

# Practice file answer key

## Unit 1

### Working with words

#### Exercise 1

- 2 a 3 f 4 d 5 e 6 c

#### Exercise 2

- 2 trustworthy 5 successful  
3 ineffective 6 wary  
4 functional

#### Exercise 3

- 1 rapport 4 innovation  
2 creativity 5 tradition  
3 professionalism 6 principles

### Business communication skills

#### Exercise 1

- 1 I'm calling about  
2 responding so quickly  
3 I wondered if you'd  
4 I suggest we meet to  
5 would you like to meet  
6 Let's say  
7 Whatever's best  
8 in from France, won't you  
9 Can you tell me how  
10 Let me know where  
11 I'll email you a map  
12 See you

#### Exercise 2

- 1 My name's James Sims and I work for UB.  
2 I was given your details by Jill Sander.  
3 I wanted to see if you are still interested in our offer.  
4 Is it best by taxi or public transport?  
5 I'll get my assistant to call you later today to confirm.

### Language at work

#### Exercise 1

- 1 buys, sells  
2 goes  
3 does the last flight to New York leave  
4 's taking  
5 's having  
6 'm seeing  
7 get back  
8 're developing

#### Exercise 2

- Example answers  
2 What does he look like?  
3 Do you prefer tea or coffee?  
4 What does it taste like?  
5 Who does this belong to?  
6 Do you own your apartment?

#### Exercise 3

- 1 catch 4 complete  
2 'm designing 5 check  
3 'm staying

## Unit 2

### Working with words

#### Exercise 1

- 1 b 2 b 3 a 4 c 5 a  
6 b 7 b 8 c

#### Exercise 2

- 2 appreciation 6 commission  
3 incentive 7 fulfilment  
4 bonus 8 loyalty  
5 morale

### Business communication skills

#### Exercise 1

- 2 e 3 d 4 l 5 j 6 f 7 h  
8 c 9 i 10 k 11 g 12 a

#### Exercise 2

- 1 I don't think we've met.  
2 Nice to meet you.  
3 What a coincidence!  
4 Apparently  
5 Really?  
6 Well  
7 So  
8 Catch you later.

### Language at work

#### Exercise 1

- 1 Is anyone coming in tomorrow?  
2 How much could we save?  
3 What are you talking about?  
4 Who did you come with?  
5 How long have you been working with Diana for?  
6 Who did you send to the exhibition?  
7 Hasn't Guy gone to the conference?  
8 Should we ask our manager for help?

#### Exercise 2

- 1 Why **didn't you** come to me for help?  
2 How much **does a new one cost**?  
3 Don't **you work** for MT Electrics?  
4 What **will you do** first?  
5 How long **have you been** working for Cisco?  
6 Who **did you** see at the sales meeting?  
7 What **does** 'This program has performed an illegal operation' **mean**?  
8 What **does UNESCO stand for**?

#### Exercise 3

- 1 aren't you 5 have you  
2 could you 6 will you  
3 doesn't it 7 have they  
4 did you 8 was it

## Unit 3

### Working with words

#### Exercise 1

- 2 ran out of money  
3 were ahead of schedule  
4 allocating funds  
5 resolve conflicts  
6 prioritize tasks  
7 miss the deadline  
8 keep track of

#### Exercise 2

- 1 keep 4 check  
2 make 5 stay  
3 runs 6 set  
Hidden word = perhaps

### Business communication skills

#### Exercise 1

- 1 b 2 d 3 c 4 d 5 a 6 c  
7 b 8 a

#### Exercise 2

- 1 d 2 c 3 g 4 f 5 b 6 h  
7 e 8 a

### Language at work

#### Exercise 1

- 1 's decided 8 Have you finalized  
2 've already spoken 9 've fixed  
3 did you see 10 spoke  
4 called 11 Have you arranged  
5 did he say 12 've just organized  
6 hasn't made 13 booked  
7 haven't arrived 14 've been

