

5 | Practice file

Working with words

1 Match these adjectives to definitions 1–10.

attentive	loyal	discourteous
dissatisfied	existing	responsive
high-quality	efficient	repeat
sub-standard		

- a _____ customer is someone who uses your service again and again
- a _____ goods are goods which do not meet levels of quality
- a _____ sales assistant wouldn't be very polite to a customers
- _____ customers will complain to all their friends about bad service
- a _____ customer will buy only from you and not your competitors
- _____ customer service is of a very good standard
- a company is _____ when it acts quickly and in a helpful way when a customer has a problem with its service
- your _____ customers are the ones who currently use your service
- if a delivery service is _____, you know things will be delivered on time
- sales assistants who are _____ are always on hand to meet your needs

2 Choose the best word to complete these sentences.

- We'll look at how we can use the Internet to _____ feedback from customers.
a receive b get c acquire
- We try to provide excellent service and _____ all our customers' needs.
a meet b fill c answer
- It's a lot easier to _____ an existing customer than to find a new one.
a stay b hold c keep
- We are continually improving our service with the goal of _____ our clients' expectations.
a passing b exceeding c beating
- We have recently _____ customers to our main competitor so we need to attract them back.
a left b lost c dropped
- We regularly have surveys to _____ customer satisfaction.
a judge b grade c measure
- The manager plans to _____ an unpublicized rule – let customers in up to 6.10.
a introduce b create c begin

Business communication skills

1 A customer is calling TNC about a banking problem. Complete the dialogue with the phrases from the list.

by tomorrow
in time for the
you mean
how can I help you
could you give me
once I've looked into it I'll call you back
let me get this straight
could you explain exactly what the problem is

A TNC, Customer Service. ¹ _____?

B Hello. I'm calling about my online bank account. I'm having problems completing a transaction.

A ² _____?

B Well, I've entered the payment details to pay an invoice for my holiday and the computer won't let me send it.

A Hmm. ³ _____ – you want to transfer some money but you can't?

B That's right. I'm trying to pay an invoice. I've left it a bit late and need to pay it ⁴ _____.

A ⁵ _____ your user number and the name of the account. ⁶ _____.

B Thanks.

(5 minutes later)

A Hello. This is TNC. The account you're trying to access is a savings account and you can't use your online facility with that.

B ⁷ _____ I can't pay my invoice online with that account?

A That's correct. You can transfer money into your current account and then pay the invoice.

B If I do that, will the invoice be paid ⁸ _____ deadline tomorrow?

A I'm afraid you need to allow three working days for ...

2 Correct the one mistake in each sentence.

- What can I do you for?

- If I understand you right, you received the wrong items.

- I'll look under it straightaway.

- We need the goods in time to the training day.

- Once I've found your order, I'll get you back.

- It should be by Friday by the latest.



Language at work | Direct and indirect questions

Direct and indirect questions

1 In a direct question, the normal word order is **verb-subject**.

In an indirect question, starting with a phrase like *Do you know ...*, the positive form is used and the order becomes **subject-verb**.

Direct: *When is Mr Patel leaving?*

Indirect: *Do you know when Mr Patel is leaving?*

These differences are most noticeable in the present simple and past simple. In the indirect question, the auxiliaries *do/does* or *did* are not needed.

Direct: *Where does Mr Elmore work?*

Indirect: *Could you tell me where Mr Elmore works?*

Direct: *When did Cassie call?*

Indirect: *Could you tell me when Cassie called?*

2 For *Wh-?* and *How?* questions, we repeat the question word.

Direct: *Who* is Jan seeing tomorrow?*

Indirect: *Do you know who Jan is seeing tomorrow?*

Direct: *How much does it cost?*

Indirect: *Do you know how much it costs?*

Direct: *Why did Mr Peters leave?*

Indirect: *Do you know why Mr Peters left?*

*When *who* or *what* is the subject of the question (see page 105), there is no difference in word order.

Direct: *Who is coming to the meeting?*

Indirect: *Do you know who is coming to the meeting?*

3 For *Yes / No* questions, use *if* or *whether* (or *not*).

Direct: *Is it going to rain tomorrow?*

Indirect: *Do you know if it's going to rain tomorrow?*

Direct: *Have you decided to go ahead?*

Indirect: *Could you tell me whether or not you've decided to go ahead?*

4 The most common phrases to introduce indirect questions are

Could you tell me ... / Do you know ... / Could you let me know ...

Language tip

Other common phrases that follow the same pattern are these reported thought phrases.

I wonder ... / I'll try and find out ... / I have no idea ... /

I don't know ... / I'm not sure ... / I doubt whether ...

I wonder when our order will arrive.

1 Tick (✓) the sentences that are right. Correct the sentences that are wrong.

1 Can you tell me what he said? ✓

2 Do you know what is the time? ✗

Do you know what the time is?

3 Do you know why did he leave the company?

4 Could you let me know is Sam working today?

5 Do you know what her phone number is?

6 Could you tell me who did you speak to?

7 Do you know if has the meeting started?

8 Could you tell me how much it will cost?

9 Do you know whether can we leave early today?

10 Could you tell me where is the information office?

2 Rewrite these direct questions as indirect questions starting with the words given.

1 Will he take the job?

Do you think _____?

2 When did Amanda send them the catalogue?

Could you find out _____?

3 Is this the train for Munich?

Do you know _____?

4 Where does the bus for Place de la Concorde go from?

Do you know _____?

5 Have you had anything from the minibar?

Could you tell me _____?

6 Who left this package here?

Do you know _____?

7 What time will you be arriving?

I'd be grateful if you could tell me _____

8 Do you have any special dietary requirements?

Please let us know _____