

8 | Practice file

Working with words

- 1** Choose the two possible correct answers from the words in *italics*.
- 1 I asked the company to give me a *quote* / a *delivery date* / *an enquiry*.
 - 2 The customer asked me for a *refund* / *an order* / *some prices*.
 - 3 Jack called our supplier to make *some information* / *an enquiry* / *a complaint*.
 - 4 We looked on the website to track the *shipment* / *delivery* / *refund*.
 - 5 They were late paying their last *bill* / *goods* / *invoice*.
 - 6 Eve confirmed the *order* / *price* / *complaint* by email.
 - 7 Do you ever purchase *deliveries* / *goods* / *products* on the Internet?
- 2** Different customers are phoning suppliers in 1–8. Choose the correct answer from the words in *italics*.
- 1 Hello, I'm calling to ask about the goods we *quoted* / *purchased* from your store last Monday. Can you tell me when you will *pay* / *deliver* them?
 - 2 We'd like to *place* / *order* a hundred PDAs for customers, but we need them urgently. Could you *check* / *track* that you have enough in stock?
 - 3 I'd like to *ask for* / *make* an enquiry about an order I recently made. I'm trying to *process* / *track* the shipment on your website, but it isn't working.
 - 4 Can you *confirm* / *enquire* the price of the products we ordered from you? The price you *quoted* / *delivered* is different from the price on the invoice.
 - 5 Good morning. I'm calling to *do* / *make* a complaint about your latest delivery. I'd like to *ask for* / *make* a refund because most of the products are broken.
 - 6 Hello, I'm phoning to *cancel* / *enquire* my order. We've found another supplier who can *ship* / *track* the goods to us tomorrow.
 - 7 Can I *place* / *purchase* an order for ten BlackBerrys, please? I'd also like to know if I can *confirm* / *change* the order if I decide I want something different.
 - 8 How long does it take to *quote* / *process* an order? Also, how do you *confirm* / *check* the order – by email?

Business communication

- 1** Put these words in the right order to make suggestions.
- 1 we / team-building / a / Why / organize / don't / event
Why don't we organize a team-building event ?
 - 2 about / we / order / think / Maybe / cancelling / the / should
_____?
 - 3 email / Head / sending / to / How / an / about / Office
_____?
 - 4 this / tomorrow / we / about / talk / again / Shall
_____?
 - 5 in / local / newspaper / We / the / could / advertise
_____.
 - 6 with / discuss / we / manager / this / I / the / suggest
_____.
- 2** Complete the responses with a word from the list. Then match responses a–f to suggestions 1–6 in **1**.
- Fine great Let's sure think work
- a That's a great idea! Why don't we go paintballing? 1
 - b I'm not _____ about that. Perhaps we should try to track it first. _____
 - c OK. _____ ask him what he thinks in our meeting tomorrow. _____
 - d Yes, I _____ you should call them right now and ask for a quote. _____
 - e I don't think that will _____. It's an internal problem, really. _____
 - f _____. I'll call you after lunch. _____
- 3** Three colleagues are discussing a recruitment problem. Put the dialogue in the right order 1–8.
- a 1 We've got too many orders right now. I think we need to take on a new person.
 - b _____ Yes, I agree. Why don't you make the phone call and we'll write the advert?
 - c _____ Good idea. That way we'll get local people. I suggest we call them right now.
 - d _____ Agencies are usually expensive. We could put an ad in the local paper. It comes out on Fridays.
 - e _____ I'm not sure about that. Most people who visit the website are interested in buying our products, not working for us.
 - f _____ What about placing an advert on our website? That way, people who are interested in the company will see it.
 - g _____ Well, we could contact a recruitment agency instead and get them to find some candidates.
 - h 8 Fine.

Language at work | will / going to / present continuous

will

Form

Positive: will + verb

I'll meet you at the reception desk in your hotel.

Negative: won't (will not) + verb

I won't disturb you.

Questions: will + subject + verb

Will you call me later?

Use

To make decisions at the moment of speaking.

A *Can you let me have a number to contact you on?*

B *Just a moment. I'll give you my business card.*

going to

Form

Positive: Subject + am / is / are + going to + verb

I'm going to look for a new job after the holidays.

Negative: Subject + am / is / are + not + going to + verb

He isn't going to work late tonight.

Questions: am / is / are + subject + going to + verb

Are they going to look for a new head of department?

Use

To talk about a plan that we have already decided on.

We're going to move to the new office in the spring.

Present continuous

Form

See page 105.

Use

To talk about a future arrangement someone has made.

The arrangement usually has a fixed time or place.

A *What are you doing tomorrow after work?*

B *I'm taking my daughter to the dentist.*

Language tip

As well as the present continuous, we can often use *going to* for a future arrangement.

The Managing Director's visiting the office tomorrow.

The Managing Director's going to visit the office tomorrow.

1 Choose the correct answer.

- There's no message. *I'm calling* / *I'll call* back later this afternoon.
- It's her fiftieth birthday so *she's going to have* / *she'll have* a party.
- You can call at any time because we *aren't going* / *won't* go out.
- I'm going to wash* / *I'll wash* my car tonight. It's really dirty.
- He can't meet us tomorrow because *he'll visit* / *he's visiting* a client.
- Don't worry about the taxi. It *won't be* / *isn't being* late.
- I can't stand my job any longer, so *I'm going to look* / *I'll look* for a new one.
- She's playing* / *she'll play* tennis tonight, so she can't go to the dinner.

2 Complete the mini conversations. Use will, going to, or the present continuous form of the verbs in brackets.

- A** I can't hear you very well.
B I'm sorry. I *'ll speak* (speak) up a little.
- A** How are you getting on with that project?
B We (not finish) it on time.
- A** When are you going to talk to your boss about your timetable?
B I (meet) her tomorrow afternoon.
- A** When do we have to pay the invoice by?
B I'm not sure. I (ask) one of my colleagues.
- A** What are you doing tomorrow at 1 o'clock?
B I (have) lunch with a customer.
- A** Can you tell me when my order will arrive?
B Just a moment. I (check) with the driver.
- A** How did you get on at your job interview?
B Really badly. I (not get) the job.