

Practice file answer key

Unit 1

Working with words

Exercise 1

2 f 3 b 4 e 5 c 6 a

Exercise 2

2 head 3 operate
4 subsidiaries 5 employees
6 sell 7 goods
8 make 9 competitors

Exercise 3

2 companies 3 subsidiaries
4 goods 5 based
6 specialize 7 provide
8 operates 9 services
10 produce

Business communication

Exercise 1

2 i 3 a 4 e 5 j 6 c
7 g 8 b 9 d 10 f

Language at work

Exercise 1

2 is 3 specialize 4 starts
5 works 6 start 7 have
8 specializes 9 are 10 work

Exercise 2

b does 5 c Do you have 7
d is 2 e do 10
f are 9 g does 1
h start 6 i does 4
j does 8

Exercise 3

2 don't 3 does
4 doesn't, does 5 aren't
6 don't

Unit 2

Working with words

Exercise 1

2 a training organization
3 a supplier
4 an employment agency
5 a subcontractor
6 a customer
7 a consultant

Exercise 2

2 e 3 a 4 b 5 c

Exercise 3

2 deal 3 involves
4 take part 5 consists

Business communication

Exercise 1

2 calling 3 This 4 afraid
5 take 6 ask 7 back
8 Does 9 give 10 help

Exercise 2

2 Yes, is that Seth speaking?
3 Are you phoning about that Japanese customer?
4 I'm calling to tell you that I'm sending them now.
5 Thanks very much for calling.
6 Speak to you later or maybe tomorrow.

Language at work

Exercise 1

2 Is he staying
3 You aren't / You're not listening
4 I'm leaving
5 are those German engineers visiting

Exercise 2

2 a 3 b 4 f 5 d 6 e

Exercise 3

2 have 3 work
4 are looking 5 buy
6 are becoming 7 are opening
8 get 9 are trying

Unit 3

Working with words

Exercise 1

2 c 3 g 4 e 5 f 6 h
7 j 8 a 9 b 10 i

Exercise 2

2 in charge of 3 reports to
4 for 5 with

Business communication

Exercise 1

2 a 3 c 4 a 5 c 6 b 7 a

Exercise 2

2 Can everybody see that OK?
3 As you can see
4 The important thing here is
5 Have a look at this table.
6 This table shows the breakdown of sales.

Language at work

Exercise 1

2 b 3 b 4 a 5 b 6 a
7 b 8 a 9 b 10 b

Exercise 2

2 When did the company start?
3 Where does it have its head office?
4 How many people does the company employ?
5 How much chewing gum do Americans eat?

Unit 4

Working with words

Exercise 1

2 market research
3 design
4 product trials
5 branded the product
6 launched

Exercise 2

Across:

6 convenient 7 stylish
8 well-designed

Down:

1 functional 2 user-friendly
3 compact 5 attractive

Business communication

Exercise 1

b 7
c 8
d 9
e 5
f 3
g 6
h 4
i 2

Exercise 2

2 We wanted
3 Why do we need
4 First
5 Then
6 We spoke to
7 Finally
8 we asked customers and staff
9 We found that

Language at work

Exercise 1

2 visited
3 met
4 took
5 had
6 did not / didn't finish
7 wanted
8 flew
9 made
10 did not / didn't go
11 went
12 interviewed
13 did not / didn't find

- 14 played
- 15 did not / didn't win
- 16 replied
- 17 wrote
- 18 attended
- 19 ended
- 20 did not / didn't get

Exercise 2

- 2 did you have lunch
- 3 did you see
- 4 did the manager leave
- 5 did they stay
- 6 did she join
- 7 did you spend
- 8 did you send

Unit 5

Working with words

Exercise 1

- 2 private healthcare
- 3 company car
- 4 pension scheme
- 5 subsidized childcare
- 6 gym membership
- 7 annual bonus
- 8 flexible hours
- 9 maternity leave
- 10 mobile phone

