

10 | Practice file

Working with words

1 Complete the sentences by finishing the words.

- The new uniforms seem to be p opular – everyone likes them.
- Customer service has dealt with any problems in an e _____ way.
- Our competitor has started producing environmentally f _____ telephones.
- Our HR Manager wears very strange clothes – they're quite u _____.
- Most customers found the new tracking system very u _____.
- The manager has introduced a new i _____ to save energy in the office.
- We have a special container in our office for r _____ ink cartridges.
- Our new supplier is very c _____. Their warehouse is very near our factory.
- That's the first time I've heard that idea. It's very o _____.
- We got the new laptops at a good price – they were very good v _____ for money.
- Our new furniture wasn't expensive. It was quite a _____ actually.
- The d _____ of waste is a problem. We don't know where to throw it away.

2 Complete the conversations with a word or phrase from 1.

- A Does your new hybrid car cause any pollution?
B No, it's very environmentally friendly.
- A Is the rent for your office expensive?
B No, it's quite _____, actually.
- A The new design of the AS982 is quite strange, isn't it?
B Yes, it is. It's quite _____.
- A How much did you pay for your new office furniture?
B It was really cheap, but it's beautifully made. It was _____.
- A Do you reuse plastic carrier bags?
B Yes, we do. We believe in _____.
- A How far do you live from your office?
B Not far at all – I can walk to work. It's very _____.
- A Who told you to turn off the lights at 6 o'clock?
B It's an _____ from Head Office to try and reduce costs.
- A The new ordering system seems to be working well.
B Yes, it's quite _____, isn't it?
- A What do people think of the new canteen?
B Most people like it. I think it's very _____.

Business communication

1 Look at these sentences taken from a presentation about safety at work. Put the sentences in the order they come during the presentation.

- That brings me to the end of my talk.
- I'll talk about the annual medical checks later.
- My name is Freya Branca and I work for the Safety Council.
- Thanks very much for listening.
- First of all, we're going to look at safety in the office.
- Let's move on to safety off-site.
- I'm here today to tell you about the new regulations being introduced next year.
- 1 Good afternoon, everybody.
- My next point is about general health issues.
- As I said before, employees are going to have a compulsory medical check-up.

2 A representative from a green cleaning service is giving a talk about his company. Complete his presentation with phrases from the list.

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

1 Hello and welcome. I'm Georgio Belatoni from Green Sheen. 2 _____ to tell you about the advantages of contracting our cleaning service. 3 _____ about the financial side of things later.

4 _____ we're going to look at the benefits of employing Green Sheen to clean your offices. Well, the most important advantage is the clean and healthy working atmosphere we create by using only environmentally friendly products.

5 _____ to our cleaning professionals. We choose our staff carefully, and you'll find our cleaners polite and friendly, a pleasure to have in the building. 6 _____ is about your company image. By employing a green cleaning service, you will show your commitment to the environment, increase your appeal in the market, and attract more customers. Finally, let's talk about the cost of contracting Green Sheen. Our cleaning service is very good value for money, as we offer a personalized price. And, 7 _____ you are likely to get more customers by going green.

8 _____ to the end of my talk. 9 _____ for listening. Now, are there any questions?

Passive forms

Form

Verbs in sentences can either be active or passive.
The passive is formed with the verb *be* + past participle of the main verb.

Tense	Passive form
Present simple	<i>The photocopier is serviced once a year.</i> <i>Our offices are cleaned in the evening.</i>
Past simple	<i>The meeting was held yesterday.</i> <i>The new computers were installed last week.</i>

Questions

- To make questions in the passive, put *is / are / was / were* + subject + past participle.
Are the pipes produced abroad?
Where were they made before?
- To give a short answer to questions in the passive, use the subject + *is / are / was / were*.
Were they delivered last week?
Yes, they were. / No, they weren't.

Use

- When the person who does the action is unknown.
The flowers are changed daily.
(I don't know who changes them.)
- When the person who does the action is unimportant.
The hotel was built in the 19th century.
(It isn't important who built it.)
- When the person who does the action is too obvious to mention.
The books were delivered this morning.
(It's obvious a delivery company brought the books.)
- When we want to say *who* does something in a passive sentence, we use the preposition *by*.
The party was organized by the social committee.

Language tip

Passive forms are usually used in formal written English more than in spoken English.
Candidates for the job are required to speak fluent English.

1 Correct these sentences.

- Deliveries are make three times a week.
Deliveries are made three times a week
- The invoice sent yesterday.

- Over a thousand guests was invited to the event.

- The post collects at 10.00 a.m. every day.

- The software is wrote by our own engineers.

- The meeting was cancelling because of the strike.

2 Choose the correct answer from the words in italics.

Outsourcing is when a company ¹*uses / is-used* an external company to provide a service. The idea of outsourcing is not new; it ²*first suggested / was first suggested* by Adam Smith in his book 'The Wealth of Nations', which ³*published / was published* in 1776.

One of the main advantages of outsourcing is that it ⁴*saves / is saved* a company money, resources, and energy. However, direct communication between a company and its customers ⁵*is often lost / often loses* and customers can soon become dissatisfied.

3 Rewrite these sentences in the passive form starting with the words given.

- They serve hot meals in the staff canteen.
Hot meals are served in the staff canteen
- The HR Department sent an email to all employees.
An email _____
- Someone stole the money during the night.
The money _____
- The Heads of Department informed the staff about the decision.
The staff _____
- We discuss salaries with employees individually.
Salaries _____
- He keeps the key to the safe in his desk.
The key to the safe _____

