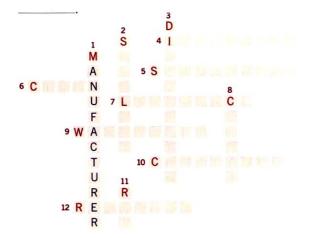
Practice file

Working with words

- 1 Complete these sentences. Use the answers to complete the crossword.
 - 1 A French manufacturer of electrical goods is outsourcing its production to China.
 - 2 We need a more reliable _____. We can't afford to wait for spare parts.
 - 3 We don't deal directly with shops. We let our ___ handle that.
 - 4 Such a level of ____ _____ costs money. We should only produce to order.
 - 5 We need to _____ our supply chain. It has too many stages and is too inefficient.
 - 6 We need to look at each step in the supply _____, to check that we are operating efficiently.
 - _____ is managing the supply chain, from production to the end-user.
 - 8 We try to treat each _____ as an individual that way they come back to us.
 - 9 They stock their finished goods in a _____ the size of an aircraft hangar.
 - 10 Problems with just one tiny _____ meant they had to recall 50,000 machines.
 - 11 The chocolate factory relies on regular deliveries of __ materials, such as cocoa and sugar, to maintain production levels.
 - 12 Internet shopping has made life harder for the traditional



2 Choose the correct answer from the words in italics.

- 1 The book is currently out of stock, but it is on / out of order, so we'll have it soon.
- 2 We need to stock up on / run out of headed paper. Could you put an order in?
- 3 I ran low on / out of ink, so I couldn't print out the report.
- 4 We can keep track of / on track our order by satellite.
- 5 Let's stop at the next service station. We are running low / running out on petrol.

Bı	usiness communic	ation skills	
1		the right order to complete Virginie, a customer, and	
	Kevin Good afternoon, yo I help you?	u're speaking to Kevin. How can	
	Virginie Hello, I am up /ci	hasing / an / order	
	1 chasing up an order I	placed three weeks ago.	
	Kevin account / take / I /	your / details / Can	
	2	, please?	
	Virginie Yes. The account	number is 572638.	
	Kevin OK. If you bear with	n me a moment, I'll into / look /	
		o / information / according	
	4	, it is still	
	on order.		
	Virginie Look, I really want to know happened / to / has / it / what 5		
	Could check / me / you / it / for / out 6		
	?		
	Kevin Certainly. I'll back the 7	you / to / hour / within / get /	
2	Kevin calls Virginie back. Complete their conversation with words and phrases from the list.		
	we put the order straight	through to the warehouse	
	asap	charge it to	
	it was dispatched on		
	as quick as we can	something must have gone wrong	
	Kevin Hello, this is Kevin information about your	from DYK calling. I've got some order.	

Virginie Oh, thanks for calling back. So, what's happened

Kevin Well. 1 we put the order straight through to the warehouse, and ²_____

Virginie But I haven't received it.

Kevin Oh, sorry about that. What was the delivery address? Virginie We wanted it delivered to the Brussels office.

Kevin Oh. 3______ I'll _____straight away.

Virginie Look, I haven't got time for this. Could you just send them again ⁵_____?

Kevin OK, no problem. We'll be 6_____

Virginie Thank you. And please 7_____

the Brussels account, not the Paris one.

Language at work | Reported speech

Reported speech

Form

1 Use a reporting verb (say, tell, etc.) + your own words. If the reporting verb is in the present tense, the tense of the original statement does not change.

'How old is the company?'

He wants to know how old the company is.

2 If the reporting verb is in the past tense, you can change the tense of the original statement. The following tenses often change in this way.

Original statement	Reported speech
present simple	past simple
present continuous	past continuous
past simple	past perfect
can	could
will	would

'How old is this company?'

He wanted to know how old the company was.

'I can't work this weekend.'

John told me he couldn't work this weekend.

Use

1 Use say and tell to report statements. Use say something (to someone) or tell someone something.

Tll find out about the order.'

He said (to me) he would find out about the order. He told me he would find out about the order.

- 2 Use ask and want to know to report questions.
- 3 With wh- questions, do not use do / does in the reported question. Put the verb at the end of the sentence.

'Where does it come from?'

He wants to know where it comes from.

'What is Hannah's second name?'

She asked what Hannah's second name was.

Don't say: She asked / wanted to know what was Hannah's second name.

4 With yes / no questions, use if / whether after ask / want to know.

'Do you know my old boss?' She wanted to know if I knew her old boss.

5 Use ask someone to, to report a request.

'Can you chase this up, please?' She asked me to chase it up.

6 Use tell someone to, to report an order or instruction.

'Go and see if it has arrived.' He told me to go and see if it had arrived.

 Read these extracts from conversations and complete Sylvie's explanation below.

Monday

Sylvie Hi, Sandra, this is Sylvie from Stockwell's. Can we have our usual order as soon as possible, please?

Sandra Yes of course, Sylvie. I'll deal with it straight away.

Thursday

Sylvie I'm calling about an order I placed with Sandra. I'd like to know what has happened to it.

Assistant Oh, I'm sorry. Sandra is off sick. I'll look into it.

Friday

Sylvie Hi, Sandra. It's Silvie. Are you better now?

Sandra Actually, I wasn't off sick. My assistant said that because he didn't want anyone to know that it was his mistake. He's sent the order now. You should get it today.

Sandra Oh, I see. Better late than never, I suppose. Thanks.

Friday lunchtime

Boss Sylvie, where's that order I asked for on Monday? Why has it taken so long?

	called Sandra on Monday and usual order as soon as possible
She said she ²	
Then, when nothing had ar	rived, I called back on
Thursday and asked what	3
The assistant said that San	dra ⁴
and that he 5	Then this
morning, Sandra called me	e. I asked ⁶
and she said	d that she ⁷
Her assista	nt ⁸
that, so no	one would know it was his
mistake. She told 9	and we
should get it this afternoon	L.

- 2 Rewrite these sentences in reported speech starting with the words given.
 - 1 Phil 'I'm going to the bank for ten minutes.'
 Phil told <u>me he was going to the bank for ten minutes</u>.
 - 2 Bella 'Do you want anything from the canteen, Alan?'
 Bella asked ______
 - 3 Nabila 'What is the time of next flight to Boston?' Nabila wants

 - 5 Keith 'I'm tired of dealing with unreliable suppliers.'
 Keith says ______