

Working with words

- Choose the correct answer from the options to complete these sentences.
 - Can you help me b my briefcase? I don't remember where I put it.
a look into b look for c find out
 - We _____ to finish the report by working all night.
a could b succeeded c managed
 - It was totally unexpected – we _____ some documents about the founding of the company.
a came across b found out c looked for
 - Scientists have _____ in producing a substitute for natural rubber.
a succeeded b managed c been able
 - They are still _____ for new energy sources.
a searching b finding out c coming across
 - We need to find someone with management _____ to run the training session.
a expertise b skill c achievement

- Match a word from A to a word from B and complete sentences 1–5.

A	B
absolute	success
amazing	breakthrough
significant	flop
great	achievement
complete	waste of time

- The conference was an absolute flop. Only five people came to my presentation.
- The trip was a _____. I spent three days there and found out nothing.
- There has been a _____ in negotiations for the new site.
- The sugar-free version has been a _____. Sales have doubled in three months.
- Salesperson of the year three years running! What an _____! Nobody has ever managed it before.

Business communication skills

- Boris has just come back from Madrid, where he was discussing the takeover of a family-run business. He is now having a conversation with his boss, Ingrid. Put their conversation in the right order 1–10.
 - Boris Well, I have to say, the first day *could have gone better*.
 - Ingrid Oh dear, *this underlines the importance of finding out everything about who we are dealing with*.
 - Boris Well, *what we need to do is overcome his suspicions. We should focus on reassuring him that he has nothing to fear*.
 - Ingrid Welcome back, Boris. So, *how did it go?*
 - Ingrid Oh, really? *Tell me more*.
 - Ingrid So where does this leave us?
 - Boris Yes, but there is a limit to how much research we can do.
 - Ingrid No time like the present. *So give me an overview, then*.
 - Boris Well, if you've got a couple of minutes, *I'll fill you in on everything*.
 - Boris Well, *I was impressed with the sister, but her brother gave me a cold reception. He feels threatened by the plans*.

- Match the words and phrases in *italics* from 1 above to 1–9.

- I was pleasantly surprised by ...
 I was impressed with ...
- Let me bring you up to date.

- So, what were your overall impressions?

- This highlights the need to ...

- ... wasn't what I expected.

- How was your trip?

- I think that the next step is ...

- What makes you say that?

- We need to concentrate on ...

Contrasting language

Form

- 1 Place *although* and *even though* at the beginning of the sentence or between the two contrasting parts of the sentence.

Although the conference was a waste of time, we made some useful contacts.

We made some useful contacts, even though the conference was a waste of time.

- 2 Put a comma before *but* and place it between the two contrasting parts of the sentence.

The conference was a waste of time, but we made some useful contacts.

- 3 Break the two contrasting parts into two sentences when you use *however*.

The conference was a waste of time. However, we made some useful contacts.

- 4 *Despite* is either followed by a noun, the *-ing* form, or noun + *-ing* form. It can also be followed by *the fact that* if you do not want to use the *-ing* form.

Despite the terrible weather, the business trip to India was a great success.

Despite the weather being terrible, the business trip to India was a great success.

Despite the fact that the weather was terrible, the business trip to India was a great success.

Use

- 1 Use *but* to show a contrast between two parts of a sentence.
We need more staff, but we can't afford to employ anyone else.
- 2 *Although*, *even though*, *despite*, and *however* can also be used to show contrast.

Despite the fact that it is a Swedish company, the staff communicate in English.

It is a Swedish company. However, the staff communicate in English.

Even though it is a Swedish company, the staff communicate in English.

Language tip

Even though gives more emphasis than *although*.

Although they had given plenty of notice, their boss wasn't happy.

Even though they had given plenty of notice, their boss wasn't happy.

1 Rewrite these sentences using the words in brackets.

- 1 Although your last order was late, we are prepared to give you another chance. (*however*)
Your last order was late. However, we are prepared to give you another chance.
- 2 She is our best salesperson. However, she is bad at paperwork. (*even though*)

- 3 They only have two products. It is an extremely successful business. (*despite + verb + -ing*)

- 4 They went ahead with the project, even though the research was unfavourable. (*despite + the fact that*)

- 5 The meeting went on and on but we made some useful decisions. (*although*)

- 6 Although he didn't know that the company was for sale, he did have an idea of how much it was worth. (*however*)

2 Correct these sentences. Sometimes more than one answer is possible.

- 1 Although the meeting was a great success, we felt really happy.
Although the meeting was a great success, we felt really depressed. / Although the meeting was a total disaster, we felt really happy.
- 2 However the seminar was a waste of time, we enjoyed meeting our new colleagues.

- 3 But he was miserable, he earned a lot of money.

- 4 Despite we forgot our notes, we managed to give the presentation.

- 5 But the office was big, there wasn't enough space for all the desks.

