

VOCAB AND GRAMMAR REVIEW



Culturess

1. Choose the correct answers to complete the text.

When people hear the word culture, they often think about the cultural life, the history or the 1 _____ of a country. But when you are in business, you also need to think about company cultures.

Companies have different cultures: they believe in different things, and they have different ways of working. For example, some companies are formal so staff use 2 _____ when they speak to each other and they have to wear business 3 _____.

Other companies have a system of 4 _____ Fridays, when staff can 5 _____ anything they like at the end of the week.

Sometimes, there are also big differences in the amount of time 6 _____ that staff can get. In some companies, staff get more paid annual 7 _____ than in others, for example. Or staff can choose when they start and finish work — a system called 8 _____. People can start work at 8, 9 or 10 a.m. and finish at 4, 5 or 6 p.m.

Finally, bosses and employees can communicate in many different ways. Some line managers like to get regular written reports, but others prefer 9 _____ communication.

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|---------------------|-----------------|-------------------|
| 1. a) customs | b) uses | c) habits |
| 2. a) family names | b) positions | c) business cards |
| 3. a) dressing | b) fashion | c) suits |
| 4. a) formal | b) casual | c) normal |
| 5. a) wear | b) suit | c) dress |
| 6. a) out | b) off | c) away |
| 7. a) weekends | b) benefit | c) leave |
| 8. a) shift work | b) part time | c) flexitime |
| 9. a) back-to-front | b) face-to-face | c) back-to-back |

2. Match the sentences (1-8) to the sentences (a-h).

1. I think someone should talk to the boss.	a. I think all our staff need to develop their computer skills.
2. He should try to be a bit more punctual.	b. Our online business is really bad.
3. I don't think you should wear formal clothes to the party.	c. People in this country think it's rude to be late.
4. Do you think I should buy my hosts a present?	d. They're always very kind to me.
5. She should go on the training course, too.	e. They're always very useful.
6. You shouldn't miss any of the meetings.	f. We can't work extra hours on Saturday.
7. We should develop a better website as soon as possible.	g. Take them seriously and deal with them immediately.
8. You shouldn't ignore customer complaints.	h. Most of the guests will be in jeans.

3. Complete the sentences with **should**/ **shouldn't**.

1. We _____ order online. It's faster.
2. We _____ be late for meetings. It's rude.
3. You _____ say anything about the food.
4. I don't think you _____ interrupt the presenter. She'll take questions at the end.
5. I think Sandra _____ move to another department. She's not happy in Sales.
6. They _____ use children in advertisements. I find it shocking.
7. Do you think I _____ apologise for this short delay?
8. I don't think you _____ use first names. They have a rather formal company culture.