

# 15 | Practice file

## Working with words

### 1 Match 1–8 to a–h.

- |                  |               |
|------------------|---------------|
| 1 give <u>g</u>  | a employees   |
| 2 promotion ____ | b skills      |
| 3 improve ____   | c goals       |
| 4 develop ____   | d a step back |
| 5 take ____      | e prospects   |
| 6 set ____       | f performance |
| 7 achieve ____   | g feedback    |
| 8 motivate ____  | h goals       |

### 2 Complete these sentences with a word or phrase from 1.

- If you always arrive late at work, this won't improve your promotion prospects.
- The best way to \_\_\_\_\_ is to discuss the positive points about an employee first.
- Doing training courses is a good way to \_\_\_\_\_ your \_\_\_\_\_.
- I took a month's holiday this year. It really helped me to take a \_\_\_\_\_ from my job.
- Our boss doesn't \_\_\_\_\_ for the team, so we don't know where we are going.
- One way to \_\_\_\_\_ employees is to give them an annual bonus for good results.
- It can be difficult to \_\_\_\_\_ your goals if they're too ambitious.
- I've just done a course on time management. It has helped me to \_\_\_\_\_ my performance at work.

### 3 Jan Olsen has just had his annual appraisal with his line manager and is talking to his colleague, Anja Lund. Complete the conversation with a word or phrase from the list.

set the goals   improve my promotion prospects  
 motivate   achieve   develop my skills  
 appraisal   give them feedback

Anja How did your <sup>1</sup> appraisal go then?

Jan It was OK. She told me I should <sup>2</sup> \_\_\_\_\_ my team better and <sup>3</sup> \_\_\_\_\_ more often.

Anja Really? I mean, she's not great at doing that herself, is she?

Jan I know, but I can't tell her that. She also said that I needed to do more in-company training and especially IT training to <sup>4</sup> \_\_\_\_\_.

Anja Yes, but did she <sup>5</sup> \_\_\_\_\_ which you need to <sup>6</sup> \_\_\_\_\_ in the next year?

Jan Yes, she did and apparently, if I manage to do this, it will <sup>7</sup> \_\_\_\_\_ for next year.

## Business communication

### 1 Choose the correct word in *italics*.

- A They've asked me to change the schedule again.  
 B I know how you *think / feel*. It's not *easy / right* for you.
- A The deadline's next Thursday and we still don't have an answer.  
 B I *follow / see*. So what are you going to do about it?
- A I don't know how I'm going to finish this work on time.  
 B Don't *worry / be worry*. I'm sure there's *a solution / an issue*.
- A So they're coming next week.  
 B I *agree / Right*. And how long are they staying?
- A It's difficult when you have customers complaining every day.  
 B I understand *really / totally*. But it's not your *fault / responsible*.
- A Why don't you *talk / talking* to your boss?  
 B No, I *can't / don't* do that.
- A Have you *think / thought* of *contact / contacting* a recruitment agency?  
 B Yes, that *can / might* be possible.
- A Perhaps you could *take / to take* a short holiday.  
 B Yes, that's a good *point / idea*.

### 2 Mariana is a production manager. She's talking to a colleague, Pete, about a problem she has. Choose phrases from 1 to complete their conversation.

Pete You look stressed.

Mariana We haven't got enough staff at the moment.

Pete <sup>1</sup> But it's not your fault.

Mariana I know it isn't, but we're already behind schedule.

Pete <sup>2</sup> \_\_\_\_\_.

Mariana Mmm. Yes, but what solution?

Pete <sup>3</sup> \_\_\_\_\_ of employing some temporary staff?

Mariana No, <sup>4</sup> \_\_\_\_\_.

It will take too long to train them.

Pete Well, <sup>5</sup> \_\_\_\_\_ you ask some people to work overtime?

Mariana <sup>6</sup> \_\_\_\_\_, but I don't think the company will agree to pay the extra hours.

Pete <sup>7</sup> \_\_\_\_\_ offer the staff extra holiday in return for unpaid overtime.