Exercise 2

- 2 application
- 3 Fill
- 4 CV
- 5 referees
- 6 position / post / job
- 7 interview
- 8 applicants

Business communication

Exercise 1

- 2 c 3 a 4 c 5 a

Exercise 2

- | | | |
|---------|-----------|---------|
| b with | c Leave | d short |
| e Where | f already | g out |
| h about | i yet | |

Language at work

Exercise 1

- 2 have told
- 3 have not / haven't found
- 4 has become
- 5 has been
- 6 have already left
- 7 have not / haven't recruited
- 8 have / 've asked
- 9 has / e's said
- 10 have / 've lost
- 11 have not / haven't had
- 12 have not / haven't made

Exercise 2

- 2 have you seen h
- 3 Have you ever a
- 4 Did you have d
- 5 Has c
- 6 Did g
- 7 Have you received b
- 8 Did you learn e

Unit 6

Working with words

Exercise 1

- 2 c 3 d 4 a 5 b 6 f

Exercise 2

- 2 meet the needs of customers
- 3 deal with complaints
- 4 encourage customer loyalty
- 5 offer a personalized service
- 6 get repeat business

Exercise 3

- | | |
|--------------|----------------|
| 1 impossible | 2 ✓ |
| 3 unhelpful | 4 dissatisfied |
| 5 ✓ | |

Business communication

Exercise 1

- 2 Do, c
- 3 you're, a
- 4 should, d
- 5 I don't, f
- 6 How, e

Exercise 2

- 2 I don't agree at all.
- 3 I don't think
- 4 I agree
- 5 do you think
- 6 personally, I feel
- 7 I think you're right
- 8 do you feel

Language at work

Exercise 1

- | | |
|-------------------|-------------|
| 2 more profitable | 3 largest |
| 4 more expensive | 5 better |
| 6 most famous | 7 the worst |
| 8 the biggest | |

Exercise 2

- 2 ✓
- 3 The Edison Building is **the cheapest**.
- 4 The Soria Palace is **easier** to get to from the city centre than the Master Tower.
- 5 The Master Tower is **more modern** than the Soria Palace.
- 6 The Edison Building is **the smallest** of the three buildings.
- 7 The Soria Palace is **as expensive** as the Master Tower.
- 8 ✓

Unit 7

Working with words

Exercise 1

- | | | |
|---------------|--------------|-----------|
| 2 connection | 3 leave | 4 gate |
| 5 reservation | 6 facilities | 7 luggage |
| 8 board | 9 delayed | 10 safe |

Exercise 2

- | | | | |
|---------------------|------------------|-----|-----|
| 2 d | 3 g | 4 h | 5 a |
| 6 f | 7 i | 8 c | 9 e |
| 2 departure lounge | 3 key card | | |
| 4 shuttle bus | 5 double room | | |
| 6 terminal building | 7 one-way ticket | | |
| 8 business trip | 9 check-in desk | | |

Business communication

Exercise 1

- | | | | |
|-----|-----|-----|-----|
| 2 f | 3 d | 4 h | 5 g |
| 6 a | 7 b | 8 c | |

Exercise 2

- | | | |
|--------|---------|---------|
| 2 been | 3 often | 4 go |
| 5 see | 6 Did | 7 think |
| 8 kind | | |

Language at work

Exercise 1

- Countable: flight, hotel, reservation, suitcase
 Uncountable: information, luggage, money, travel, work

Exercise 2

- | | | |
|--------|------|--------|
| 2 is | 3 is | 4 many |
| 5 some | 6 is | 7 much |
| 8 was | | |

Exercise 3

- | | | |
|----------|------|--------|
| 2 aren't | 3 an | 4 much |
| 5 a | 6 is | 7 some |
| 8 Are | | |

Unit 8

Working with words

Exercise 1

- 2 a refund / some prices
- 3 an enquiry / a complaint
- 4 shipment / delivery
- 5 bill / invoice
- 6 order / price
- 7 goods / products

