processes or how something is done.
*First of all, the bottle **is washed** and sterilized. Next, it **is filled** ...*
- To emphasize the result, rather than the person or cause.
*We **have been forced** to change our plans because ...*
- When the person who does the action is unknown, unimportant, or too obvious to mention.
*Hello, I **was advised** to talk to you about purchasing ...*

Language tip

Passive forms tend to be written down more than they are spoken. For example, we often use passives in formal business writing, such as memos and reports.

*It **is recommended** that all staff arrange an appointment with their line managers.*

1 Choose the correct answer from the words in *italics*.

- The Kabul Star football *manufactures* / *is manufactured* in Afghanistan.
- Employees *make* / *are made* the footballs in a large house in Kabul.
- The process *starts* / *is started* in the garage where pieces of leather *cut and paint* / *are cut and painted*.
- The workers then *sew* / *are sewn* the leather pieces together to make the balls.
- After that the balls *wash* / *are washed* in the bathroom and packaged in the largest bedroom in the house.
- The factory only *employs* / *is employed* women.
- A charity called Humanitarian Assistance for Women *supports* / *is supported* the factory.
- The female workers *encourages and trains* / *are encouraged and trained* to set up their own businesses.

2 Complete the sentences with the correct form of verbs from the list.

need knew choose
locate hold win

- The Tate Modern *is known* as one of the best modern art galleries.
- It _____ on the banks of the River Thames in the heart of London.
- An old power station _____ to house the gallery.
- It offered the space that _____ to display the large collection of art.
- An international competition _____ to find a suitable proposal for transforming the power station into an art gallery.
- It _____ by Herzog & deMeuron, a Swiss architectural practice.

3 Rewrite these sentences in either the passive or active form starting with the words given.

- Most business these days is done over the phone.
People *do most of their business over the phone these days* .
- Hans Angst set up the company twenty years ago.
The company _____
- The manager must sack employees for being late.
Employees _____
- It has been agreed to extend the hours of work.
We _____
- People in this culture regard punctuality as a sign of politeness.
Punctuality _____

