

6 Circle the word that doesn't belong.

- exhausted * domestic * energetic * impatient
- rewind * copy * cut * paste
- security camera * surveillance system
alarm system * fire insurance
- arrangement fee * bargaining power
line of credit * personal guarantee
- organised * rude * creative * industrious
- female * single * married * divorced
- buying habits * market research
sales analysis * accrued expenses
- this side up * boarding pass * return ticket
check-in desk

7 Circle the correct answer to form a phrase.

- distribute** ...
a. incoming calls
b. the incoming mail
c. incoming messages
- achieve** ...
a. your goal
b. a refund
c. the claim
- place** ...
a. a showcase
b. a logo
c. an order
- put out** ...
a. fires
b. threats
c. problems
- create** ...
a. a friendly tone
b. a positive impression
c. a contribution
- break** ...
a. the laughter
b. the details
c. the ice

8 Complete the sentences with phrases from Exercise 7.

- It might seem difficult today, but if you work hard, you will
- I'm waiting for an important contract that is due to arrive by post. Hurry and
- At a training seminar, new co-workers sometimes feel shy or anxious, so it's a good idea to prepare an activity to
- You can with the customer service representative and it will be delivered within five days.
- If you need someone who can, call Adam. He has always got a good solution.
- Do you want the job? Then it's important to on the interviewer.

9 Circle the correct answer.

- You drink a **beverage** / an image.
- You **owe** / **attend** an event or a meeting.
- An **annual** / A **quarterly** review happens once a year.
- A **major** / **substitute** shareholder is very important to the company.
- A **trend** / **delivery** is something that is currently popular.
- Your **contract** / **salary** is the money that you receive for doing your job.
- An **entrepreneur** / **intention** is something you plan to do.
- When you **regret** / **survive** something, you feel sorry about it.
- A **crisis** / An **inconvenience** is a very difficult situation.
- When you **discuss** / **run out of** something, you talk about it.

10 Circle TWO correct answers.

- You can turn ...
a. straight b. right c. left
- You can ... a business.
a. start b. mark c. run
- You can take ...
a. a message b. minutes c. a log
- You can ... a call.
a. go over b. transfer c. return
- You can ... a meeting.
a. reschedule b. notify c. hold
- You can hand out ...
a. objectives b. free gifts c. giveaways
- You can make ...
a. small talk b. an investor c. a noise
- You can get along with your ...
a. co-workers b. feedback c. staff
- You can have a ... account.
a. business b. current c. standing
- You can have ... insurance.
a. professional indemnity c. van
b. returns policy