Exercise 2

- | | |
|-----------------|--------------------|
| 1 deliver | 2 order, check |
| 3 make, track | 4 confirm, quoted |
| 5 make, ask for | 6 cancel, ship |
| 7 place, change | 8 process, confirm |

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Business communication

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1 b 7
2 c 8
3 d 9
4 e 5
5 f 3
6 g 6
7 h 4
8 i 2

Exercise 2

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2 Why do we need
3 First
4 Then
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6 Finally
7 we asked customers and staff
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Unit 5

Working with words

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10 mobile phone

Exercise 2

- 2 application
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Business communication

Exercise 1

- 2 c 3 a 4 c 5 a

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- b with c Leave d short
e Where f already g out
h about i yet

Language at work

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- 2 have told
3 have not / haven't found
4 has become
5 has been
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Working with words

Exercise 1

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3 deal with complaints
4 encourage customer loyalty
5 offer a personalized service
6 get repeat business

Exercise 3

- 1 impossible 2 ✓
3 unhelpful 4 dissatisfied
5 ✓

Business communication

Exercise 1

- 2 Do, c 3 you're, a
4 should, d 5 I don't, f
6 How, e

Exercise 2

- 2 I don't agree at all.
3 I don't think
4 I agree
5 do you think
6 personally, I feel
7 I think you're right
8 do you feel

Language at work

Exercise 1

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5 The Master Tower is **more modern than** the Soria Palace.
6 The Edison Building is the **smallest of** the three buildings.
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Unit 7

Working with words

Exercise 1

- 2 connection 3 leave 4 gate
5 reservation 6 facilities 7 luggage
8 board 9 delayed 10 safe

Exercise 2

- 2 d 3 g 4 h 5 a
6 f 7 i 8 c 9 e
2 departure lounge 3 key card
4 shuttle bus 5 double room
6 terminal building 7 one-way ticket
8 business trip 9 check-in desk

Business communication

Exercise 1

- 2 f 3 d 4 h 5 g
6 a 7 b 8 c

Exercise 2

- 2 been 3 often 4 go
5 see 6 Did 7 think
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Language at work

Exercise 1

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- 2 is 3 is 4 many
5 some 6 is 7 much
8 was

Exercise 3

- 2 aren't 3 an 4 much
5 a 6 is 7 some
8 Are

Unit 8

Working with words

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4 shipment / delivery
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6 order / price
7 goods / products

Exercise 2

- 1 deliver 2 order, check
3 make, track 4 confirm, quoted
5 make, ask for 6 cancel, ship
7 place, change 8 process, confirm

Business communication

Exercise 1

- Maybe we should think about cancelling the order.
- How about sending an email to Head Office?
- Shall we talk about this again tomorrow?
- We could advertise in the local newspaper.
- I suggest we discuss this with the manager.

Exercise 2

- b sure 2 c Let's 6 d think 5
e work 3 f Fine 4

Exercise 3

- 2 f 3 e 4 g 5 d 6 c 7 b

Language at work

Exercise 1

- she's going to have
- aren't going
- 'm going to wash
- he's visiting
- won't be
- I'm going to
- She's playing

Exercise 2

- 're not going to finish
- 'm meeting
- 'll ask
- 'm having
- 'll check
- 'm not going to get

Unit 9

Working with words

Exercise 1

- offer
- expand
- launching
- attracted
- boost
- enter
- improved
- discount
- share

Exercise 2

- outdoor advertising
- TV advertisements
- word-of-mouth
- press ads
- online adverts

Business communication

Exercise 1

- 2 c 3 a 4 b 5 f 6 h
7 i 8 j 9 e 10 g

Exercise 2

- I didn't catch that.
- I'm not with you.
- Could you be more specific
- What was that you said?
- we're getting off the subject.
- we can come back to that later.
- we've covered everything
- Can we move on to the next point
- can we sum up what we've agreed?

