

# 4 | Practice file

## Working with words

### 1 Replace the words in *italics> with words from the list.*

accurate    user-friendly    up-to-date    cost-effective  
convenient    time-saving    secure    customized  
immediate    efficient    easier

- All our cars are *changed* to suit a customer's personal needs and requirements. customized
- You'd think that keeping work in-house would be *saving us money*, but in fact outsourcing can really reduce spending. \_\_\_\_\_
- That new café round the corner is a bit expensive, but it's really *near* for lunch. \_\_\_\_\_
- Very few jobs are *guaranteed for life* these days. You never know when you'll be out of work. \_\_\_\_\_
- You take a number at the bank now instead of queuing. It's really *good for reducing the long wait*. \_\_\_\_\_
- We seem to have three people standing in one place all doing the same job. There must be a more *effective* way of using them. \_\_\_\_\_
- This new software has made doing the monthly payroll much *less complicated*. \_\_\_\_\_
- They've redesigned the controls to make it *easy for the operator*. \_\_\_\_\_
- I'd like a report on the situation which is detailed and *says what's happening now!* \_\_\_\_\_
- How *correct* are these figures? They don't appear to add up. \_\_\_\_\_
- I'm sorry, but we can't give you an *instant* answer. We'll need a few days to discuss it first. \_\_\_\_\_

### 2 What are these people talking about? Match a word from the list to comments 1–4.

business class    online banking  
consultants    financial adviser

- They help the company to look at problems objectively and consider all the possibilities. consultants
- Having him allows me to concentrate on earning it and not what to do with it. \_\_\_\_\_
- It makes it so much faster than having to go to an actual building and wait behind everyone else. \_\_\_\_\_
- I don't have to worry about turning up so early, which allows me to get a decent night's sleep before I arrive. \_\_\_\_\_

## Business communication skills

### 1 Complete the conversation with these phrases.

Will it let me ...?  
What happens when ...  
Let me explain how it works.  
You can see what happens when you ...  
What happens is ...  
One other useful feature is that ...  
The main thing to note is ...

- A So, this is the new photocopier. It should be better.  
B <sup>1</sup> Will it let me copy on both sides of the paper?  
A Yes, of course. <sup>2</sup> \_\_\_\_\_  
<sup>3</sup> \_\_\_\_\_ that you have to choose the double-sided option first.  
<sup>4</sup> \_\_\_\_\_ the copier copies on both sides and the sheets come out here.  
B I see. What else can it do?  
A <sup>5</sup> \_\_\_\_\_ the photocopier can staple pages together if you want it to.  
B Really? <sup>6</sup> \_\_\_\_\_ I select the double-sided and the staple option together?  
A Well, basically the double-sided pages come out first, and then the copier staples them together. <sup>7</sup> \_\_\_\_\_ try it yourself.

### 2 Complete the sentences with the pairs of words from the list.

as well as + also    more + better    one + other  
good + bad    whereas before + now  
similar + different    difficult + simple  
downside + plus side    benefit + drawback

- The good news is he's changing jobs, but the bad news is he'll be your new line manager.
- The body looks very \_\_\_\_\_ to the old model, but what's \_\_\_\_\_ is the engine.
- One \_\_\_\_\_ is that the merger will expand the company, although a \_\_\_\_\_ might be that we lose our character.
- \_\_\_\_\_ improving service to the external customer, the new network will \_\_\_\_\_ help our staff.
- One \_\_\_\_\_ is that this machine needs two people, but on the \_\_\_\_\_ it's safer.
- \_\_\_\_\_ we wrote it by hand, we \_\_\_\_\_ ask customers to type in their details.
- On the \_\_\_\_\_ hand he's slow, but on the \_\_\_\_\_ hand he never makes a mistake.
- It might seem a bit \_\_\_\_\_ to use at first but in fact it's very \_\_\_\_\_.
- The \_\_\_\_\_ people get to know it, the \_\_\_\_\_ it will work.

## Language at work | Comparative forms

### Comparative forms

#### Form

- 1 Add **-er** to one- and some two-syllable adjectives and to adverbs with the same form as adjectives, e.g. *straight, fast*.

