

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.