Working with words

1 Match 1–8 to a–h.

1 They'll be easy to work with – they certainly have _b_
2 She's quite shy, but sometimes she comes ___
3 As a financial adviser, I have to build ___
4 I thought he was arrogant, so I took ___
5 To attract younger customers, you'll have to project ___
6 If your office is clean and tidy, it creates ___
7 Your company needs to manage ___
8 I'm afraid that these faults might mean our customers start to form a bad ___

a across as being a bit unfriendly.
~~b a reputation for good communication with clients.~~
c an impression of efficiency and professionalism.
d an instant dislike to him.
e a more modern image.
f a good relationship with clients so they trust me.
g opinion of us.
h its online profile more carefully.

2 Complete 1–8 with the adjectives from the list.

~~*favourable*~~ *trustworthy* *simple* *ineffective* *functional* *wary* *successful* *modest*

1 Our new product got good press and *favourable* reviews.
2 We can speak freely – my assistant is very _____.
3 The advertising campaign was _____ – our sales actually fell slightly.
4 The design is simple and _____ so the product is very easy to use.
5 Fortunately our bid was _____ so we now have funds to develop the new department.
6 It is natural to be _____ of a company that has a poor reputation for customer service.
7 Don't be too _____ about your achievements at the interview. You need to let them know how much you've done.
8 Remember the golden rule when presenting: keep it short and _____.

LIVEWORKSHEETS