

# 3 | Practice file

## Working with words

1 The people in sentences 1–10 all have problems. Match problems 1–10 to the departments a–j that they call for help.

- 1 5% of the products we made today were defective. *d*
- 2 My phone doesn't work. \_\_\_\_\_
- 3 I need a new assistant in my department. \_\_\_\_\_
- 4 I want to do a course to improve my English. \_\_\_\_\_
- 5 I don't know if we have enough cash in the bank to pay this supplier. \_\_\_\_\_
- 6 I want customers to know about this new product. \_\_\_\_\_
- 7 I want to buy some new furniture for my office. \_\_\_\_\_
- 8 A customer has just called to say he isn't happy. \_\_\_\_\_
- 9 I want to know if we can transport an order to a customer before Friday. \_\_\_\_\_
- 10 I need a new program which works more quickly. \_\_\_\_\_

- a Customer Services
- b Logistics
- c Technical Support
- d Quality Control
- e Training
- f Finance
- g Human Resources
- h Marketing
- i IT
- j Purchasing

2 Choose the correct answer from the phrases in *italics*.

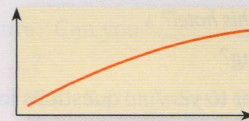
- 1 The company *is divided into / divides into / is divide-between* three business units.
- 2 She's *charged of / in charge of / charge for* the Logistics Department.
- 3 The Sales Manager *is reported to / reports to / reports at* the Sales and Marketing Director.
- 4 The IT Manager is responsible *for / of / to* developing new software solutions.
- 5 We have a lot of contact *to / on / with* the Finance Department.

## Business communication

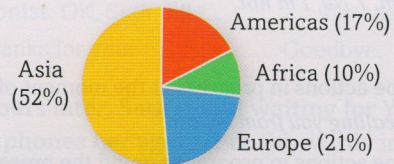
1 Look at the three diagrams. Which diagram

- 1 is a pie chart? *b*
- 2 is a graph? \_\_\_\_\_
- 3 is a table? \_\_\_\_\_
- 4 shows rises in sales? \_\_\_\_\_
- 5 shows rises and falls in sales? \_\_\_\_\_
- 6 shows the breakdown of sales by region? \_\_\_\_\_
- 7 doesn't give any figures? \_\_\_\_\_

a Export sales



b Export sales



c Total sales by quarter

Q1	\$24.5 m
Q2	\$22.3 m
Q3	\$25.1 m
Q4	\$28.2 m

2 Put the words in *italics* in the right order to complete the sentences from a presentation.

- 1 Here's a diagram of our company structure. *that / clear / Is* Is that clear?
- 2 Here are our sales figures. *OK / see / everybody / that / Can* \_\_\_\_\_?
- 3 *see / you / As / can* \_\_\_\_\_, we had a good year.
- 4 *thing / The / here / is / important* \_\_\_\_\_ the number of new customers.
- 5 *at / look / Have / table / a / this* \_\_\_\_\_ It shows our sales figures for the first quarter of the year.
- 6 *breakdown / of / table / the / This / shows / sales* \_\_\_\_\_. Can you see that?

Questions

Form

- The normal order of words in a question is:  
question word or phrase + auxiliary + subject + verb.  
*Where do you work?*  
*How many days is he staying?*
  - The order of words is the same even when the subject consists of several words.  
*What time are the CEO and the Production Manager arriving?*
  - In questions with a *yes / no* answer, the order of words is:  
auxiliary + subject + verb.  
*Does he work in production?*  
*Are you opening a new office?*
  - The auxiliary and verb form are different for each tense:  
**Present simple:** *do / does* + verb  
*Where does he live?*  
**Present continuous:** *am / is / are* + *-ing*  
*Why are you calling?*  
**Past simple:** *did* + verb  
*What time did you arrive?*
- For more information on the past simple, see page 109.

Exceptions

- When the verb *be* is the main verb, there is no auxiliary. The order of words in a question is:  
question word(s) + verb + subject.  
*When is the meeting?*  
*Where was he yesterday?*
- When the question word (or words) is the subject of the sentence, there is no auxiliary. The order of words is:  
question word(s) + verb.  
*Who works here?*  
*How many people are coming?*

1 Choose the correct question from a or b.

- a Where does your boss work?  
b ~~Where works your boss?~~
- a What do you make products here?  
b What products do you make here?
- a Why is changing your logo?  
b Why is your logo changing?
- a Do you have a canteen here?  
b Have you a canteen here?
- a How often the company does launch new products?  
b How often does the company launch new products?
- a Who does the Sales Manager report to?  
b Who the Sales Manager reports to?
- a Does the company opening any new factories?  
b Is the company opening any new factories?
- a How long ago did you move here?  
b How long you did move here ago?
- a When do your offices are open?  
b When are your offices open?
- a How many people are work in this department?  
b How many people work in this department?

2 A manager of Wrigley's, famous for its chewing gum, is answering questions about the company. Look at his answers and decide what questions the journalist asked. Use the words in *italics* to help you and add any other words you need.

- your / Where / sell / products / you*  
Q Where do you sell your products ?  
A In more than 150 countries.
- the company / When / start*  
Q \_\_\_\_\_ ?  
A In 1891.
- its head office / have / Where / it*  
Q \_\_\_\_\_ ?  
A In Chicago.
- people / employ / many / the company / How*  
Q \_\_\_\_\_ ?  
A About 15,000.
- chewing gum / much / Americans / How / eat*  
Q \_\_\_\_\_ ?  
A About 180 servings of gum per year.

