

# 8 | Practice file

## Working with words

### 1 Complete the sentences with these words.

process                      employment                      activities  
facility                      growth                      location  
workers

- 1 If we outsource the administrative tasks, our European centres can focus on their core \_\_\_\_\_.
- 2 If the business \_\_\_\_\_ outsourcing goes ahead, all our filing, etc. will be done in China.
- 3 The factory will create 500 jobs, but if you count the indirect \_\_\_\_\_ from jobs like taxi drivers and caterers as well, the figure is much higher.
- 4 R-It is a new training \_\_\_\_\_ for students, focusing on all aspects of information technology.
- 5 Karnataka has 77 engineering colleges producing more than 29,000 graduates a year so there is a large group of skilled \_\_\_\_\_.
- 6 We are selling more and more of our products abroad, so our export \_\_\_\_\_ is rising steadily.
- 7 We decided to outsource software development to an offshore \_\_\_\_\_ rather than to one in our country.

### 2 Rewrite the phrases in *italics* using the phrases from the list. Make any changes in form that are necessary.

take cost-cutting measures                      lead to job losses  
improve the quality of life for                      create new jobs  
streamline our operation                      free up resources  
gain a competitive edge

- 1 Some politicians argue that BPO *results in a reduction in employment* \_\_\_\_\_ at home.
- 2 Outsourcing has led to the building of new roads and housing in Bangalore, which has *increased personal satisfaction in life experienced by* \_\_\_\_\_ many local people.
- 3 Our budget deficit has increased again so we need to *do something to make savings* \_\_\_\_\_ and reduce our office costs.
- 4 RGM's help desk outsourcing services have helped us to *make the way we work simpler and more efficient* \_\_\_\_\_.
- 5 We decided to outsource our back office work in order to *make money and personnel more available* \_\_\_\_\_ for our core activities.
- 6 Thirty new offices were opened in the area last year – this *generated 980 additional positions* \_\_\_\_\_ in the IT industry.
- 7 We want to *achieve an advantage* \_\_\_\_\_ over our competitors so we aim to increase production by 10%.

## Business communication skills

### 1 Complete the extracts from a presentation about outsourcing key services with these phrases.

due                      data                      have a  
move on                      looked at                      notice on  
look at                      the facts                      has resulted in  
leave                      a result                      turn our attention to

Recent <sup>1</sup> \_\_\_\_\_ shows that outsourcing of office cleaning, catering and the customer helpline <sup>2</sup> \_\_\_\_\_ financial benefits for the company.

Let's have a <sup>3</sup> \_\_\_\_\_ this slide. On the left you can see our expenditure five years ago ...

I'd like to <sup>4</sup> \_\_\_\_\_ to give you some background about each sector we've outsourced. Firstly, cleaning. <sup>5</sup> \_\_\_\_\_ to increasing personnel costs, outsourcing seemed to be our only option. You will <sup>6</sup> \_\_\_\_\_ this chart savings other companies achieved. We analysed these carefully and as <sup>7</sup> \_\_\_\_\_ decided to do the same.

OK, we've <sup>8</sup> \_\_\_\_\_ cleaning, so let's <sup>9</sup> \_\_\_\_\_ catering. After careful research, <sup>10</sup> \_\_\_\_\_ were clear: employing staff to run a restaurant was too expensive and not cost-effective. <sup>11</sup> \_\_\_\_\_ look at these figures ...

Finally, I'd like to <sup>12</sup> \_\_\_\_\_ you with some interesting statistics regarding the customer helpline ...

### 2 Choose the correct answer from the prepositions in *italics*.

- 1 Due *for / to / from* the recent large increase ...
- 2 A knock-on effect *of / to / on* this was ...
- 3 This relates back *for / at / to* the point I made earlier.
- 4 To illustrate this, let's have a look *on / at / to* this chart.
- 5 This resulted *to / for / in* huge financial losses.
- 6 You will notice *on / in / by* this chart how big our market share has become.
- 7 Let's turn our attention *from / to / on* the drawbacks involved.
- 8 As a result *from / to / of* public criticism, we stopped our ad campaign.
- 9 Let's consider financing the project, which I referred *to / about / of* earlier.
- 10 To conclude, I'd like to leave you with some food *for / to / in* thought ...

## Language at work | The passive

### Passive forms

1 Verbs in sentences can either be active or passive. To make the passive, use the verb *be* in the appropriate tense and a past participle.