#### Exercise 2

- 1 c 2 a 3 d 4 e 5 f 6 b

## Unit 4

### Working with words

#### Exercise 1

- 1 set up 5 carried out  
2 bring down 6 pay off  
3 come up with 7 got round  
4 taken up 8 taking forward

#### Exercise 2

- 1 revolutionary 5 state-of-the-art  
2 practical 6 advantage  
3 features 7 potential  
4 technology

### Business communication skills

#### Exercise 1

- 2 a 3 e 4 c 5 j 6 b 7 d  
8 h 9 i 10 f

### Exercise 2

- 1 whereas
- 2 The other major advantage
- 3 is another great thing about
- 4 At the moment
- 5 This means
- 6 The biggest potential benefit of
- 7 in the future

### Language at work

#### Exercise 1

- 1 can / will be able to
- 2 be able to
- 3 haven't been able to
- 4 can
- 5 can
- 6 be able to
- 7 can't / won't be able to
- 8 can't
- 9 Has she been able to
- 10 can

#### Exercise 2

- |                     |                    |
|---------------------|--------------------|
| 1 could             | 5 were you able to |
| 2 did you manage to | 6 couldn't         |
| 3 was able to       | 7 managed to       |
| 4 was able to       | 8 Were you able to |

## Unit 5

### Working with words

#### Exercise 1

- |                |                |
|----------------|----------------|
| 1 repeat       | 6 high-quality |
| 2 sub-standard | 7 responsive   |
| 3 discourteous | 8 existing     |
| 4 dissatisfied | 9 efficient    |
| 5 loyal        | 10 attentive   |

#### Exercise 2

- 1 b 2 a 3 c 4 b 5 b 6 c  
7 a

### Business communication skills

#### Exercise 1

- 1 How can I help you
- 2 Could you explain exactly what the problem is
- 3 Let me get this straight
- 4 by tomorrow
- 5 Could you give me
- 6 Once I've looked into it I'll call you back
- 7 You mean
- 8 in time for the

#### Exercise 2

- 1 What can I do **for** you?
- 2 If I understand you **correctly** ...
- 3 I'll look **into** it straightaway.
- 4 We need the goods in time **for** ...
- 5 ... I'll get **back** to you.
- 6 ... by Friday **at** the latest.

### Language at work

#### Exercise 1

- 3 Do you know why **he left** the company?
- 4 Could you let me know **if Sam is** working today?
- 5 Correct
- 6 Could you tell me who **you spoke** to?
- 7 Do you know if **the meeting has** started?
- 8 Correct
- 9 Do you know whether **we can** leave early today?
- 10 Could you tell me where the **information office is**?

#### Exercise 2

- 1 Do you think he will take the job?
- 2 Could you find out when Amanda sent them the catalogue?
- 3 Do you know if this is the train for Munich?
- 4 Do you know where the bus for Place de la Concorde goes from?
- 5 Could you tell me if / whether you have had anything from the minibar?
- 6 Do you know who left this package here?
- 7 I'd be grateful if you could tell me what time you'll be arriving.
- 8 Please let us know if you have any special dietary requirements.

## Unit 6

### Working with words

#### Exercise 1

- 1 d 2 f 3 c 4 e 5 g 6 a  
7 b

#### Exercise 2

- |               |                  |
|---------------|------------------|
| 1 Ethical     | 6 discrimination |
| 2 responsible | 7 prejudice      |
| 3 credibility | 8 bribery        |
| 4 generosity  | 9 corruption     |
| 5 fairness    | 10 deception     |

### Business communication skills

#### Exercise 1

- 2 i 3 b 4 d 5 a 6 e 7 j  
8 c 9 h 10 f

#### Exercise 2

- 1 We're going to provide you
- 2 You'll get the opportunity to
- 3 is well worth a visit
- 4 It would be a good idea to
- 5 We'd like to invite you to
- 6 It's just the kind of thing we need
- 7 Alternatively, we'd be delighted to show you

### Language at work

#### Exercise 1

Incorrect answers are:

