

# 11 | Practice file

## Working with words

### 1 Choose the correct answer from the words in *italics*.

- 1 The touch screen makes it very simple to interact *in / at / with* the program.
- 2 With Internet banking, you can have access *for / to / in* your account at any time.
- 3 The new tax laws will have a dramatic impact *on / for / to* company profits.
- 4 More than 15 telecommunications firms were involved *in / for / on* the XB communications project.
- 5 We need to focus *into / over / on* our core business and the activities we do best.
- 6 Can you connect *in / into / to* the Internet using your mobile?
- 7 We subscribe *with / for / to* several trade magazines at work.
- 8 On this project we'll be collaborating *with / by / in* colleagues in Frankfurt and Milan.
- 9 More needs to be done to integrate the staff from the new company *with / on / at* our existing staff.

### 2 Complete these sentences with the correct form of the words from the list. Use each word twice.

**analyse**                      **communicate**                      **consult**  
**participate**                      **transfer**

- 1 A systems \_\_\_\_\_ is an IT expert who looks at a company's needs and designs computer programs.
- 2 To solve the problem you need a clear, logical, \_\_\_\_\_ approach.
- 3 My colleague's not very \_\_\_\_\_ - he rarely talks to the rest of us.
- 4 Modern forms of \_\_\_\_\_ make it very easy to stay in touch.
- 5 The employees want more \_\_\_\_\_ in the decision-making process in the company.
- 6 The \_\_\_\_\_ at the conference represented a wide variety of audio technology companies.
- 7 An outside agency has prepared a \_\_\_\_\_ document to suggest solutions to our communication problems.
- 8 The charity Mercy Ships often uses \_\_\_\_\_, like Dr Arras, who specialize in trauma surgery.
- 9 I've applied for a \_\_\_\_\_ to the marketing department so I can learn new skills.
- 10 Technical skills are important, but we also want people with \_\_\_\_\_ skills like time management, creative thinking ...

## Business communication skills

### 1 Mikhail is telling a member of his staff about the new payment procedure for telephone orders. Number the dialogue 1-8 in the correct order.

- \_\_\_ a **Katya** So you're saying we can refuse to take an order if the caller is using their partner's credit card for example?
- \_\_\_ b **Katya** Yes, I've got that.
- \_\_\_ c **Mikhail** That's right. ... OK. Then we need to ask for the identification number. It's those three digits above the signature. Is that clear?
- \_\_\_ d **Mikhail** Sure. You must ask for the last three digits of the number on the back of the card - it's common practice now.
- \_\_\_ e **Mikhail** Finally, what's useful is to ask for an email address as well as a contact number, in case there's a problem with the order. Are you with me?
- \_\_\_ f **Katya** Not quite. Can you run through that again?
- 1 g **Mikhail** First of all, it's essential to check that the caller is also the owner of the credit card being used for payment.
- \_\_\_ h **Katya** OK, I'm with you. I remember needing that number last time I shopped online.

### 2 Match the thoughts in 1-6 with the phrases a-f that you would say in a teleconference.

- 1 Don't whisper! \_\_\_
  - 2 We need to hurry up - my colleagues want this room soon. \_\_\_
  - 3 Why can I only hear every second or third word he's saying? \_\_\_
  - 4 I can't keep up with him - it's so complicated and I'm trying to take notes at the same time. \_\_\_
  - 5 I keep hearing myself speak as if I'm talking to myself - this is terrible! \_\_\_
  - 6 Where's Steffi gone? She disappeared in the middle of a sentence! \_\_\_
- a Can we speed up a little?
- b Could you slow down a bit? We're having problems following you.
- c I can't hear Steffi.
- d You're very faint.
- e You're breaking up.
- f There's an echo on the line.



## Obligation

Use *must* or *have to* to talk about an obligation.

- 1 *Must* is more common when the sense of obligation comes from the speaker (i.e. when the speaker is telling someone what to do or giving an order / instruction). It is also more common in formal language.

*You **must** get to the meeting on time tomorrow.*

*Visitors **must** switch off their mobile phones.*

*Should* is also possible, but is not as strong as *must* (it is used to suggest something is advisable or preferable).

*It's getting late and you've worked hard, so I think you **should** go home now.*

- 2 *Have to* is more common when talking about rules, regulations, duties and responsibilities.

*If we want to smoke, we **have to** go out of the office.*

*When people call the helpline, I **have to** put them through to a suitable adviser.*

## No obligation

Use *don't have to*, *don't need to* or *needn't* to talk about a lack of obligation.

- 1 *Needn't* is more common when the idea of the lack of obligation is coming from the speaker (i.e. when the speaker is giving someone permission not to do something).

*You **needn't** do any more work on this – I'll take care of it myself.*

- 2 *Don't have to* and *don't need to* are more common when the speaker is talking about a lack of obligation and saying that something is not necessary.

*The office is closed for the holidays now and we **don't have to** return until 3 January.*

## Prohibition

Use *mustn't*, *can't* and *aren't allowed to* to talk about prohibition.

- 1 *Mustn't* is normally used when the idea of prohibition comes from the speaker, and is also more common in formal language.

*We **mustn't** disturb him if he's busy.*

*Passengers **mustn't** leave their luggage unattended at any time.*

- 2 *Can't* and *aren't allowed to* are more common when the speaker is talking about what is permitted and what is not permitted.

*I'm sorry, but you **can't** park here – it's an emergency exit.*

## Past forms

- 1 Obligation – *had to* (*must* has no past tense)

*I **couldn't** come and see you because I **had to** go to Berlin.*

- 2 No obligation – *didn't have to*

*They offered me a free upgrade on the flight – I **didn't have to** pay anything at all.*

- 3 Prohibition – *couldn't*, *wasn't* / *weren't allowed to*

*For security reasons, we **weren't allowed to** take hand luggage onto the plane.*

- 1 A trainer is giving feedback on a speaker's presentation skills. Complete the sentences with *must*, *needn't* or *mustn't*.

- 1 You \_\_\_\_\_ try and speak a bit louder, or people at the back won't be able to hear you.
- 2 You \_\_\_\_\_ prepare your talks more carefully; they still sound disorganized.
- 3 You \_\_\_\_\_ spend weeks and weeks on preparation, but two or three days is a good guideline.
- 4 You \_\_\_\_\_ move about too much when you are talking – stay still.
- 5 You \_\_\_\_\_ use PowerPoint if you don't want to – a good handout will be fine.
- 6 You \_\_\_\_\_ try and make eye contact with the audience – it makes them and you feel more relaxed.
- 7 You \_\_\_\_\_ read from a script – they've come to hear you speak, not read aloud.
- 8 You \_\_\_\_\_ go too fast – remember that some of the audience will not be native speakers.
- 9 You \_\_\_\_\_ answer questions as you go along – you can ask your audience to save questions until the end.

- 2 Complete what Natacha says about her workplace with *have to*, *don't have to* or *aren't allowed to*.

**Natacha** We've got some strict rules about the Internet.

We can use it for work, but we <sup>1</sup> \_\_\_\_\_ use it for anything personal. They've also brought in new rules for phone use. We <sup>2</sup> \_\_\_\_\_ use the phone for making personal calls. They check every number, and you <sup>3</sup> \_\_\_\_\_ explain why you made a particular call. You <sup>4</sup> \_\_\_\_\_ be as careful about incoming calls – they don't check them. It's annoying – when I want to make a call, I <sup>5</sup> \_\_\_\_\_ use my mobile. It costs quite a lot, but at least I <sup>6</sup> \_\_\_\_\_ ask permission when I want to contact someone.

