

# 12 | Practice file

## Working with words

### 1 Match 1–8 to a–h.

- |                       |                       |
|-----------------------|-----------------------|
| 1 achieve <i>e</i>    | a responsible         |
| 2 manage _____        | b reputation          |
| 3 perform _____       | c the workforce       |
| 4 socially _____      | d performance         |
| 5 safety _____        | e <i>your targets</i> |
| 6 diversity of _____  | f costs               |
| 7 good _____          | g record              |
| 8 environmental _____ | h well                |

### 2 Complete the mini conversations with phrases from 1 and choose the correct answer from the words in *italics*.

- A Why do you say that my sales results are *disappointing / satisfactory*?

B Because you didn't *achieve your targets* once last year.
- A Did your \_\_\_\_\_ improve last year?

B Yes, our results were *excellent / poor*. We only had three accidents all year, and none of them were serious.
- A Did the team \_\_\_\_\_?

B Well, much better than last week even though they didn't win.

A Well, that was *encouraging / disappointing*.
- A It's not *satisfactory / excellent* for a company just to make profits.

B No, it must also be \_\_\_\_\_ and look after its staff.
- A Why were your profits so *encouraging / poor* this year?

B Because prices are rising and it's very difficult to \_\_\_\_\_.
- A When you evaluated our \_\_\_\_\_, were the pollution levels acceptable?

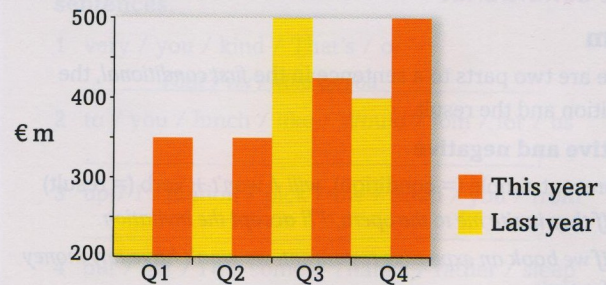
B Well, the results were *satisfactory / disappointing*, but they could be better.
- A Has your company managed to increase the \_\_\_\_\_?

B Yes, I would say that our performance here has been *encouraging / disappointing*. Now more than 50% of our workforce are women and 30% are from ethnic minorities.
- A This article here says that we have a \_\_\_\_\_ for diversity: 20% of our employees are of Hispanic or Italian origin.

B Well, that's *poor / encouraging*.

## Business communication

### Soft drinks sales in Europe



### 1 Look at soft drinks sales for last year and complete the presentation with prepositions from the list.

at to by from to by to

Last year sales started the year <sup>1</sup> *at* 250 million euros. They rose <sup>2</sup> \_\_\_\_\_ 250 million in the first quarter <sup>3</sup> \_\_\_\_\_ 275 million euros in the second quarter. In the next three months, they then increased <sup>4</sup> \_\_\_\_\_ 225 million <sup>5</sup> \_\_\_\_\_ 500 million euros. Unfortunately they then fell <sup>6</sup> \_\_\_\_\_ 100 million euros <sup>7</sup> \_\_\_\_\_ a final total of 400 million euros in the last three months of the year.

### 2 Look at the sales for last year and this year and choose the correct answer from the words in *italics*.

As I said before, our sales <sup>1</sup> *rose / declined* to 500 million euros in the third quarter of last year. Why did they go up so dramatically? This was thanks to the successful launch of our new sports drink 'Vitality'. But as you know, we then had that problem with the contaminated drinks can, and our sales <sup>2</sup> *grew / dropped* in the final quarter to 400 million euros.

That contamination incident continued to have a negative effect on our reputation at the beginning of this year. As a result, sales <sup>3</sup> *decreased / increased* by 50 million euros in the first quarter. They then <sup>4</sup> *remained stable / grew* at 350 million euros for the next three months. However, since June our reputation has improved and our sales have <sup>5</sup> *risen / fallen* every month, <sup>6</sup> *increasing / decreasing* to reach 500 million euros at the end of this fourth quarter.

### 3 Are these sentences true for your country? Correct the sentences which are false.

- House prices have fallen dramatically this year.
- The price of petrol has risen in the last three months.
- The number of unemployed people dropped last year.
- Average temperatures have grown in the last 30 years.
- The retirement age has increased in the last ten years.
- Food prices have remained stable in recent months.
- Jobs in production are declining.
- The number of university students has decreased slightly in the last twenty years.

## Language at work | Present perfect (2) with *for* and *since*

### Present perfect (2)

#### Form

See page 111.

#### Use

1 To talk about an action that started in the past and is continuing now.

*I've worked for this company for ten years.*

2 We use *for* with a period of time.

*She's had this job for a month / two years.*

3 We use *since* with a precise date or point in time.

*They've been here since 2007 / August / this morning.*

### Language tip

1 *How long ...?* and *for* (+ period of time) are used with the present perfect and the past simple.

#### Present perfect

*How long have you had your present job?*

*I've had it for six months.*

#### Past simple

*How long did you do your last job?*

*I did it for five years.*

2 Sometimes we use different verbs to describe the start of the action (past simple) and the action itself (present perfect).

#### Present perfect

*He's worked for this company since 2004.*

*I've been here for an hour.*

*He's known her since January.*

*They've lived here for six months.*

#### Past simple

*He joined this company in 2004.*

*I arrived here an hour ago.*

*He first met her in January.*

*They moved here six months ago.*

**Name:** Angela LeMero

**DOB:** 1 June 1975

#### Qualifications

1998 Degree in Business Administration from University of Portland, Oregon

#### Work Experience

2005–present Portland Running Company – Manager  
Day-to-day management of two shops  
Responsible for sales growth and cost management

2002–2005 One Step Fitness Club – Assistant Manager  
Responsible for developing customer activities

1998–2002 Sun Sports Clothing – Sales Assistant

### 1 Look at Angela LeMero's curriculum vitae and correct sentences 1–7.

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

### 2 Complete the questions with the present perfect or past simple using the information from Angela LeMero's curriculum vitae.

- How long / Angela / work / Portland Running Company  
*How long has Angela worked for Portland Running Company?*
- When / she / join / One Step Fitness Club  
\_\_\_\_\_?
- How long / she / be / Assistant Manager / One Step Fitness Club  
\_\_\_\_\_?
- How long / she / be / a manager  
\_\_\_\_\_?
- Where / she / work / 1998–2002  
\_\_\_\_\_?
- How long / she / be / responsible for sales growth  
\_\_\_\_\_?
- How long / she / work / Sun Sports Clothing  
\_\_\_\_\_?
- How long / she / be / sports and fitness industry  
\_\_\_\_\_?