- |                   |                    |
|-------------------|--------------------|
| 1 I see           | 5 We'll lose       |
| 2 I'll take       | 6 I'm being        |
| 3 I'll meet       | 7 I'm going to get |
| 4 they're falling |                    |

#### Exercise 2

- |                        |                   |
|------------------------|-------------------|
| 1 'm going to pick up  | 7 Are you staying |
| 2 will be              | 8 aren't flying   |
| 3 'm seeing            | 9 are you getting |
| 4 'll take             | 10 leaves         |
| 5 'll make sure        | 11 only takes     |
| 6 're going to go back | 12 'll have       |

## Unit 7

### Working with words

#### Exercise 1

- |                |              |
|----------------|--------------|
| 1 indecisive   | 5 determined |
| 2 conventional | 6 methodical |
| 3 outgoing     | 7 creative   |
| 4 impulsive    | 8 thoughtful |

#### Exercise 2

- |               |              |
|---------------|--------------|
| 1 perspective | 5 rely       |
| 2 consider    | 6 confidence |
| 3 weigh up    | 7 delay      |
| 4 between     |              |

### Business communication skills

#### Exercise 1

- 1 They're here in black and white ...
- 2 I think it would be crazy to ...
- 3 If you ask me, we should ...
- 4 Could you give us some detail, please?
- 5 Hang on, let's hear what Clare has to say.
- 6 What John says is right.
- 7 If we look at the facts, we'll see ...

#### Exercise 2

- 1 Today, I'd like to
- 2 what's your position
- 3 As far as I'm concerned
- 4 I don't think we
- 5 The fact is
- 6 what you're getting at is
- 7 I'm not convinced
- 8 it'll mean we
- 9 that's my view
- 10 In other words
- 11 Let's draw up some action points
- 12 I don't want to spend too long

## Language at work

## Exercise 1

<b>countable</b>	<b>uncountable</b>
table	furniture
hotel room	accommodation
week	time
letter	correspondence
computer program	software
fax / photocopier	equipment
lesson	training
euro	money

## Exercise 2

1 is	5 has
2 were	6 aren't
3 don't	7 was
4 is	8 is

## Exercise 3

1 more	5 very few
2 a	6 some
3 is very little	7 a little
4 too many	8 a morning paper

## Unit 8

## Working with words

## Exercise 1

1 activities	5 workers
2 process	6 growth
3 employment	7 location
4 facility	

## Exercise 2

- leads to job losses
- improved the quality of life for
- take cost-cutting measures
- streamline our operation
- free up resources
- created 980 new jobs
- gain a competitive edge

## Business communication skills

## Exercise 1

1 data	7 a result
2 has resulted in	8 looked at
3 look at	9 turn our attention to
4 move on	10 the facts
5 Due	11 Have a
6 notice on	12 leave

## Exercise 2

1 to	2 of	3 to	4 at	5 in	6 on
7 to	8 of	9 to	10 for		

## Language at work

## Exercise 1

- All my important files have been lost.
- my flat had been broken into
- to be promoted
- being told
- Our computer system must have been hacked into.
- we are not being told
- I'm being sent
- the chairs were being put away
- Microsoft's latest operating system was unveiled
- will the Olympic Village be used

## Exercise 2

- |                    |                         |
|--------------------|-------------------------|
| 1 accuses          | 10 was packed           |
| 2 are paid         | 11 have had             |
| 3 don't recognize  | 12 have been made       |
| 4 are often forced | 13 have always produced |
| 5 visited          | 14 have benefited       |
| 6 was told         | 15 will be raised       |
| 7 were             | 16 'll get              |
| 8 were given       | 17 'll keep up          |
| 9 made             | 18 will finally be done |

## Unit 9

## Working with words

## Exercise 1

1 h	2 f	3 a	4 d	5 g	6 c
7 e	8 b				

## Exercise 2

- |            |            |
|------------|------------|
| 1 retain   | 5 mobility |
| 2 resource | 6 invest   |
| 3 redeploy | 7 key      |
| 4 appoint  | 8 promote  |
- Hidden word = turnover