*small smaller fast faster*

If the adjective or adverb ends in **-y**, change the **-y** to an **-i** and add **-er**.

*happy happier*

- 2 Double the consonant after a vowel at the end of short adjectives.

*hot hotter big bigger thin thinner*

- 3 Some adjectives are irregular.

*good / well better bad / badly worse*

- 4 Add **more** to two- or more syllable adjectives and adverbs.

*accurate more accurate quickly more quickly*

- 5 Add **than** after the comparative to compare two things.

*Carole is more sociable than Vincent.*

#### Use

- 1 Use the comparative to compare two or more things / people.

*This new system is better than the old one.*

- 2 To say something is the same, use **as + adjective + as**.

*It's as accurate as the old system.*

- 3 To say something is different, use **not as + adjective + as**.

*It is not (isn't) as efficient as the old system.*

- 4 Use **even** to make the comparative adjective more extreme and surprising. This sentence could suggest that the last boss was not very good.

*The new boss is better than the last one.*

This sentence suggests that the last boss was good and surprisingly the new one is better. Therefore the new boss must be extremely good.

*The new boss is even better than the last one.*

- 5 Use intensifiers to emphasize the size of the comparison.

*Sales are a great deal bigger this year than last year. (big difference)*

*There were nearly as many customers last night as there were here at Christmas. (small difference)*

Small difference: *slightly, nearly as ... as, a little, marginally, a bit*

Big difference: *a great deal, not anything like as ... as, significantly, a lot, far, much*

For making comparisons with nouns, see Unit 10, page 64.

- 1 Complete these guidelines on designing a website with the correct form of the words in brackets.

To be effective, websites must always score much <sup>1</sup> *higher* (high) in what 'usability guru', Jakob Nielsen, calls 'the three Fs'.

#### Functional

First of all, a website must be as <sup>2</sup> \_\_\_\_\_ (easy) to use as anyone else's. Badly-designed sites don't function as <sup>3</sup> \_\_\_\_\_ (good) as their competitors' and so they lose a lot more business. Another point is that sites which are successful, are continually looking at how they can be even <sup>4</sup> \_\_\_\_\_ (friendly) to the user.

#### Fast

The second F is to be <sup>5</sup> \_\_\_\_\_ (fast) than the rest. Customers won't want to use the website if downloading the site is <sup>6</sup> \_\_\_\_\_ (slow) than with other sites.

#### Familiar

The final F is familiarity. A site which is <sup>7</sup> \_\_\_\_\_ (original) than its competitors' may look good, but in the end it will be <sup>8</sup> \_\_\_\_\_ (popular) if it's similar to other websites and users know how it works and what it does.

- 2 Adrian Sewell's company is looking for a new website designer. He is discussing the options with two members of his team. Read this information and choose the correct answer from the words in *italics*.

<b>Name:</b>	Fritz Neff	Maria Mendes	Jean-Noel Petit
<b>Experience:</b>	5 years	5 years	2 years
<b>Salary expectation:</b>	high	medium	medium / low
<b>Style:</b>	modern	traditional	experimental
<b>Sickness record:</b>	1 day last year	0 days last year	11 days last year

**Katie** Well, I think we should choose Maria. She is <sup>1</sup> *significantly* / *more* experienced <sup>2</sup> *as* / *than* Jean-Noel, and she didn't take any days off due to sickness last year.

**Guy** Yes, but I think Jean-Noel would be better <sup>3</sup> *than* / *that* Maria. He's more dynamic and his salary expectations are also <sup>4</sup> *slightly* / *as* lower than hers.

**Adrian** Well, I disagree with both of you. I think we should go for Fritz. His designs are <sup>5</sup> *a bit* / *far* more up to date than Maria's and that's important for our image. And his sickness record is <sup>6</sup> *marginally* / *much* better than Jean-Noel's and only <sup>7</sup> *a bit* / *a great deal* worse than Maria's.

**Katie** Yes, but Maria is just <sup>8</sup> *as* / *so* experienced <sup>9</sup> *than* / *as* Fritz, and her salary expectations are lower.

**Adrian** I think we can talk to Fritz about salaries ...