Language at work

Exercise 1

Students' own answers.

Exercise 2

- Do I have
- has to, are allowed
- Am I allowed
- need to
- can, aren't allowed
- have, can't

Unit 10

Working with words

Exercise 1

- efficient
- friendly
- unusual
- useful
- initiative
- recycling
- convenient
- original
- value
- affordable
- disposal

Exercise 2

- affordable
- unusual
- good value for money
- recycling
- convenient
- initiative
- efficient
- popular

Business communication

Exercise 1

- 1 h 2 c 3 g 4 b 5 e
6 f 7 i 8 j 9 a 10 d

Exercise 2

- I'm here today
- I'll talk
- First of all,
- Let's move on
- My next point
- as I said before
- That brings me
- Thanks very much

Language at work

Exercise 1

- The invoice **was** sent yesterday.
- Over a thousand guests **were** invited to the event.
- The post is **collected** at 10 a.m. every day.
- The software is **written** by our own engineers.
- The meeting was **cancelled** because of the strike.

Exercise 2

- was first suggested
- was published
- saves
- is often lost

Exercise 3

- An email was sent by the HR department to all employees.
- The money was stolen (by somebody) during the night.
- The staff were informed by the heads of department about the decision.
- Salaries are discussed with employees individually.
- The key to the safe is kept (by him) in his desk.

Unit 11

Working with words

Exercise 1

- event
- venue
- guests
- budget
- host company

Exercise 2

- reinforce
- arranged
- entertains
- booked
- accept

Exercise 3

- host company
- entertain
- purpose
- reinforce
- held
- venue
- accepted
- budget
- guests
- book
- arranged

Business communication

Exercise 1

- Would you like to join us for lunch?
- Shall I pick you up from the station?
- Thanks but I'd rather get some sleep.
- Would you like me to book a table?
- Would you like a glass of water?
- Thanks for the invitation but I'm not hungry.

Exercise 2

- Would you like to stop for a break?
- Would you like me to meet you at the airport?
- Shall I get some tickets?
- Would you like to visit the new factory now?

Exercise 3

- Thanks for the
- very kind of
- like me to
- thanks I'd rather
- would be nice

Language at work

Exercise 1

- is, won't
- won't get, waits
- don't hold, 'll lose
- won't accept, doesn't like
- arrange, won't arrive
- 'll cancel, rains

Exercise 2

- If the singer is ill, they'll cancel the concert.
- We won't go to the show if it finishes late.
- How will they travel if the airline is on strike?
- He'll call the host company if he doesn't receive an invitation.
- What will you do if it snows on the day?
- If she doesn't like the food, she'll order something different.

Exercise 3

- isn't, 'll go
- 'll complain, runs out
- continues, won't hold
- won't find, don't give

Unit 12**Working with words****Exercise 1**

- f h a g
- c b d

Exercise 2

- safety record, excellent
- perform well, encouraging
- satisfactory, socially responsible
- poor, manage costs
- environmental performance, satisfactory
- diversity of the workforce, encouraging
- good reputation, encouraging

Business communication**Exercise 1**

- from to by
- to by to

Exercise 2

- dropped decreased
- remained stable risen
- increasing

Exercise 3

Students' own answers

Language at work**Exercise 1**

- I got a degree from Portland University in 1998.
- I have worked as a Manager at Portland Running Company since 2005.
- I've been responsible for cost management for several years.
- I was an Assistant Manager at One Step Fitness Club for three years.
- At One Step Fitness Club I developed customer activities.
- I worked as a sales assistant for four years.
- I left One Step Fitness Club in 2005.

Exercise 2

- When did she join One Step Fitness Club?
- How long was she Assistant Manager at One Step Fitness Club?
- How long has she been a manager?
- Where did she work from 1998 to 2002?
- How long has she been responsible for sales growth?
- How long did she work at Sun Sports Clothing?
- How long has she been in the sports and fitness industry?

