

Working with words

1 Match the adjectives in the list to comments 1–7.

confident hard-working enthusiastic creative
punctual patient ambitious

- 1 ‘I like his original ideas and new ways of approaching things.’
_____ *creative* _____
- 2 ‘She doesn’t seem to have any doubts about her abilities.’

- 3 ‘I think they’ll both do anything to get to the top.’

- 4 ‘It’s important, as a manager, to spend time listening to your employees and not expect them to always get things right the first time round.’

- 5 ‘He’s always the first one in and the last one out, at work. You never see him resting.’

- 6 ‘Whatever the plan, she’s always smiling and ready to try it out.’

- 7 ‘Workers in this country are never late for work. It’s considered very bad.’

2 Complete these sentences by finishing the words.

- 1 People like doctors and nurses must be so dedicated to their work.
- 2 I’m not convinced about the depend _____ of this machinery. It’s very old.
- 3 We’re a car _____ company, where the customer is number one.
- 4 You need a lot of motivat _____ when you’re self-employed.
- 5 May I say how help _____ all your staff have been today. Thank you very much.
- 6 They say that women are able to do more than one job at a time and are more flexib _____ than men.
- 7 He’s young and has lots of enthusias _____, so we should probably spend time and money on training him.

Business communication skills

1 Complete this conversation with suitable words or phrases.

- A In ¹ *general*, we’re very ² _____ with your performance. You seem to be doing very well since you started. How do you ³ _____ about the last six months?
- B I’m really ⁴ _____ with my work and the staff seem to like me.
- A Yes, one of your key ⁵ _____ is motivating your team. You ⁶ _____ to be doing very well. However, one ⁷ _____ I also wanted to discuss was a complaint we had from one employee.

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

- A How are you getting ¹ *on / off / out* with these late orders?
- B I think we’ve dealt with most of them.
- A That’s great. Have you thought ² *with / about / for* how we can avoid delays like this in the future?
- B Personally, I think communication between purchasing and the warehouse is an area ³ *at / with / for* improvement.
- A You might be right. I think we should have another meeting next week. Is that OK ⁴ *to / from / with* you?

3 Complete this conversation with verbs from the list.

summarize intend add do sound

- A So let’s ¹ *summarize* what we’ve agreed. One thing you’re going to ² _____ is talk to your line manager about your idea for a new system. And you also ³ _____ to join the English classes at lunchtime. How does that ⁴ _____?
- B Fine.
- A Is there anything else you’d like to ⁵ _____?

Language at work | Past perfect and past continuous

Past perfect

Form

had + past participle

Use

- 1 To say that one event happened before another completed past event.

The meeting had ended when he arrived.



- 2 The past perfect often appears in sentences with conjunctions, such as *when*, *by the time*, *because*, *so*. The other verb in the sentence is often in the past simple.

Other rules

Words often used with the present perfect are also often used with the past perfect. They are *for*, *since*, *yet*, *just*, *never*, *recently*, *already*.

The email had already been sent when John noticed the mistake.

Past continuous

Form

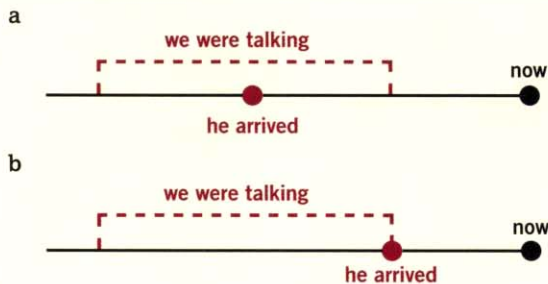
was / were + -ing form

Use

- 1 To talk about something in progress at a particular time in the past. It often appears with the past simple in the same sentence.

We were talking when he arrived.

Note that the past action might happen whilst the continuous action is in progress (a), or it might interrupt and stop the continuous action (b).



- 2 To give background information in the past.

We were phoning customers all day.



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

'Several years ago, I ¹*have worked / was working* as the quality technician with a computer manufacturer. Well, I ²*hadn't been / wasn't* there many weeks when, one day, we ³*were all finishing / all finished* off – it was around 5.00 p.m. – and the supervisor came by. He ⁴*was saying / said* he was going round the factory and asking everyone for feedback on a new idea of his to improve a process on the production floor. He ⁵*was asking / hadn't asked* me up to this point, but everyone else wanted to go home, so I said I'd have a look. But while I ⁶*was suggesting / had suggested* reversing a couple of steps in the process, he suddenly ⁷*stopped / had stopped* me and explained why my suggestions weren't possible and walked off. Anyway, six months later I was reading my annual appraisal report from the same supervisor, when I ⁸*was coming / came* across this line, "He is unable to accept other people's opinions." He obviously ⁹*wasn't liking / hadn't liked* the feedback on his idea six months before, and he ¹⁰*has waited / had waited* all that time to criticize me!'

- 2 Complete this interview with the past perfect or the past continuous form of the verbs in brackets.

Journalist You opened your first clothes shop in 1998, Mary. So, did your interest in fashion begin there or ¹ *had you always been* (be) interested?

Mary Yes, I suppose so. I ² _____ (have) a number of jobs in the Hong Kong fashion industry long before I opened my own shop. And that was all at the time when clothes with a Chinese look ³ _____ quickly _____ (become) very fashionable around the world. Although, even as a child, while I ⁴ _____ (grow) up in America, I knew that was something I wanted to do.

Journalist So why didn't you stay in the USA, where there was already an established industry?

Mary Well, when my boyfriend, now my husband, was offered a job in Hong Kong, I ⁵ _____ just _____ (graduate), so I was free to go anywhere.

Journalist And was it while you ⁶ _____ (run) your own shop that Tiger Retro approached you?

Mary That's right. Actually, they ⁷ _____ (ask) me once before.

Journalist So why ⁸ _____ you _____ (not take) the job previously?

Mary At the time, my own business ⁹ _____ (do) really well and I wanted to see how far we could go with that ...