Mariana Yes, <sup>8</sup> \_\_\_\_\_.

## Language at work | Modal verbs for giving advice

### *must, mustn't, should, shouldn't, and could + infinitive*

#### Use

These modals are used to give advice.

- 1 Use *must* or *mustn't* for something that is very important or necessary.

*You look ill. You **must** see a doctor.*

*You **mustn't** tell my boss I have a new job. (It's very important you don't tell him.)*

- 2 Use *should* or *shouldn't* for something that is or isn't a good idea.

*You **should** stop smoking. (It would be a good idea.)*

*You **shouldn't** drink alcohol at lunchtime. (It's not a good idea to do this.)*

- 3 Use *could* for something that is a possible solution, but maybe not the best.

*You **could** speak to your boss about the problem.*

#### Form

**Positive:** There is no change in the form of modal verbs.

*I / You / He / She / We / They **must** make a decision soon.*

**Negative:** Add *-n't* to the modal verb. There is no *don't* or *doesn't*.

*You **mustn't** do that. (Not ~~You don't must.~~)*

*He **shouldn't** call so late in the evening. (Not ~~He doesn't should.~~)*

#### Questions

- 1 To ask a question with *should* or *could*, use *should / could + subject + verb*.

***Should** I accept that new job?*

***Could** I ask him to come later?*

When we ask for advice, we often prefer to begin the question with *Do you think ...?*

***Do you think** I **should** accept that job?*

***Do you think** I **could** ask him to come later?*

- 2 We do not usually make questions with *shouldn't*, *must*, or *mustn't*. Use *have to* instead of *must*.

***Do I have to** apply for promotion?*

### Language tip

- 1 When giving advice, we often begin the sentence with *I think ...*  
*I think you **must** / **should** / **could** email him.*
- 2 Do say: *I **don't think** you **should** ...*  
Don't say: *! **think** you **shouldn't** ...*

- 1 Match problems 1–7 to the advice a–g and choose the correct modal verb in *italics*.

1 Our competitor's new product is cheaper than ours. *f*

2 Our salary costs are too high. \_\_\_\_

3 The new job is less interesting and it pays less. \_\_\_\_

4 Our restaurant is losing customers. \_\_\_\_

5 They've asked me to work abroad. \_\_\_\_

6 I'm stressed at work. \_\_\_\_

7 I've made a big mistake in the accounts. \_\_\_\_

- a You *should* / *shouldn't* ask for language lessons.  
b You *could* / *mustn't* change the menus.  
c You *could* / *mustn't* work such long hours.  
d You *mustn't* / *must* recalculate your figures.  
e I *think* / *don't think* you should accept it.  
f You *shouldn't* / *could* reduce your price for the first three months.  
g You *should* / *shouldn't* recruit any more people.

- 2 Aleksander is giving Natalia advice about writing a good CV. Three of the verbs in **bold** are correct, but five are incorrect. Find the five incorrect verbs and correct them.

Dear Natalia

You asked for help with writing your CV. Here are some ideas to help you.

Obviously, you <sup>1</sup>**should** *mustn't* forget your contact details (address, phone, etc.) and you <sup>2</sup>**must** \_\_\_\_\_ include your education, work experience, and skills. You <sup>3</sup>**must** \_\_\_\_\_ include a photograph if you want, but it's not absolutely necessary.

It's a good idea to write quite a short CV, so you <sup>4</sup>**must** \_\_\_\_\_ write more than two pages, and don't forget, you <sup>5</sup>**should** \_\_\_\_\_ start with your most recent job first.

I think you <sup>6</sup>**should** \_\_\_\_\_ also write short sentences, and use verbs with impact, for example, 'achieved my goals', 'improved my performance', etc.

Finally, you <sup>7</sup>**shouldn't** \_\_\_\_\_ check that you haven't made any spelling or grammar mistakes – and most importantly – you <sup>8</sup>**could** \_\_\_\_\_ always tell the truth!

Hope this is useful.

Best wishes,  
Aleksander