

2 | Practice file

Working with words

1 Choose the best word or phrase to complete these sentences.

- Our perks include subsidized meals, health care and a _____ car.
a corporate b company c commercial
- How does senior management try to _____ company loyalty among the managers?
a develop b foster c enthuse
- Does your company offer any kind of non-professional staff _____?
a development b education c extension
- We're lucky to have a non-_____ pension plan.
a contribution b contributing c contributory
- I work for an airline, so my family gets a really good _____ on flights.
a discount b decrease c bargain
- Our company offers free medical _____ so we don't need to worry if we become ill.
a assurance b insurance c reassurance
- Non-cash _____ can often be more effective for staff motivation than extra money.
a repayments b rewards c returns
- Winning the prize gave me a great sense of _____.
a realization b completion c achievement

2 Match these words to statements 1–8.

appreciation bonus commission
feedback fulfilment incentive
loyalty morale

- You've done well this year, overall. There are a few things that need improvement, but you've also had some successes. feedback
- My boss said he would really miss me if I left. It's nice to know he feels that way. _____
- If I'm one of the top ten salespeople, I'll get a ten-day holiday in Florida. _____
- The company has had a successful year. I got an extra €2,000 in November – on top of my salary. _____
- There's a great team spirit at work. We're all enthusiastic about what we do and everybody tries their hardest. _____
- If I can make six sales this month, that'll be 3% of €24,000 times six, which will be €4,320. _____
- I work for a charity. The salary isn't very high but the work is interesting and I feel I'm using my skills doing something very worthwhile. _____
- I've been with the company for 25 years; it would feel completely wrong to work for a competitor. _____

Business communication skills

1 Alain is making small talk with Kirsten at a conference. Number their conversation in the correct order 1–12.

- a **Kirsten** Yeah. See you.
- 1 b **Alain** Hello. It's Kirsten, isn't it?
- c **Kirsten** Yes, isn't it? I'm sure you'll enjoy the change in lifestyle. We decided to stay in the city because the house we wanted needed too much work.
- d **Alain** How are things?
- e **Kirsten** That's right. I thought I might see you here.
- f **Kirsten** That's amazing! We considered that line of business too!
- g **Alain** No, not at all. Catch you later.
- h **Alain** No? What a coincidence.
- i **Alain** Oh dear. Were you disappointed?
- j **Alain** Yes, it is. In fact, we've bought a small farm and my wife runs a holiday rental business.
- k **Kirsten** No, not really. I don't think our children wanted to move. Well ... You don't mind if I go and get myself some food?
- l **Kirsten** Very good, thanks. I've heard you've moved into the country – is that true?

2 Choose the best answer from the phrases in italics.

- Jamal** Hi, my name's Jamal. ¹*I don't think we've met. / How are things?*
- Alicia** ²*No, I don't know you. / Nice to meet you. I'm Alicia. Is this your first Nordica workshop?*
- Jamal** Yes. My colleague is sick so my manager asked me to come instead. Do you know many people here?
- Alicia** Not really. I was recently transferred from Purchasing.
- Jamal** ³*What a coincidence! / That's lucky! So was I!*
- Alicia** ⁴*By the way / Apparently, it's our new company policy – transfer rather than hire new people.*
- Jamal** ⁵*Really? / Oh dear. We discussed the idea for our region, too, a few months ago.*
- Alicia** ⁶*Well, / By the way, I'm sure it's a good solution for many companies.*
- Jamal** Yes, you're probably right.
- Alicia** ⁷*So, / In fact, would you like a drink? I'm going to the bar.*
- Jamal** Not at the moment, thanks. ⁸*Catch you later. / Is that the time?*

Making questions

1 With most verbs, make direct or *Wh-* questions with a normal auxiliary verb (*be, do, have*) or a modal auxiliary (*may, will, shall, etc.*). The auxiliary comes before the subject.

- Do you know many people here?*
- How long has she been working for Hertz?*
- Should you send that form off today?*

2 With a prepositional or phrasal verb, the preposition or particle usually comes after the verb.

- Where do you come from? (Not: From where do you come?)*
- Where did you grow up?*

3 *Who* and *what* can be the subject or the object of a question, with a difference in word order.

Who or *what* as subject (word order same as in a statement):

Who wants to come (Answer: Somebody wants to ...)

Who or *what* as object (auxiliary precedes the subject):

What did you say? (Answer: I said something ...)

4 Make an ordinary statement into a question by using rising intonation.

- A James is away, I'm afraid – he's in Rome.*
- B He's in Rome? What's he doing there?*

5 Use negative questions to check that something is true. Put *n't* after the auxiliary, and use them when the answer *yes* is expected.

- A Didn't Amelie move to Marseilles a few months ago?*
- B Yes, that's right – when the new branch was opened.*

Question tags

1 If the main verb is positive, the question tag is negative.

- With the verb *be*, repeat the verb in the negative.

It's hot, isn't it?

- With verbs in the present simple, use *don't / doesn't*.

You work for Siemens, don't you?

- With verbs in the past simple, use *didn't*.

He left early yesterday, didn't he?

- All other tenses that have auxiliaries (continuous tenses, perfect tenses, etc.), reuse the first auxiliary in the negative.

He's been to China, hasn't he?
They would say that, wouldn't they?
You will be there, won't you?

2 If the main verb is negative, the question tag is positive.

You haven't seen my keys anywhere, have you?

3 If the subject is a word like *someone, no one, everybody, anyone*, use *they* in the question tag.

Anyone can use the meeting room, can't they?
Everybody knows that, don't they?

1 Put the words in the right order to make questions.

1 anyone / in / coming / is / tomorrow?

2 how / we / save / much / could?

3 about / what / you / talking / are?

4 with / who / you / did / come?

5 been / have / long / how / you / working / Diana / with / for?

6 to / send / the / who / you / exhibition / did?

7 the / to / Guy / gone / conference / hasn't?

8 help / manager / for / ask / we / should / our?

2 Correct these questions.

1 Why you didn't come to me for help?

2 How much costs a new one?

3 Don't work you for MT Electrics?

4 What you will do first?

5 How long you've been working for Cisco?

6 Who you did see at the sales meeting?

7 What means 'This program has performed an illegal operation'?

8 For what stands UNESCO?

3 Add a suitable question tag to these sentences.

1 You're from London, _____?

2 You couldn't give me a lift to the station, _____?

3 The bank shuts at 5.00, _____?

4 You didn't see Anna, _____?

5 You haven't seen Joe, _____?

6 You won't tell anyone, _____?

7 Nobody's called, _____?

8 That wasn't easy, _____?

