

# 7 | Practice file

## Working with words

1 Someone is talking about their colleagues. Match these adjectives to statements 1–8.

conventional      creative      determined  
impulsive      indecisive      methodical  
outgoing      thoughtful

- 1 First Su Li said she was going to apply for the job; then she said she would stay where she was. So I don't know what she's planning. \_\_\_\_\_
- 2 Tony isn't boring but ... he always wears a suit and tie. He wants to get married and have two children, work from nine to five and retire at 65. \_\_\_\_\_
- 3 Everyone loves Bob – he's always in a good mood, and he likes chatting to new people and making friends. \_\_\_\_\_
- 4 I asked Bill what he was doing at the weekend. He said 'nothing'. Then, driving home, he decided to go skiing. So he drove to the airport, got a ticket and went! \_\_\_\_\_
- 5 When Jane has made her mind up about something, nothing will stop her. So, if she says she wants to become Sales Director, that's what she'll do. \_\_\_\_\_
- 6 I couldn't find the mistake in the figures, so I asked Arturo to look. He started at the beginning, read every page, and finally worked out what the problem was. \_\_\_\_\_
- 7 She'll be a great art editor – she's very talented. She's a musician *and* a painter. She's got good fashion sense and she's always full of bright ideas. \_\_\_\_\_
- 8 If you ask Jonas something, he doesn't suggest a solution straightaway. He goes away and considers it quietly, but when he does give an answer, it's usually right. \_\_\_\_\_

2 Choose the correct answer from the words in *italics*.

- 1 I need to show this to my line manager to get a different *perspective / attitude* on the project.
- 2 Let's not reject anything – we need to *think / consider* all the options and then make a choice.
- 3 I need time to *balance / weigh up* the information and work out what to do.
- 4 It's hard when you have to decide *about / between* two very good candidates.
- 5 In business you have to be rational and logical. You can't just *rely / trust* on feelings.
- 6 You're very experienced and you should have more *assurance / confidence* in your own judgement.
- 7 If I don't have enough information, I usually *wait / delay* my decision until I've done more research.

## Business communication skills

1 Put these words in the right order to make phrases.

- 1 white / black / here / they're / in / and ...  
\_\_\_\_\_
- 2 think / be / it / to / crazy / I / would ...  
\_\_\_\_\_
- 3 me / should / if / we / ask / you ...  
\_\_\_\_\_
- 4 us / detail, / you / please / could / some / give?  
\_\_\_\_\_
- 5 Clare / to / let's / what / on, / has / hear / hang / say  
\_\_\_\_\_
- 6 right / says / is / John / what.  
\_\_\_\_\_
- 7 facts, / look / the / if / we / at / we'll / see ...  
\_\_\_\_\_

2 Abigail, John and Bettina are discussing offers for language training at their company. Complete their discussion with these phrases.

let's draw up some action points	in other words
I don't want to spend too long	I don't think we
what you're getting at is	it'll mean we
as far as I'm concerned	that's my view
what's your position	today, I'd like to
I'm not convinced	the fact is

- A 1 \_\_\_\_\_ discuss the three offers for Spanish training. John, 2 \_\_\_\_\_ on this?
- J 3 \_\_\_\_\_ there are two very fair offers and one that seems expensive.
- B 4 \_\_\_\_\_ should only consider price. 5 \_\_\_\_\_, the more expensive course includes all materials plus holding the training here.
- A So 6 \_\_\_\_\_ the more expensive option also includes more?
- B Exactly.
- J 7 \_\_\_\_\_. We don't know the quality of these courses – have we received any recommendation?
- A The more expensive course is offered by an established institute, but the cheaper options have good marketing.
- B But if we take an all-inclusive package, 8 \_\_\_\_\_ won't have any unforeseen costs.
- J True, but we should meet with the three companies first – 9 \_\_\_\_\_.
- B 10 \_\_\_\_\_ we need to discuss the offers with the provider before a decision is made?
- J Yes. 11 \_\_\_\_\_ on what we've discussed so far.
- A OK, but 12 \_\_\_\_\_ on this point. We have other items still to discuss.



## Language at work | Countability | Expressing quantity

### Countability

#### Countable nouns

A countable noun (e.g. *chair, cat*) can be singular or plural.

*a chair, three cats*

Single countable nouns have a singular verb.

*My office is in Manhattan.*

Plural countable nouns have a plural verb.

*The managers are unhappy about the new proposal.*

Some nouns are always plural (*scissors, clothes*).

*The scissors are on Jamie's desk.*

#### Uncountable nouns

An uncountable noun (e.g. *advice, equipment*) has a singular verb and has no plural form.

*Your advice was very useful.*

#### Countable and uncountable nouns

Some nouns can be both countable and uncountable, but there is a change in meaning.

*coffee* – the drink or the crop

*two coffees* – two cups of coffee

*time* – minutes and hours passing

*four times* – four occasions

Additional words can also be used to refer to parts of a whole.

*a piece of information, an item of furniture*

### Expressing quantity

1 To talk about something in general, use

- a plural countable noun and no quantifier  
*Computers are getting cheaper all the time.*

- or an uncountable noun and no quantifier  
*Cash is less secure than a cheque.*

2 When talking about quantities, use the following quantifiers with these classes of nouns.

singular, countable: *a, an, the, one* (You must have a quantifier of some kind.)

plural, countable: *how many, (too) many, (not) many, more / fewer, (a) few, very few* and numbers (1, 2, 3)

uncountable: *how much, (too / not) much, more / less, (a) little, very little*

uncountable or plural countable nouns: *lots of, plenty of, masses of, most, most of the, some, some of the, all of the, all my, (not) enough, hardly any, (not) any, no, none of the*

1 Complete the table with pairs of countable and uncountable nouns that match together.

traffic	correspondence	training
furniture	hotel room	equipment
car	letter	money
accommodation	software	time
table	fax / photocopier	lesson
week	computer program	euro

countable	uncountable	countable	uncountable
<i>car</i>	<i>traffic</i>		

2 Choose the correct answer from the verb forms in *italics*.

- 1 The equipment you need for the presentation *is / are* at reception.
- 2 The people I met at the conference *was / were* very friendly.
- 3 The sales statistics *don't / doesn't* show a rise in demand for the product.
- 4 Could you turn on the TV? The news *is / are* going to be on soon.
- 5 Progress at the site *has / have* been slow recently.
- 6 My clothes *isn't / aren't* smart enough for the interview.
- 7 When I was in the UK, the weather *was / were* varied.
- 8 The new software *is / are* being developed in-house.

3 Choose the correct answer from the words in *italics*.

- 1 I need *many / more* time to make a decision.
- 2 She's managed to get *a / some* job with an insurance company.
- 3 There *is very little / are very few* information about this on the website.
- 4 I had *too much / too many* emails to reply to before the end of the day.
- 5 I think there are *very little / very few* people who understand the theory fully.
- 6 I'm sure we can find you *a / some* suitable accommodation.
- 7 Let me give you *a little / a few* advice about negotiating with that company.
- 8 Would you like *morning paper / a morning paper* delivered with your breakfast?

