

1 | Practice file

Working with words

1 Match 1–6 to a–f.

- They'll be easy to work with – they certainly have ... b
- She's quite shy, but sometimes she comes ... ____
- As a financial adviser, I have to build ... ____
- I thought he was arrogant, so I took ... ____
- To attract younger customers, you'll have to project ... ____
- If your office is clean and tidy, it creates ... ____

- across as being a bit unfriendly.
- a reputation for good communication with clients.
- an impression of efficiency and professionalism.
- an instant dislike to him.
- a more modern image.
- a good relationship with clients so they trust me.

2 Complete the sentences with these adjectives.

favourable **trustworthy** **ineffective**
functional **wary** **successful**

- Our new product got good press and *favourable* reviews.
- We can speak freely – my assistant is very _____.
- The advertising campaign was _____ – our sales actually fell slightly.
- The design is simple and _____ so the product is very easy to use.
- Fortunately our bid was _____ so we now have funds to develop the new department.
- It is natural to be _____ of a company that has a poor reputation for customer service.

3 Put the letters in order to make words to complete the sentences. The first letter for each answer is given.

pceslipnri **prosiailonsmsef** **tadtnooir**
rprtoap **ivatnonion** **ceratvtyii**

- He's a natural salesman and has a good r _____ with clients.
- We value c _____, so we employ original thinkers who can come up with new ideas.
- We couldn't fault their p _____ – the skill and knowledge of the staff was of a high standard.
- Their latest i _____ is a cordless Internet phone that also has a webcam.
- We have a long t _____ of supporting musicians and encouraging new talent.
- We are a 'green' company, so we should follow our p _____ and only use 'green' suppliers.

Business communication skills

1 Complete the follow-up call from Pierre to Samir with these phrases.

would you like to meet	I wondered if you'd
let's say	can you tell me how
I'll email you a map	let me know where
in from France, won't you	see you
I suggest we meet to	I'm calling about
responding so quickly	whatever's best

Pierre Good morning. This is Pierre Jouet. ¹ _____
 _____ the email I sent you last week in
 response to your enquiry.

Samir Oh yes. Thanks for ² _____

Pierre ³ _____ had
 time to look at the brochure I sent you.

Samir Yes – it looks very interesting. ⁴ _____
 _____ discuss things further.

Pierre That would be fine. When ⁵ _____
 _____?

Samir ⁶ _____ next Wednesday at 10.00.

Pierre Fine. ⁷ _____ for you.

Samir You'll be travelling ⁸ _____
 _____?

Pierre That's right. I'm planning to drive and stay
 overnight in Bilbao. ⁹ _____
 _____ I get to your office?

Samir Are you familiar with Bilbao?

Pierre Not really.

Samir ¹⁰ _____ you
 staying and ¹¹ _____
 and directions from your hotel.

Pierre Thanks. OK. ¹² _____
 _____ next Wednesday at 10.00.

Samir I'll look forward to meeting you. Bye.

2 Put the words in the right order to make phrases.

1 and / work / name's / UB / for / my / James Sims /

2 given / Jill Sander / your / by / I / details / was.

3 I / interested / offer / in / if / to / our / see / are / you
 still / wanted.

4 Is / taxi / public / transport / by / best / or / it?

5 you / later / I'll / my / confirm / call / assistant / to
 today / get / to.

Language at work | Present simple and continuous

Present simple

Use the present simple

- 1 to talk about routines

I usually arrive at work at about 8.30.

- 2 to talk about things we think of as permanent

I work for IBM.

- 3 to talk about states.

Paris lies on the River Seine.

- 4 (with future reference) to talk about timetabled events

The next train leaves at 11.15.

- 5 to talk about future time introduced by *when, as soon as, after, if, etc.*

When I see Margaret tomorrow, I'll give you a ring.

Common phrases used with the present simple are: *as a rule, generally (speaking), on the whole, once (a week / in a while), every (winter), most of the time.*

Present continuous

Use the present continuous

- 1 to talk about an action happening at the moment of speaking

Mr Takashi is waiting for you in Reception.

- 2 to talk about a project that is ongoing and unfinished

I am writing a report on the takeover, and I should finish in a few days.

- 3 to talk about things we think of as temporary

I am staying with my brother while my house is being redecorated.

- 4 to talk about a gradual change or development

Because of global warming, sea levels are rising slowly.

- 5 (with future reference) to talk about an appointment or arrangement

I am seeing Mrs Langer next Tuesday.

Common phrases used with the present continuous are *currently, for the moment, at the moment, for the time being, tomorrow (afternoon), right now.*

Stative verbs

Verbs that describe states rather than actions are normally only used in the simple form, i.e. verbs of thinking (e.g. *know, agree*), verbs of appearance (*look, seem*), feeling (e.g. *prefer, want*), possession (e.g. *own, belong*), the senses (e.g. *taste, sound*). Some stative verbs can sometimes be used in the continuous form, but with a change in meaning.

simple: *I see the Eiffel Tower on my way to work.*

continuous: *I'm seeing Bob on Monday.* (= I am meeting Bob)

1 Complete these sentences with the present simple or present continuous form of the verbs in brackets.

- A stockbroker is someone who _____ (buy) and _____ (sell) shares.
- The M40 _____ (go) from London to Birmingham.
- What time _____ (the last flight to New York / leave)?
- Because of the roadworks, it _____ (take) me much longer to get to work.
- I'm afraid Leon is out at the moment. He _____ (have) lunch with a client.
- I can give Anne your letter. I _____ (see) her tomorrow afternoon.
- Tell Heinrich I'll get in touch when I _____ (get back) next week.
- We _____ (develop) a new anti-malaria drug, and hope to start trials in a couple of years.

2 Write an appropriate question for these answers, using the stative verbs from the list. (More than one correct question is possible.)

belong	taste	look
own	prefer	sound

- Q: *Does the car sound OK to you?*
A: I think so – I can't hear anything wrong with it.
- Q: _____?
A: He's about 2 m tall, with dark hair and blue eyes.
- Q: _____?
A: Tea – I don't like coffee at all.
- Q: _____?
A: It's delicious.
- Q: _____?
A: It's mine.
- Q: _____?
A: No, I rent it.

3 Choose the correct answer from the words in italics.

- As a rule, I *catch* / *'m catching* the 8 a.m. train.
- Right now I *design* / *'m designing* a new company website.
- I *stay* / *'m staying* with Clare for the time being.
- On the whole I *complete* / *'m completing* most tasks quite quickly.
- I generally *check* / *am checking* my emails twice a day.