Tense	Active	Passive
Present simple	<i>We do the job.</i>	<i>The job is done.</i>
Present continuous	<i>We are doing the job.</i>	<i>The job is being done.</i>
Past simple	<i>We did the job.</i>	<i>The job was done.</i>
Past continuous	<i>We were doing the job.</i>	<i>The job was being done.</i>
Present perfect	<i>We have done the job.</i>	<i>The job has been done.</i>
Past perfect	<i>We had done the job.</i>	<i>The job had been done.</i>
Modal	<i>We must do the job.</i>	<i>The job must be done.</i>
Infinitive	<i>We need to do the job.</i>	<i>The job needs to be done.</i>
-ing form	<i>We object to someone doing the job.</i>	<i>We object to the job being done.</i>

2 Make questions and negatives in the same way as in active sentences.

*Was the email sent to Mr Jordan?*  
*The email **wasn't sent** this morning.*

### Use

1 To change the focus of a sentence from who does something to what happens to something.

*My assistant **has prepared** the contract.* (The focus is on my assistant, the subject of the active sentence.)  
*The contract **has been prepared**.* (The focus is on the contract and what has happened to it.)

2 To describe processes or how something is done.

*When the grapes **have been picked**, they **are taken** to the factory.*

3 When the person who does the action is unimportant or unknown or we want to avoid saying who is responsible.

*My secretary **has lost** the order form.*  
*The order form **has been lost**.*

Use *by* to say who does the action following a passive verb.

*The decision **has been made by the Managing Director**.*

4 To talk about reputation and with phrases like *is said to be*, *is believed to be*. These phrases are often used in news reports and make the information more impersonal.

*California **is said to be** warm and sunny.*  
*The Prime Minister **is believed to be** in talks with ...*

### 1 Change the phrases in *italics* from active to passive.

- Somebody has lost all my important files.*  
\_\_\_\_\_
- When I returned from holiday, I found that *somebody had broken into my flat.*  
\_\_\_\_\_
- My colleague Jane is expecting *somebody to promote her.*  
\_\_\_\_\_
- I don't like *people telling me* what to do.  
\_\_\_\_\_
- Somebody must have hacked into our computer system.*  
\_\_\_\_\_
- I feel that *somebody is not telling us* the whole story.  
\_\_\_\_\_
- They are sending me to Shanghai* for three months.  
\_\_\_\_\_
- When I finally arrived at the conference, *someone was putting away the chairs.*  
\_\_\_\_\_
- Somebody unveiled Microsoft's latest operating system* last month. \_\_\_\_\_
- After the Games, *will they use the Olympic Village* for housing? \_\_\_\_\_

### 2 Complete the article with the active or passive form of the verbs in brackets. Use these tenses.

Paragraph A: present simple    Paragraph B: past simple  
 Paragraph C: present perfect    Paragraph D: *will* future

- A** A report today <sup>1</sup>\_\_\_\_\_ (accuse) leading stores of exploiting workers in Bangladesh: 'Workers in factories there <sup>2</sup>\_\_\_\_\_ (pay) low wages; the employers <sup>3</sup>\_\_\_\_\_ (not / recognize) unions and workers <sup>4</sup>\_\_\_\_\_ (often / force) to work seven days a week.'
- B** The author of the report <sup>5</sup>\_\_\_\_\_ (visit) several factories: 'On one occasion, the owner <sup>6</sup>\_\_\_\_\_ (tell) in advance of our visit. That time, there <sup>7</sup>\_\_\_\_\_ (be) 30 workers and they <sup>8</sup>\_\_\_\_\_ (give) regular breaks. When we <sup>9</sup>\_\_\_\_\_ (make) a surprise visit the next day, the same room <sup>10</sup>\_\_\_\_\_ (pack) with over 100 workers.'
- C** A spokesperson for one of the stores said: 'We <sup>11</sup>\_\_\_\_\_ (have) factories in Bangladesh for years and are proud of the improvements in working conditions that <sup>12</sup>\_\_\_\_\_ (make). The factories <sup>13</sup>\_\_\_\_\_ (always / produce) high-quality goods and customers in Europe <sup>14</sup>\_\_\_\_\_ (benefit) from low prices.'
- D** The report says: 'We expect the issue <sup>15</sup>\_\_\_\_\_ (raise) in boardrooms over the next few weeks, and we <sup>16</sup>\_\_\_\_\_ (get) lots of promises. But we need more than this – so we <sup>17</sup>\_\_\_\_\_ (keep up) the pressure. We hope that something <sup>18</sup>\_\_\_\_\_ (finally / do).'