## Business communication skills

## Exercise 1

1 c	2 b	3 d	4 c	5 d	6 b
7 a	8 c	9 d	10 b		

## Exercise 2

- The areas we need to discuss are
- One option would be to
- Why don't we take on
- So who have we got so far?
- That sounds like a plan

## Language at work

## Exercise 1

- |                 |                |
|-----------------|----------------|
| 1 comes, will   | 5 will, give   |
| 2 wanted, would | 6 would, spoke |
| 3 were, would   | 7 made, would  |
| 4 would, had    | 8 want, will   |

## Exercise 2

- likely situations: 1, 5, 8
- unlikely situations: 2, 3, 4, 6, 7

## Exercise 3

- |            |           |
|------------|-----------|
| 1 in case  | 4 if      |
| 2 unless   | 5 As long |
| 3 Provided |           |

## Exercise 4

- Example answers
- I would take a year off.
  - I knew I could get my job back.
  - I'll go for a ride.
  - we'll start without him.

## Unit 10

## Working with words

## Exercise 1

1 c	2 b	3 a	4 c	5 c	6 b
7 b	8 c	9 a	10 b		

## Exercise 2

- |              |              |
|--------------|--------------|
| 1 totally    | 5 clever     |
| 2 a really   | 6 really     |
| 3 absolutely | 7 impossible |
| 4 incredibly | 8 hugely     |

## Business communication skills

## Exercise 1

- What are you doing here?
- I haven't seen you for ages.
- How's life treating you?
- How's business with you?
- ... could you do me a favour?
- The thing is, I'm looking for ...
- That's not something I can decide on right now.
- I'll certainly think about it.

## Exercise 2

1 j	2 e	3 i	4 c	5 d	6 b
7 h	8 a	9 g	10 f		

## Language at work

## Exercise 1

- 've known
- 's been staying
- has been using
- 've been negotiating
- 've read
- 've been going sailing
- 've had
- have you been waiting
- 've been trying
- 's been raining

## Exercise 2

1 d	2 b	3 g	4 e	5 i	6 h
7 f	8 c	9 j	10 a		



## Unit 11

### Working with words

#### Exercise 1

- |        |      |        |
|--------|------|--------|
| 1 with | 4 in | 7 to   |
| 2 to   | 5 on | 8 with |
| 3 on   | 6 to | 9 with |

#### Exercise 2

- |                 |                 |
|-----------------|-----------------|
| 1 analyst       | 6 participants  |
| 2 analytical    | 7 consultative  |
| 3 communicative | 8 consultants   |
| 4 communication | 9 transfer      |
| 5 participation | 10 transferable |

### Business communication skills

#### Exercise 1

- |     |     |     |     |     |
|-----|-----|-----|-----|-----|
| 2 a | 3 c | 4 f | 5 d | 6 h |
| 7 e | 8 b |     |     |     |

#### Exercise 2

- |     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| 1 d | 2 a | 3 e | 4 b | 5 f | 6 c |
|-----|-----|-----|-----|-----|-----|

### Language at work

#### Exercise 1

- |           |           |           |
|-----------|-----------|-----------|
| 1 must    | 4 mustn't | 7 mustn't |
| 2 must    | 5 needn't | 8 mustn't |
| 3 needn't | 6 must    | 9 needn't |

#### Exercise 2

- |                     |                 |
|---------------------|-----------------|
| 1 aren't allowed to | 4 don't have to |
| 2 aren't allowed to | 5 have to       |
| 3 have to           | 6 don't have to |

## Unit 12

### Working with words

#### Exercise 1

- |              |                  |
|--------------|------------------|
| 1 try out    | 5 ran into       |
| 2 taken on   | 6 dropped out of |
| 3 putting on | 7 dealt with     |
| 4 brought in | 8 worked out     |

