

1 Progress test

Working with words

Complete these sentences with words from the list.

innovation rapport tradition principles
reputation professionalism extravagance

- 1 Our famous _____ with customers is built on good quality and a fair price.
- 2 I don't think he has any _____. As long as it makes money, he'll sell it.
- 3 Ongoing staff training is crucial in order to maintain a high level of _____.
- 4 Buying this brand new car was an _____, but it's good to spoil yourself sometimes.
- 5 The company needs some fresh ideas and real _____ to bring it into the 21st century.
- 6 I'm sad he's going. We had a good _____ and relationship, so I liked doing business with him.
- 7 If we stretch the brand to appeal to a younger market, we might lose the customers who like _____ and have always chosen our products.

Replace the words in **bold** with words from the list.

expensive complex positive suspicious

Replace the words in **bold** with words from the list.

expensive complex positive suspicious
practical over confident wary

- 8 Why are you **cautious** _____ about employing her?
- 9 I like the **functional** _____ design. There's nothing too showy about it.
- 10 The second candidate seemed a little too **arrogant** _____ for working in a team.
- 11 Feedback on our latest line has been **favourable** _____ from nearly all our markets.
- 12 I'm a little **mistrustful** _____ of this applicant. He's only 20 but says he's been a CEO!
- 13 Buying that subsidiary could turn out to be rather a **costly** _____ mistake.
- 14 That was a rather **complicated** _____ explanation. Can you say it in simple English?

Business communication skills

There is one incorrect word in each phrase. Underline it and write the correct word at the end. See the example.

My name's Peter Dill and I work to BNL. *for*

- 15 I have given your name by a colleague of mine.
- 16 Hello, I call about the email I sent you.
- 17 I wanted to see if you are still interested of my proposal.
- 18 I suggest we meeting to discuss things further.
- 19 Can you tell me how I go to your office?

Complete this conversation with phrases a–e. Write the letters in the spaces.

- a Whatever's best for you.
- b I'll email you a map with directions.
- c Let's say, provisionally.
- d See you next week.
- e Is it best by taxi or public transport?

A When would you like to meet?

B ²⁰ _____ Wednesday at 2.00.

A Fine. ²¹ _____

B Can you tell me how I get to your office? ²² _____

A Public transport. There are trams to the centre every five minutes. ²³ _____

B Great, thanks. ²⁴ _____

A Public transport. There are trams to the centre every five minutes. ²³ _____

B Great, thanks. ²⁴ _____

Language at work

Complete these sentences with the **present simple** or **present continuous form** of the verbs in brackets.

- 25 We _____ (currently / update) our website.
- 26 The bus _____ (leave) every half hour.
- 27 Online ordering _____ (become) more and more popular with many of our clients.
- 28 Let's talk again when I _____ (get) back.
- 29 The department _____ (work) harder than normal because two people are off this week.
- 30 Yes, I _____ (remember) you told me.

Result _____ / 30 marks