Unit 13**Working with words****Exercise 1**

- world supply
- economic development
- renewable energy
- population growth
- global demand
- oil shortage

Exercise 2

- estimate forecasts
- running out improving

Business communication**Exercise 1**

- I hope we won't have to close the factory.
- The staff will definitely support the decision.
- Do you think the strike will be successful?
- The oil shortage probably won't start until 2015.
- The world supply of water is unlikely to increase.

Exercise 2

- likely to find a substitute for oil
- will probably notice the effects first
- are likely to rise dramatically
- definitely won't last forever
- Hopefully, they'll invest more money

Exercise 3

- are Hopefully will
- probably likely

Language at work**Exercise 1**

- We'll finish the report today.
- The manager may not / might not be in her office right now.
- The secretary may / might know when the meeting is.
- I won't get the job I applied for.
- They may not / might not give us a pay rise this year.
- He won't go on any more business trips.

Exercise 2

- 'll be won't feel
- will exist may lose
- might not apply won't find

Unit 14**Working with words****Exercise 1**

- h b d c
- a e g

Exercise 2

- enough save time
- plan schedule allow
- spend time on time

Business communication**Exercise 1**

- e i c f b
- h j d g

Exercise 2

- Oh dear. What's the problem exactly?
- Basically, I ordered fifty ducks but you sent me chickens.
- I'm sorry. Would you agree to keep the chickens?
- No I'm afraid that wouldn't be acceptable.
- Would it be too late if we sent the ducks today?
- Yes, that would allow me to have them for the weekend.
- OK I'll send them today.

Language at work**Exercise 1**

- didn't know
- would you think about
- they would give
- found themselves
- they could start
- might they do
- could only read
- we would recommend

Exercise 2

- had
- would, had
- were, would
- gave, might work
- would finish, worked
- Would, sent
- wouldn't, didn't pay
- might buy, earned
- would, didn't get

Unit 15

Working with words

Exercise 1

- 2 e 3 f 4 b 5 d
6 c 7 h 8 a

Exercise 2

- 2 give feedback
3 develop your skills
4 step back
5 set goals
6 motivate
7 achieve
8 improve

Exercise 3

- 2 motivate
3 give them feedback
4 develop my skills
5 set the goals
6 achieve
7 improve my promotion prospects

Business communication

Exercise 1

- 2 see
3 worry, a solution
4 Right
5 totally, fault
6 talk, can't
7 thought, contacting, might
8 take, idea

Exercise 2

- 2 I'm sure there's a solution.
3 Have you thought
4 I can't do that.
5 Why don't
6 That might be possible
7 You could
8 that's a good idea

Language at work

Exercise 1

- 2 g shouldn't 3 e don't think
4 b could 5 a should
6 c mustn't 7 d must

Exercise 2

- 2 ✓ 3 could 4 mustn't
5 ✓ 6 ✓ 7 should
8 must

Unit 16

Working with words

Exercise 1

- 2 d 3 b 4 e 5 f
6 h 7 i 8 a 9 c

Exercise 2

- 2 concentrate 3 spent
4 give up 5 ambition
6 challenge 7 jobs
8 career 9 complete / finish
10 strength 11 path
12 weakness

Business communication

Exercise 1

- 2 At the moment
3 Up to now
4 last year
5 Over the next year
6 in my previous role
7 recently

Exercise 2

- 2 current 3 Recently 4 from
5 Up 6 At 7 future

Exercise 3

- 2 Up to now
3 Last year
4 at the moment
5 In the future
6 Over the next week

Language at work

Exercise 1

- 2 didn't stop 3 found
4 has launched 5 has made
6 signed 7 will take
8 is investing 9 hopes

Exercise 2

- 2 Where shall we advertise
3 Who is going to arrange
4 When are we having
5 How long has he known
6 How much did they pay
7 What time does the last person leave