#### Exercise 2

- |                        |
|------------------------|
| 2 antagonistic towards |
| 3 critical of          |
| 4 ambivalent about     |
| 5 receptive to         |
| 6 optimistic about     |
| 7 concerned about      |
| 8 enthusiastic about   |

### Business communication skills

#### Exercise 1

- as you all know
- Starting from February next year
- We'd like to assure you
- we're calling on you to
- we are fairly certain everyone
- You may be wondering
- I'd like to pass this point over to
- let's digress for a moment and

#### Exercise 2

- Starting from next month we'll be learning
- We're well aware of your concerns regarding
- Over the next few weeks we'll be nominating
- We're also proposing to introduce
- will now deal with
- Later this month we'll be recruiting

### Language at work

#### Exercise 1

- |                       |                        |
|-----------------------|------------------------|
| 1 'll be talking      | 6 will be giving       |
| 2 'll have finished   | 7 won't have agreed    |
| 3 'll be analysing    | 8 'll be visiting      |
| 4 'll have produced   | 9 'll be attending     |
| 5 'll also be holding | 10 won't have got back |

#### Exercise 2

- I probably won't get the job.
- They are quite likely to cancel the whole order.
- There are certain to be some changes in the final design.
- They are unlikely to accept these terms.
- I might be offered promotion.
- We may face some opposition to these changes.
- If this goes ahead, there will definitely be some job losses.

## Unit 13

### Working with words

#### Exercise 1

Answers supplied on page.

#### Exercise 2

- eighteenth
- forty-eight
- one thousand and ninety-three
- nineteen seventy-two
- five point seven
- three hundred and thirty thousand
- ten to the power of six
- a hundred and eighty billion

#### Exercise 3

- |                 |                |
|-----------------|----------------|
| 1 substantially | 6 fractionally |
| 2 levelled      | 7 significant  |
| 3 gradual       | 8 gradually    |
| 4 shot          | 9 somewhere    |
| 5 approximately |                |

### Business communication skills

#### Exercise 1

- |             |             |
|-------------|-------------|
| 1 speaking  | 5 interpret |
| 2 According | 6 low-down  |
| 3 figures   | 7 general   |
| 4 bottom    |             |

#### Exercise 2

- Can we look at the figures
- In general
- According to
- What's that in terms of
- Stani assured us that
- Apparently, figures from
- show
- overall things are looking

### Language at work

#### Exercise 1

- the plan would work
- doesn't believe in working at weekends
- to send the letter immediately
- if I'd been waiting long
- they'd had a great time on holiday
- what I thought about the proposal
- a lot of people are unhappy about the changes
- not to let anyone see the plans
- if I'd ever been skiing
- he'd be back on Friday

#### Exercise 2

- |     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
| 1 b | 2 d | 3 a | 4 e | 5 c | 6 f |
|-----|-----|-----|-----|-----|-----|

#### Exercise 3

- He denied being responsible.
- He encouraged me to apply for the job.
- He refused to let me use his computer.
- He offered to help me.
- He apologized for being late.
- He agreed to lend me the money.

## Unit 14

### Working with words

#### Exercise 1

- |                   |                 |
|-------------------|-----------------|
| 1 individualistic | 6 cautious      |
| 2 liberal         | 7 formal        |
| 3 egalitarian     | 8 strict        |
| 4 hierarchical    | 9 open          |
| 5 accepting       | 10 collectivist |

#### Exercise 2

- |      |         |      |      |
|------|---------|------|------|
| 1 to | 3 about | 5 of | 7 to |
| 2 of | 4 with  | 6 to | 8 of |

### Business communication skills

#### Exercise 1

- in the end
- It came about because of
- That was the first problem
- So what did you do?
- It seems that
- What happened next?
- That was when I felt really uncomfortable
- As time went by

**Exercise 2**

- 1 At first
- 2 What's more
- 3 It wasn't until
- 4 Despite
- 5 Luckily
- 6 It really surprised me, but it worked.

