

6 | Practice file

Working with words

1 Match 1–7 to a–g.

- 1 We work with local communities and take ... —
- 2 We have strongly held beliefs about equality and intend to stay ... —
- 3 We need to do more to reduce ... —
- 4 Environmental groups share ... —
- 5 We work hard to ensure that our subsidiaries all act ... —
- 6 The government needs to make sure that companies comply with ... —
- 7 As a fund-raising manager, I encourage companies to donate ... —

- a regulations and follow official guidelines.
- b money to our charity.
- c the impact our factories have on air pollution in the local area.
- d an active part in managing health and education projects.
- e a strong commitment to caring for the environment.
- f true to our principles.
- g responsibly and follow our environmental policies.

2 Complete this text with the correct form of the words in brackets.

Choose investments carefully

¹_____ (ethics) investments are having an increasing impact on the financial services sector. These investments, also known as socially-²_____ (responsibility) investments, are beginning to have more ³_____ (credible) than they did when they started 30 or 40 years ago. Investing in one of these funds is meant to be a good investment choice rather than an act of ⁴_____ (generous). Fund managers invest in companies with a good reputation, which treat their workers with ⁵_____ (fair) and avoid all forms of ⁶_____ (discriminatory) or ⁷_____ (prejudiced). In theory, this should lead to better industrial relations and greater long-term profitability. Fund managers also try to avoid unstable and undemocratic regimes where there is evidence of ⁸_____ (bribe) and ⁹_____ (corrupt), as well as companies who do things by ¹⁰_____ (deceptive).

Business communication skills

1 Jana at Events4U has been asked to organize an information day at RCI for key account clients. She is meeting with Xavier from RCI. Number their conversation in the correct order 1–10.

- a **Jana** Oh, speaking of staff ... We aim to have the reps available to the clients as long as possible. They're welcome to attend the whole day and the evening gala dinner too.
- b **Jana** Well, the idea is to focus on the different products you offer and to provide interactive staff. The clients can then try out your new products and speak to you – the reps – directly.
- c **Xavier** That makes sense. The reps can decide which shift they prefer.
- d **Xavier** That's a great idea. I'm glad you're involving the staff.
- e **Xavier** I'm not sure many reps will stay in the evening if they've been at the event all day.
- f **Xavier** Thanks, you've done a great job so far. It's exactly what we're looking for.
- 1 — g **Jana** I've called this meeting to tell you about the key account event you asked us to organize. We're planning to hold it at the Lichtenstein Palace.
- h **Jana** Finally, we'd like to offer you two possible 'performances' during the day too. I'll email you the details next week.
- i **Xavier** That sounds great – a lovely venue. How are you going to organize the event?
- j **Jana** Yes, I thought that might be a problem. We recommend you arrange a shift system throughout the day, so reps attend either the afternoon or the evening.

2 Put the words in *italics* in the right order to complete the sentences.

- 1 *We're / you / going / provide / to* with free transport.

- 2 *You'll / to / opportunity / get / the* sample our products.

- 3 The Acto Museum *is / visit / worth / well / a*.

- 4 *It / a / would / good / to / be / idea* buy a ticket in advance.

- 5 *We'd / to / to / like / you / invite* an information evening.

- 6 *It's / thing / need / the / just / kind / we / of* for our clients.

- 7 *Alternatively, / show / be / you / delighted / we'd / to* our facility in Prague.

Language at work | Talking about the future

will

Use **will** + infinitive

- 1 to make predictions or talk about future facts

It looks as if the economy will slow down next year.

- 2 to make decisions at the moment of speaking

A I'm sorry – I'm really busy at the moment.

B Don't worry – I'll call back later.

For decisions made earlier, when you mean 'I've decided to', use **going to**, not **will**.

I should be back in an hour. I'm going to get my hair cut.

(Not: *I will get ...*)

be going to

Use **be going to** + infinitive

- 1 to talk about a plan or intention where the decision has already been made

A I've asked the contractors to meet with us.

B I see. What are you going to say to them?

- 2 to make a very definite prediction based on evidence that you can see or know about

My manager likes to start meetings on time, so he's going to be annoyed when I arrive late.

Often either **will** or **going to** can be used to make predictions.

When interest rates go up, people will / are going to start spending less.

Present continuous

Use the present continuous to talk about arrangements, appointments, social events and anything you would put in a diary, particularly when the time, place or purpose is mentioned.

I'm seeing Bill in Paris tomorrow to discuss the project.

Going to can almost always be used in these situations, but use of the present continuous is very common in everyday spoken English.

Present simple

Use the present simple to refer to future events that are in a timetable.

Do you know when the last train leaves?

The verb **be** is often used in the present simple when talking about personal schedules.

I'm in Madrid on Friday and I'm away for a couple of days next week as well.

1 Read the situations and the responses. Cross through the one option in *italics* that is incorrect.

- 1 You come to an office to see either Mr Peters or Miss Winston. The receptionist tells you that Mr Peters is away for the day. Response: That's OK. *I'll see* / *I see* Miss Winston.
- 2 A colleague asks you if you are free this afternoon. You have arranged to take Ben to the airport. Response: No, *I'm taking* / *I'll take* / *I'm going to take* Ben to the airport.
- 3 A colleague asks if you have any plans for the weekend. Response: Yes, *I'm meeting* / *I'll meet* / *I'm going to meet* Jack for a meal this evening.
- 4 A friend asks you what the future holds for property prices. Response: Most people seem to think *they're falling* / *they're going to fall* / *they'll fall* next year.
- 5 You are at a football match. Your team is 3–0 down and there are only 2 minutes to go. A friend asks why the manager doesn't bring on some new players. Response: It's too late. *We'll lose* / *We're going to lose*.
- 6 A colleague wants to arrange a meeting for Tuesday. Response: Sorry, that's no good – *I'm* / *I'm being* / *I'll be* in Paris on Tuesday.
- 7 A colleague tells you that she can't give you a lift to the station as originally planned and she apologizes. Response: Don't worry – *I'll get* / *I'm going to get* a taxi.

2 Complete these dialogues with the best form of the verbs in brackets. Sometimes more than one answer is possible.

- A Where are you going?
- B I ¹ _____ (pick up) the new catalogues from Amanda today.
- A Do you think Bill ² _____ (be) there?
- B Yes, I ³ _____ (see) him after Amanda. Why?
- A I've got a new price list for him.
- B OK, I ⁴ _____ (take) it with me if you like. I ⁵ _____ (make sure) he gets it.
- A Have you decided on your holiday yet?
- B Yes – we ⁶ _____ (go back) to Spain. I booked everything a few weeks ago.
- A ⁷ _____ (you / stay) in the same place?
- B Yes, but we ⁸ _____ (not / fly) this time.
- A How ⁹ _____ (you / get) there?
- B Ferry and car. There's a ferry that ¹⁰ _____ (leave) at 8 p.m. The whole journey ¹¹ _____ (only / take) 24 hours, and it means we ¹² _____ (have) our own transport when we're there.