

# 2 | Practice file

## Working with words

- 1** Match the jobs or organizations in the list to the people talking in 1–7.

a customer    a supplier    a subcontractor  
 a consultant    a colleague    an employment agency  
 a training organization

- If you want to leave early, I can finish that for you.  
 a colleague
- There are three new management courses starting next month. \_\_\_\_\_
- We now have those chairs you ordered. I'll send them today. \_\_\_\_\_
- I have two more CVs which look interesting for that sales job. \_\_\_\_\_
- I'm afraid we can't accept any more work from you this month. \_\_\_\_\_
- I'm interested in your products. Can you send me some more information? \_\_\_\_\_
- I'll email you a report on Monday, and then we can talk about it. \_\_\_\_\_

- 2** Match 1–5 to a–e to make complete sentences.

- My job involves d
- I deal \_\_\_\_\_
- My job consists \_\_\_\_\_
- I'm involved \_\_\_\_\_
- I'm taking \_\_\_\_\_

- ... of taking orders from customers.
- ... in training new staff.
- ... part in an interesting new project.
- ... working very long hours.
- ... with a lot of customer problems.

- 3** Choose the correct word in *italics*.

- He's *involves* / *involved* in two or three big research projects.
- I want to *deal* / *take part* with my email before I leave.
- Her job *consists* / *involves* travelling all round the world.
- He can't *involve* / *take part* in this morning's meeting – he's too busy.
- His work *consists* / *involves* of finding new customers in Eastern Europe.

## Business communication

- 1** Seth Guterson wants to speak to Yolanda Cascarino, but she isn't there. Complete his phone conversation with the receptionist using the words in the list.

help    speak    calling    afraid    give  
 take    back    Does    ask    This

**Seth** Could I <sup>1</sup> speak to Yolanda Cascarino, please?

**Receptionist** Who's <sup>2</sup> \_\_\_\_\_, please?

**Seth** <sup>3</sup> \_\_\_\_\_ is Seth Guterson.

**Receptionist** I'm <sup>4</sup> \_\_\_\_\_ Yolanda's in a meeting at the moment. Can I <sup>5</sup> \_\_\_\_\_ a message?

**Seth** Yes, sure. Can you <sup>6</sup> \_\_\_\_\_ her to call me <sup>7</sup> \_\_\_\_\_?

**Receptionist** OK. So that's Seth Guterson. <sup>8</sup> \_\_\_\_\_ she have your number?

**Seth** Yes, she does.

**Receptionist** OK, Seth. I'll <sup>9</sup> \_\_\_\_\_ her the message.

**Seth** Thanks for your <sup>10</sup> \_\_\_\_\_. Goodbye.

- 2** A few hours later, Seth is still waiting for Yolanda to call. He phones her again. Put the words in *italics* in the correct order to complete the conversation.

**Seth** *please* / *Yolanda* / *there* / *Is*

<sup>1</sup> Is Yolanda there, please?

**Yolanda** *Seth* / *is* / *speaking* / *that* / *Yes*,

<sup>2</sup> \_\_\_\_\_?

**Seth** Yes, it is. Hi, Yolanda.

**Yolanda** Hi, Seth.

*customer* / *about* / *you* / *Japanese* / *phoning* / *Are* / *that*

<sup>3</sup> \_\_\_\_\_?

**Seth** Yes, I am. I have his contact details.

*I'm* / *I'm* / *to* / *that* / *sending* / *calling* / *them* / *you* / *tell* / *now*

<sup>4</sup> \_\_\_\_\_.

**Yolanda** Great, Seth.

*calling* / *very* / *Thanks* / *for* / *much*

<sup>5</sup> \_\_\_\_\_.

**Seth** You're welcome.

*or* / *tomorrow* / *you* / *later* / *to* / *maybe* / *Speak*

<sup>6</sup> \_\_\_\_\_.

Present continuous

Form

**Positive:** Use *am / is / are + -ing* form.

*He's preparing his presentation.*

**Negative:** Use *am / is / are + not + -ing* form.

*They're not working today.*

Questions

1 To make questions with the present continuous, put *am / is / are* before the subject.

*Are you staying in this hotel?*

*Where is she working?*

2 To give a short answer to *yes / no* questions in the present continuous, use the subject + *am / is / are*.

*Are you working on this now?*

*Yes, I am. / No, I'm not.*

Use

1 To describe actions in progress at the moment of speaking.

*Hi. I'm calling you from my car.*

2 To describe actions in progress around the present time, but not always at the moment of speaking.

*He's doing a very interesting course this month.*

3 To describe current trends.

*The company is doing well in South-East Asia.*

Language tip

Use the present simple to talk about regular or repeated actions (see page 103).

Do say: *She calls me once or twice a month.*

Don't say: *She's calling me twice a month.*

1 Complete the sentences with the present continuous form of the verbs in brackets.

1 (we / develop) We are developing a new range of products for South America.

2 (he / stay) \_\_\_\_\_ at the Intercontinental Hotel?

3 (you / not / listen) \_\_\_\_\_ to me. What did I say?

4 (I / leave) \_\_\_\_\_ now. See you tomorrow.

5 Why (those German engineers / visit) \_\_\_\_\_ the company?

2 Match questions 1–6 with answers a–f.

1 What is she doing? c

2 What does she do? \_\_\_\_\_

3 Are you working this week? \_\_\_\_\_

4 Do you work at weekends? \_\_\_\_\_

5 Why do you leave the office so late? \_\_\_\_\_

6 Why are you leaving the office so late? \_\_\_\_\_

a She's a teacher.

b Yes, but only four days.

c ~~A Master's in Business Studies.~~

d My boss always asks to see me at about 7.00 p.m.

e We had a very long meeting.

f No, never.

3 Read this email and choose the correct form of the verb in *italics*.

Hello,

I <sup>1</sup>*write / am writing* to ask if you <sup>2</sup>*have / are having* a sales office or sales rep in Argentina. I <sup>3</sup>*work / am working* for a small computer producer here and we <sup>4</sup>*look / are looking* for a new supplier of sound cards. We usually <sup>5</sup>*buy / are buying* from a supplier in the USA, but their products <sup>6</sup>*become / are becoming* too expensive for us.

We have over 30 shops in Argentina and we <sup>7</sup>*open / are opening* another five this year.

We also regularly <sup>8</sup>*get / are getting* business by mail order via our website.

We <sup>9</sup>*try / are trying* to find a new supplier before the end of this month, so please contact me as soon as possible.

Best regards  
Elena Suarez

