

# 5 | Practice file

## Working with words

- 1 Name these company benefits by matching a word from A to a word from B.

A	B
maternity	membership
flexible	childcare
paid	scheme
private	phone
gym	hours
company	holiday
mobile	leave
pension	car
annual	healthcare
subsidized	bonus

- I get five weeks a year. paid holiday
- I don't pay any medical bills. \_\_\_\_\_
- I use it during the week for work, but I can also use it at the weekend for family trips. \_\_\_\_\_
- I don't think about it now, but it will be very useful when I'm 65. \_\_\_\_\_
- My daughter hasn't started school, so it's great to have help with this. \_\_\_\_\_
- It's a new club, so all the equipment is really up-to-date. \_\_\_\_\_
- We get an extra two days' pay if our results are 5% higher than the last year. \_\_\_\_\_
- I do all my hours from Monday to Thursday. Then I have Friday free. \_\_\_\_\_
- It's a really important benefit for women who want a family. \_\_\_\_\_
- I can even watch TV on the new one they've given me! \_\_\_\_\_

- 2 Complete the text from a company's jobs website with a suitable word.

### How do I <sup>1</sup> apply for the job?

Go to the 'Documents' page (click here) and print a copy of the <sup>2</sup> \_\_\_\_\_ form. <sup>3</sup> \_\_\_\_\_ in the form, and attach an updated version of your <sup>4</sup> \_\_\_\_\_. This should include a description of your work experience, educational qualifications, and the names of three <sup>5</sup> \_\_\_\_\_, together with their contact details. Send both documents to the address at the top of this page.

### What happens next?

If you are shortlisted for this <sup>6</sup> \_\_\_\_\_, we will contact you by phone before 31 March to arrange an <sup>7</sup> \_\_\_\_\_. Unsuccessful <sup>8</sup> \_\_\_\_\_ will be informed by letter, also by 31 March.

## Business communication

- 1 Choose the correct response.

- Where are we with the Lufthansa contract?
  - We're in Munich.
  - They haven't signed yet.
  - Yes, we are there.
- I can't contact the IT Manager – his line's always busy.
  - I'm very busy at the moment.
  - Can you call him?
  - OK, leave it with me.
- Have you prepared the job description yet?
  - I did it last week.
  - I can deal with that.
  - You're very short of time.
- Can you deal with that customer in Lagos for me?
  - Have you done it?
  - I'll leave it with you.
  - I've already spoken to him.
- It's Friday, and we haven't even finished the first part of the presentation.
  - Yes, time's running out.
  - We've already done it.
  - Where are we?

- 2 Stella Wu and Antonio Brocci are discussing the introduction of a new flexitime system in their company. Complete these sentences from their conversation with the words in the list.

short    already    about  
Where    out    with  
Leave    hasn't    yet

- The clock-in machine hasn't arrived yet.
- Can you deal \_\_\_\_\_ that issue?
- \_\_\_\_\_ it with me.
- I've been very \_\_\_\_\_ of time this week.
- \_\_\_\_\_ are we with the new flexitime system?
- I've \_\_\_\_\_ talked to the Human Resources Manager.
- Time's running \_\_\_\_\_.
- What \_\_\_\_\_ the clock-in system?
- Have you talked to the staff \_\_\_\_\_?



Present perfect

Form

**Positive:** *have / has + past participle form.*

*I have (I've) finished my work.*

*He has (He's) written three letters today.*

**Negative:** *have / has + not + past participle.*

*They haven't done the work this week.*

*The post hasn't arrived yet.*

Questions

1 Put *have / has* before the subject.

*Have you seen the new Production Manager?*

*Where has she been today?*

2 To give a short answer to *yes / no* questions in the present perfect, use the subject + *has / have* or *hasn't / haven't*.

*Have you seen that report yet?*

*Yes, I have. / No, I haven't.*

*Has the HR Manager seen the CVs?*

*Yes, she has. / No, she hasn't.*

Use

1 To talk about past actions where the time includes the present.

*I've made three presentations today / this week / this month.*

2 To describe progress in a list of things to do, we use *already* and *(not) ... yet?*

*Have you visited that customer yet?*

*No, I haven't had time (yet). But I've already made an appointment with him.*

3 To ask someone about general experiences in his / her life, we use *ever*.

*Have you ever seen the Taj Mahal?*

*No, never.*

4 Use the present perfect to talk about actions which started in the past and are continuing now. For more information, see page 125.

*I've worked here for three years (and I still work here now).*

5 For past actions where the time doesn't include the present, use the past simple.

*I haven't seen him today, but I saw him yesterday.*

Language tip

For regular verbs, the past participle form is **always** the same as the past simple: verb + *-(e)d*

For irregular verbs, the past participle and past simple forms are **sometimes** the same. For a list of irregular verbs, see page 134.

1 A customer service manager is talking about the situation in his department. Complete the text with the present perfect form of the verbs in brackets.

This month <sup>1</sup> *hasn't been* (be) a very good one for me. Three more members of my team <sup>2</sup> \_\_\_\_\_ (tell) me that they are leaving the company. Two of them <sup>3</sup> \_\_\_\_\_ (not / find) another job yet, but they say that the pressure of work <sup>4</sup> \_\_\_\_\_ (become) too much for them. It's true that there <sup>5</sup> \_\_\_\_\_ (be) a big increase in their work this year because two other customer service assistants <sup>6</sup> \_\_\_\_\_ (already / leave) the department and we <sup>7</sup> \_\_\_\_\_ (not / recruit) anybody to replace them. I <sup>8</sup> \_\_\_\_\_ (ask) my boss several times if we can employ some new people for the team, but each time he <sup>9</sup> \_\_\_\_\_ (say) that we need to reduce our salary costs. But I know we <sup>10</sup> \_\_\_\_\_ (lose) some business because we <sup>11</sup> \_\_\_\_\_ (not / have) enough people to deal with customer calls.

The situation can't continue like this. I

<sup>12</sup> \_\_\_\_\_ (not / made) a final decision on this yet, but I'm thinking of leaving the company myself.

2 Choose the correct answer from the words in *italics* to complete questions 1–8. Then match them with responses a–h.

- 1 *Did you read / Have you read* that article about e-recruitment last week?
- 2 *Did you see / Have you seen* the new Dali exhibition yet?
- 3 *Have you ever / Did you yet* applied for a job online?
- 4 *Have you had / Did you have* any work experience when you joined this company?
- 5 *Has / Have* she made many calls today?
- 6 *Have / Did* all the candidates come for interview yesterday?
- 7 *Have you received / Did you receive* a bonus in the last six months?
- 8 *Have you learnt / Did you learn* a lot in your last job?

- a No, never. \_\_\_\_
- b No, I haven't. Our results haven't been very good. \_\_\_\_
- c Just one or two this morning. \_\_\_\_
- d Yes, I did. I did several jobs when I was a student. \_\_\_\_
- e No, I didn't. I didn't have much responsibility, so it was very boring. \_\_\_\_
- f Yes, it was very well-written. 1 of the three buildings \_\_\_\_
- g Just one person wasn't there. \_\_\_\_
- h No, I haven't had time. \_\_\_\_

