

Working with words

- 1 Complete these sentences with words from the list. You may need to change the form of the words.**

care serve require help expect satisfy

- All your staff are very helpful. Whenever I have a problem, there's always someone waiting to sort it out.
- First of all, I need to find out about your _____. What exactly do you need?
- I'll just put you through to customer _____. They should be able to help you.
- In this company we really _____ about our customers and we're always thinking of how we can keep them happy.
- The results show that we're not always matching up to people's _____.
- We regularly do market research to find out about levels of _____ with our products.

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

- We usually *assess* / *adjust* your progress by having tests once a month.
- This questionnaire allows us to find out about you and *tailor* / *monitor* the course to your needs.
- We *check* / *guarantee* complete satisfaction, or your money back.
- Is there a way to *provide* / *evaluate* the success rate of the training?
- How will you *care* / *ensure* the safety of the passengers?
- To increase your heart rate while running, just *adjust* / *serve* the level of difficulty on the control panel.
- We *satisfy* / *provide* sports equipment to the biggest names in the industry.

- 3 Match the words from the list to these definitions.**

evaluate	guarantee	satisfy
adapt	services	care

- something companies supply – not products: _____
- to make sure of something: _____
- to judge / assess something: _____
- to change something to suit a particular need: _____
- to look after: _____
- to make someone feel pleased and contented: _____

Business communication skills

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

- A I'd like to ¹*do* / *fix* a date for the IT seminar.
 B Didn't we ²*attend* / *arrange* it for January?
 A Yes we did, but not many of our people can ³*arrive* / *make* it then. They say it's too soon after Christmas.
 B OK. Well, the second half of February is still ⁴*well* / *good* for me. ⁵*How* / *What* does that ⁶*suit* / *convenient* you?
 A I ⁷*prefer* / *'d prefer* later in the year, actually.

- 2 Complete these sentences with the correct preposition.**

- Hello, I'd like to find out more about your hotel.
- We're interested _____ booking it for two nights.
- Are conferences something you deal _____?
- Would it be possible _____ you to stay another night?
- Next Tuesday would be possible _____ me.
- Sorry, I can't come _____ Thursday.
- I'm busy next week, so can we move it _____ to the week after?
- Instead of the afternoon, why don't we bring it _____ to the morning?

- 3 Match 1–8 in 2 above to a response a–h.**

- a Great. We have got a special offer on if you stay for longer though. ____
 b Of course. No problem. So how about the Tuesday? ____
 c Certainly. What would you like to know? ____
 d No. I'm afraid I have to get back to the office tomorrow. ____
 e That suits me too. Shall we say 10 o'clock, then? ____
 f Yes, they are. How can I help you? ____
 g Fine – but not too early, please, because I have a meeting at 9.00 a.m. ____
 h Never mind. I'll brief you when you get back from your trip. ____

Language at work | Present simple and continuous for future use

Present simple and continuous for future use

Form

See pages 103 and 105.

Use

The present continuous and present simple can be used to talk about the future.

- 1 Use the present continuous to talk about a future arrangement that someone has made.

We're discussing this again at the next meeting.

- 2 Use the present simple to talk about scheduled or timetabled events.

The gymnasium opens at 6.30 from Monday to Friday.

- 3 Use the present simple after conjunctions of time, such as *after, as soon as, when, by the time.*

I'll call you back as soon as she leaves.

We can take off when everyone is on the plane.

- 4 We often use the present simple to talk about the future with verbs such as: *open, close, start, leave, arrive* and *depart*.

The café closes at 5.00 p.m.

Language tip

- 1 We usually use the present continuous for personal future arrangements and the present simple for official future arrangements.

I'm meeting James for lunch tomorrow.

The annual general meeting starts at 9.00 a.m. tomorrow.

- 2 We don't usually use state verbs, such as *be, believe, have* (for possession) and *need*, in continuous forms.

Do say: *I'm busy tomorrow.*

Don't say: *I'm being busy tomorrow.*

- 1 Complete this phone call with the present simple or the present continuous form of the verbs in brackets.

Enrico Hello, Sophie. It's Enrico. I'm calling to check the details for tomorrow's visit.

Sophie Hello, Enrico. Yes, everything's organized. What time ¹ does your flight arrive (flight / arrive)?

Enrico It ² _____ (get in) at 9.15 a.m.

Sophie Oh yes, that's what I have written here on the schedule, and John ³ _____ (meet) you at the airport. Then he ⁴ _____ (bring) you back to the office.

Enrico Oh good. And ⁵ _____ (we all / have / lunch) together?

Sophie Yes, and then we ⁶ _____ (show) you around the factory.

Enrico Great. And what ⁷ _____ (we / do) after that?

Sophie Then we ⁸ _____ (have) a meal at an Italian restaurant and after that you have to go back to the airport. What time ⁹ _____ (your flight / leave)?

Enrico It ¹⁰ _____ (leave) at 10.30 p.m.

Sophie Oh, that's fine. We can order a taxi to pick you up at 8.00 p.m.

- 2 Complete this email using the prompts in *italics*.

Dear Maria

What / you / do / on / Thursday / evening?
1 What are you doing on Thursday evening?

Our team / go out / to celebrate / Torsten's birthday.
2 _____

Would you like to come?
We / meet / in reception / at 5.30 p.m.
3 _____

Then / we / have / a meal / in that new Greek restaurant.
4 _____

We could go home together afterwards.
The last train / leave / at midnight.
5 _____

Let me know if you would like to come.

All the best
Mounir