**Language at work****Exercise 1**

- 1 didn't recognize, 'd changed
- 2 was waiting, called
- 3 was, was raining
- 4 met, was working
- 5 got, 'd left
- 6 arrived, had broken
- 7 jumped, ran, smashed
- 8 noticed, was reading

**Exercise 2**

- |                 |                    |
|-----------------|--------------------|
| 1 was doing     | 12 turned          |
| 2 went          | 13 ran             |
| 3 arrived       | 14 looked          |
| 4 decided       | 15 was racing      |
| 5 was walking   | 16 was chasing     |
| 6 saw           | 17 reached         |
| 7 stopped       | 18 dived           |
| 8 'd never come | 19 looked          |
| 9 didn't know   | 20 was             |
| 10 jumped       | 21 had disappeared |
| 11 came         | 22 were laughing   |

**Unit 15****Working with words****Exercise 1**

- |             |                |
|-------------|----------------|
| 1 monitor   | 5 express      |
| 2 conduct   | 6 constructive |
| 3 address   | 7 agree        |
| 4 objective |                |

**Exercise 2**

- |               |            |
|---------------|------------|
| 1 Performance | 4 criteria |
| 2 appraisals  | 5 value    |
| 3 tool        | 6 peer     |

**Exercise 3**

- |           |          |        |
|-----------|----------|--------|
| 1 out     | 3 on     | 5 on   |
| 2 through | 4 across | 6 with |

**Business communication skills****Exercise 1**

- |             |            |
|-------------|------------|
| 1 successes | 5 improve  |
| 2 failures  | 6 best way |
| 3 have been | 7 ought    |
| 4 happy     |            |

**Exercise 2**

- 1 **Feedback** from ...
- 2 How **should I do this**?
- 3 Can we **identify** that as
- 4 we could **do** with some ...
- 5 you **demonstrated** good
- 6 ... I **wouldn't** have organized
- 7 While we're talking **about** money ...

**Language at work****Exercise 1**

- 1 'd bought, would have made
- 2 would have missed, 'd driven
- 3 'd studied, wouldn't need
- 4 had gone on, would have shut down
- 5 hadn't brought, wouldn't be talking
- 6 'd packed, would have happened
- 7 'd left, would be
- 8 'd been, would have done

**Exercise 2**

- 1 You could have been dismissed.
- 2 You could have seen Anne.
- 3 You shouldn't have spoken
- 4 You might have let me know
- 5 You should have sent
- 6 We could have lost
- 7 You might have called

**Unit 16****Working with words****Exercise 1**

- |               |               |
|---------------|---------------|
| 1 perspective | 5 put off     |
| 2 appreciate  | 6 charity     |
| 3 hesitate    | 7 revitalized |
| 4 tip         |               |

**Exercise 2**

- |               |            |
|---------------|------------|
| 1 enthusiasm  | 5 broaden  |
| 2 Soft        | 6 head off |
| 3 development | 7 policy   |
| 4 retention   |            |
- Hidden word = holiday

**Business communication skills****Exercise 1**

- |     |     |     |     |     |
|-----|-----|-----|-----|-----|
| 1 a | 2 c | 3 c | 4 b | 5 d |
| 6 b | 7 d | 8 b |     |     |

**Exercise 2**

- 1 It's been a long-term goal of mine to finish my university course.
- 2 The plus points are skills development and more leadership experience.
- 3 My motivation for this comes from my volunteer work with the Red Cross.
- 4 I'll never be satisfied unless I do it.
- 5 That's hardly fair – I've never refused to do overtime.

**Language at work****Exercise 1**

- |              |                  |
|--------------|------------------|
| 1 to tell    | 10 to give       |
| 2 to do      | 11 to keep       |
| 3 to think   | 12 taking        |
| 4 finding    | 13 working       |
| 5 to be sent | 14 to check      |
| 6 to oversee | 15 collaborating |
| 7 to be      | 16 to discuss    |
| 8 to explore | 17 hearing       |
| 9 letting    |                  |