

14 | Practice file

Working with words

1 Match these adjectives to the statements 1–10.

hierarchical	strict
cautious	individualistic
egalitarian	formal
liberal	collectivist
open	accepting

- 1 'I like to make my own choices about the way I live my life.' _____
- 2 'My parents allowed me a lot of freedom when I was young.' _____
- 3 'We are all the same here – there's no separation between bosses and workers.' _____
- 4 'My boss is a Level 1 worker, and I'm a Level 4. You're only Level 7, but you'll climb the ladder in time.' _____
- 5 'If they introduce a shift system, I'll take part – I won't complain.' _____
- 6 'I'm not going to invest the money in shares. It's going into a bank account where I know it'll be safe.' _____
- 7 'I would be grateful if you would call me Mr Jones rather than Barry.' _____
- 8 'My organization has a lot of rules that we have to obey.' _____
- 9 'I'm always willing to listen to new ideas and suggestions.' _____
- 10 'Team effort is more important than individual achievement in my company.' _____

2 Complete the sentences with the correct prepositions.

- 1 My last boss was sensitive _____ people's needs and treated everyone very well.
- 2 The company I work for isn't very tolerant _____ individualists.
- 3 I've just read an article about Finland, so I'm informed _____ business etiquette there.
- 4 I'm not familiar _____ your customs, so could you explain what I'm meant to do?
- 5 In some cultures, it's important to be respectful _____ tradition.
- 6 If you do business in Romania, you need to be used _____ dealing with bureaucracy.
- 7 When I moved to the US I found it hard to adjust _____ the directness of the people there.
- 8 What customs do I need to be aware _____ when I visit Korea?

Business communication skills

1 Jorge and Lana are talking about doing business in Ukraine. Put the words in *italics* in the right order.

Jorge I had an interesting time in Ukraine and ¹*the in end* _____ a deal was done.

Lana Was doing business there different to Greece?

Jorge Yes, very. We had a lot of misunderstanding at first. ²*It because about came of* _____ our lack of knowledge about negotiating in Ukraine.

Lana So what happened?

Jorge We met our Ukrainian colleagues and expected to get down to business. But it seemed a long time before we even spoke about the negotiation. ³*That problem the was first* _____.

Lana ⁴*So did do you what?* _____

Jorge We made small talk – about our journey, our families and so on. Eventually we spoke about the real business. ⁵*seems it that* _____ relationship building before business was very important to them.

Lana ⁶*What next happened?* _____

Jorge The Ukrainian team looked at the deal as a whole. They told us exactly what they required from the contract and ⁷*when that was uncomfortable I felt really* _____ I mean, we don't negotiate like that here. We do it bit by bit.

Lana And then?

Jorge ⁸*time by went as* _____, we became more aware of each other's culture and how business is done and ...

2 Jorge continues his story. Choose the correct answer from the words in *italics*.

Jorge ¹*At last / At first* it seemed that the Ukrainians were very direct and abrupt, but this was just their style. ²*What's most / What's more*, they said 'no' to us quite frequently, which was difficult to get used to. ³*It wasn't until / It wasn't since* I read about the Ukrainian negotiating style that I found out they say 'no' about nine times more often than Western negotiators! ⁴*In spite / Despite* this we became quite good friends. There were a few times when it was tough and we thought we'd lost the deal. ⁵*Luckily / Happily* my colleague knew that hospitality is also very important to business relationships and he invited the Ukrainian team to dinner. The idea was that it would get our relationship back on track. ⁶*It really shocked me, but it functioned / It really surprised me, but it worked*. I've certainly learnt from the experience.

Past continuous

1 The past continuous (*was doing, were doing*) is often used to set the scene and give background information at the beginning of a narrative.

When I got to the trade fair, it was still early. Some of the exhibitors were setting up their stands and others were unpacking their publicity materials.

BUT the past continuous is not used with stative verbs (see page 103) or when describing permanent features.

Our stand looked very professional and it was ideally placed because it was on the aisle that led to the main restaurant.

2 The past continuous is also used for an action in progress that is interrupted by another shorter action. (Use the past simple for the action that interrupts.)

I was unpacking one of the boxes for our stand when my mobile rang.



Past simple

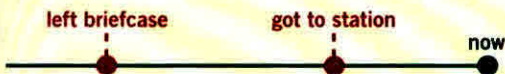
The past simple (*did*) is used for the main actions and events in a story that happen one after the other.

He said I was wanted back at the office immediately and ended the call. I tried to call back, but there was no reply. In the end, I packed everything up, locked it away and left the hall.

Past perfect

The past perfect (*had done*) is used when we are already talking about the past and want to refer to an earlier action, event or state.

When I got to the station, I realized I'd left my briefcase at the exhibition.



1 Complete these sentences with the past continuous, past simple or past perfect form of the verbs in brackets.

- I _____ (not recognize) him because he _____ (change) so much.
- While I _____ (wait) for the train, I quickly _____ (call) the office to leave a message for Joe.
- On my way to work this morning, the sky _____ (be) grey and it _____ (rain) lightly.
- I first _____ (meet) Harry while I _____ (work) for Morgan Stanley in New York.
- When I _____ (get) to the checkout, I realised that I _____ (leave) my credit card at the office.
- When they _____ (arrive) back from their holiday, they were shocked to find out that someone _____ (break) into their apartment.
- I _____ (jump) up, _____ (run) across the room and quickly _____ (smash) the glass to set off the fire alarm.
- I _____ (notice) a couple of small mistakes while I _____ (read) your report.

2 Complete this story about a boat trip with the past continuous, the past simple or the past perfect form of the verb in brackets.

A few years ago, while I ¹ _____ (do) a training course in Borneo, I ² _____ (go) with some colleagues to an island animal sanctuary – with lots of wild monkeys. We ³ _____ (arrive) at lunchtime, and I ⁴ _____ (decide) to explore the jungle. I ⁵ _____ (walk) along a path when I ⁶ _____ (see) a large monkey sitting on a branch in front of me. I ⁷ _____ (stop) because I ⁸ _____ (never / come) across wild monkeys before, and I ⁹ _____ (not / know) what to do. Suddenly, the monkey ¹⁰ _____ (jump) down and ¹¹ _____ (come) towards me very aggressively. I ¹² _____ (turn) and ¹³ _____ (run) as fast as I could, shouting loudly as I got to the beach. When my colleagues ¹⁴ _____ (look) up, I ¹⁵ _____ (race) towards the water and the monkey ¹⁶ _____ (chase) after me. I finally ¹⁷ _____ (reach) the safety of the sea and ¹⁸ _____ (dive) in. When I ¹⁹ _____ (look) round, I ²⁰ _____ (be) pleased to see that the animal ²¹ _____ (disappear) but my colleagues ²² _____ (laugh) uncontrollably.