

2 | Practice file

Working with words

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

- 1 something available to exploit and use: *resources* (ESCRORUSE)
- 2 timetable of activities: _____ (CSEHDLUE)
- 3 news on how something is progressing: _____ (UTEPAD)
- 4 money spending plan: _____ (BDTUGE)
- 5 the last day for finishing a piece of work or project: _____ (ADENDELI)
- 6 working together: _____ (EAWKTMRO)
- 7 practical abilities: _____ (LSIKLS)

2 Match 1–8 to a–h.

- 1 It's always difficult to allocate ... *a*
 - 2 You need to learn how to delegate ... _____
 - 3 What I like about my boss, is she always lets me get ... _____
 - 4 We're falling ... _____
 - 5 It's difficult to stay within ... _____
 - 6 If we continue like this we should meet ... _____
 - 7 Hi Melinda, it's Hanna, I need to get an ... _____
 - 8 I'm sure we'll be able to catch ... _____
- a resources – skilled staff are in short supply.
b behind schedule, so we all need to work this weekend.
c update on how the project is progressing.
d tasks – you can't possibly do everything yourself.
e up – there are three more weeks left.
f on with my work on my own.
g budget – we always overspend.
h the deadline without too much trouble.

3 Complete this email with the correct form of a suitable word from 2 above.

Dear Jan

I'm afraid it looks like we are not going to be able to meet the ¹_____ next Friday. We've fallen behind ²_____ because we were not ³_____ sufficient ⁴_____. We need more ⁵_____ with the appropriate skills to be put on the project immediately. Of course, this does mean that we won't be able to stay within our ⁶_____ either. I will send you an ⁷_____ after our team meeting this afternoon to let you know what is decided.

Very best wishes

Gerald

Business communication skills

1 Henry Price is organizing the official opening of a new building. He is talking his team through progress so far. Put their conversation in the right order 1–14.

- ___ a **Martin** You're welcome.
- ___ b **Ralph** Yes, leave it with me, Henry. I have some useful media contacts.
- ___ c **Rebecca** Yes, I'll do that. I'll ring them individually over the next two days.
- ___ d **Henry** Oh really? What is happening with them?
- ___ e **Henry** Thanks, Rebecca. Now we need someone to brief the media. Can you do that Ralph?
- ___ f **Henry** Good, so to recap, Melinda is dealing with the caterers, Rebecca is handling the invitations, Martin is handling the car hire firm and Ralph has volunteered to deal with the media.
- 1 g **Henry** Right, so accommodation has been organized. What's next on the list? Ah yes, before I forget, Melinda, can you contact the car hire people for the VIPs?
- ___ h **Melinda** I'd prefer not to if that's OK, I'm afraid I'm really busy with the caterers.
- ___ i **Henry** And where are we with replies to the invitations, Rebecca?
- ___ j **Henry** Good man Martin, thanks.
- ___ k **Melinda** The usual problems with menu changes – which is why I can't take anything else on.
- ___ l **Henry** That many? Can you check if they're coming?
- ___ m **Martin** As Melinda's busy, I can handle the hire firm if you want, Henry.
- ___ n **Rebecca** I'm dealing with them right now. We still haven't heard from 70 people though.

2 Ludo is calling a printer about some brochures. Put the words in *italics* in the right order.

Kevin Express Printers, this is Kevin speaking.

Ludo Hi Kevin, it's Ludo here. *things / going / are / How*

¹ *How are things going with our brochures?*

Kevin *far / good / So / so* ² _____

. Basically, *according / everything / going / plan / to / is*

³ _____. They're

almost finished.

Ludo Great, so *track / everything / on / is* ⁴ _____

_____.

Kevin Yes, except we still *to / need / somebody* ⁵ _____

_____ deliver them.

Ludo Well, *don't / why / I* ⁶ _____

come and get them? Give me a call when they're ready.

Kevin OK. No problem.

Language at work | Present simple and continuous

Present simple and continuous

Form

For the present simple, see page 103.

Present continuous positive: *am / is / are + -ing form*

Delia is emailing her business partner.

Present continuous negative: *am / is / are + not + -ing form*

Thomas isn't listening to me.

Questions

For present simple questions, see page 103.

- 1 To make questions with the present continuous, put *am / is / are* before the subject.

How are you getting on?

Are you making progress with the report?

- 2 To give a short reply to *yes / no* questions in the present continuous, use the subject + *am / is / are*.

Are you making progress with the report?

Yes, I am. / No, I'm not.

Use

Use both the present simple and the present continuous to talk about the present in different situations.

Present simple	Present continuous
<p>To talk about situations that happen regularly.</p> <p><i>In my job I speak to customers every day on the phone.</i></p>	<p>To talk about situations happening at or around the time of speaking.</p> <p><i>John can't help you at the moment, he is speaking to a client.</i></p>
<p>To talk about permanent situations or facts.</p> <p><i>I work for DHL.</i></p>	<p>To talk about temporary situations or activities.</p> <p><i>Belinda works at the Manchester office, but this month she is working with her colleagues in Liverpool.</i></p>

Language tip

- These verbs, known as state verbs, are rarely used in the present continuous, e.g. *know, believe, understand, like, love, forget, notice, remember, hate, want*.
- Verbs like *think* or *feel* usually take the present simple but are used in the present continuous when they describe a mental activity.

You look angry. What are you thinking about?

- 1 Complete these sentences with the present simple or the present continuous form of the verbs in brackets.

- Carlos usually sits (sit) in the main office, but today he is working (work) at home.
- What time _____ (you / have to) leave home to get to work?
- Look at the woman over there. Why _____ (she / sit) at John's desk?
- What _____ (you / work on) at the moment? Anything interesting?
- What _____ (Nadia / think) about her new boss?
- You seem quiet today. _____ (you / think) about your presentation?
- How much _____ (a successful salesperson / earn) each year?
- Hey, what _____ (you / do) in this room? This is for staff only.
- Whose is this briefcase? I _____ (think) it _____ (belong) to one of our visitors.
- They _____ (have) huge problems with the new lifts these days.

- 2 Match 1–8 to a–h.

- We work every day ... c
 - We're working every day ... ___
 - What does Mark think about ... ___
 - What is Mark thinking about? ... ___
 - How does Jenny manage ... ___
 - How is Jenny managing ... ___
 - We have a problem with our distributor, ... ___
 - We're having a problem with our distributor ... ___
- a He looks really worried.
 b so we'll have to think about getting a new one.
 c except Saturdays and Sundays.
 d with this new project?
 e because of a lorry drivers' strike.
 f this month.
 g the move to the Atlanta office?
 h to keep everyone happy?

