4 Practice file

Working with words

1 Complete the text by finishing the words.

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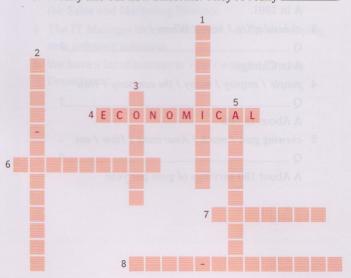
2 Complete the clues to the crossword. Then use your answers to complete the crossword.

Clues across

- 4 Our carpooling system is much cheaper for the staff. It's more *economical*.
- 6 Our new car is much easier to park. It's very _____ for driving in the centre.
- 7 The new reception area looks more modern. It's quite
- 8 They took a long time planning the new model. It's very

Clues down

- 1 The new office furniture is exactly what we needed. It's very ______.
- 2 The operating system on my computer is easy to use. It's very _____.
- 3 Jack's new PDA fits in his pocket. It's quite _
- 5 I really like our new uniforms. They're really _____



Business communication

- 1 A catering company has done some research into buying a new marquee. Put the sentences in the report about the research in the right order.
 - a _1 The purpose of our research was to find a new marquee to replace our old ones. We wanted
 - **b** ____ Finally, we interviewed the customer and our employees. We asked
 - c ____ our technicians what they thought of the marquee.
 We found
 - d ____ that the T-system was easier to pack and transport than our old ones.
 - e ____ to the Sales Director who agreed to let us have one
 - f ____ Why did we choose the T-system Marquee? Because of its spacious design.
 - g ____ Then, we took the marquee to our next venue and put it up.
 - h ____ First, we contacted Bond Fabrications which produces marquees. We spoke
 - i ____ to find out how easy the marquee would be to transport.
- 2 A restaurant has done some research into buying new uniforms for its staff. Complete the report about the research using the phrases below.

Finally We found that We wanted
Then Why do we need We spoke to
First The purpose We asked customers and staff

I'm here to report on our research into companies that make staff uniforms.

1 The purpose of our research was to find a company that

| creates original designs at a reasonable price. | |
|--|------------------|
| ² t | to find the best |
| company to design our next set of uniforms. | |
| 3 | new uniforms? |
| Because customers have complained about the ap | pearance of our |
| serving staff. ⁴ | , we |
| made a list of all the possible companies we could | I find. |
| 5 | we chose the top |
| three companies. 6 | |
| the Sales Department of each of the companies ar | nd asked them |
| to send us a sample design. | |
| | |

⁷______, three members of staff wore the samples in the restaurant for a week.

8______ for their opinion of the uniforms, 9_____

the most popular uniform with customers was the one designed by Business Style because of its bright colours and modern design. The staff also preferred this uniform because it was comfortable and easy to wash.

Language at work | Past simple

Past simple

Form

Positive: Add *-ed* to the infinitive of regular verbs. *We started work at 7.00 yesterday.*

Add -*d* to the infinitive or **regular verbs** ending in -*e*. *She lived in Switzerland.*

Change the -y to -i and add -ed to **regular verbs** ending in consonant + -y.

He tried to find a new job.

Double the final consonant of short **regular verbs** ending in vowel + consonant.

I stopped the car.

Many verbs are irregular. Irregular verb forms do not end in *-ed.*

For irregular verb forms see page 134.

Negative: Put *didn't* before the infinitive of both regular and irregular verbs.

I didn't want to be late for the meeting.
They didn't see the manager.

Questions

1 Put *did* before the subject and the infinitive of both regular and irregular verbs.

When did they arrive?

Where did you go?

2 To give a short answer to *yes / no* questions in the past simple, use the subject + *did / didn't*.

Did he email you yesterday? Yes, he did. / No, he didn't.

Use

Use the past simple to describe a finished action in the past.

They sent the parcel on Monday, but it didn't arrive until

Friday.

Words and phrases we often use with the past simple are: yesterday, last week, last year, in 2005, five years ago.

Language tip

The verb *be* does not use the auxiliary verb *did* to form the negative or questions.

The manager wasn't in the office yesterday.

Were the products well-designed?

1 Complete the text with the past simple form of the verbs in brackets.

| Last week I 1_was_ (be) very busy. Or | |
|--|-----------------------|
| biggest customer ² | (visit) our factory. |
| I ³ (meet) her at | |
| the morning and ⁴ plant. In the afternoon we ⁵ | (take) her to the |
| plant. In the afternoon we 5 | (have) a |
| meeting which 6 | (not finish) late and |
| she 7 (want) to s | ee a show afterwards |
| On Tuesday I ⁸ (conference. In the afternoon I ⁹ | fly) to Berlin for a |
| conference. In the afternoon I ⁹ | (make |
| a presentation which 10 | (not go) very |
| well. The next day I 11 | |
| to meet a supplier. On Thursday we 12 | |
| (interview) candidates for the new sale | |
| 13 (not find) anyk | oody suitable. In |
| the evening I ¹⁴ | |
| company tournament, but, unfortunat | |
| (not win). On Friday I ¹⁶ all my emails and ¹⁷ | (reply) to |
| | |
| proposal for an Austrian company. In | the afternoon I |
| 18 (attend) a plan | |
| 19 (end) very late | |
| I ²⁰ (not get) hom | ne until midnight! |
| Complete the avertions | |
| Complete the questions. | of real model |
| 1 What <u>time did they arrive</u> | ? |
| They arrived at 9 o'clock. | |
| 2 Where | ? |
| We had lunch in the staff canteen. | |
| 3 Who | at the |
| conference? | |
| I saw our colleagues from the Buen | os Aires office. |
| 4 Why | the |
| meeting? | |
| The manager left the meeting becar | use he had an urgent |
| phone call. | non A Lob wolf |
| 5 Which hotel | at? |
| They stayed at the Hilton. | |
| 6 When | end does to kee the |
| company? | tile |
| A live and at the same and and | |
| She joined the company last year. | |
| 7 How long | |
| with the visitors? | |

I spent all day with them.

We sent about a hundred.

8 How many emails _