

Working with words

Complete these sentences with words from the list.

accurate efficient handy high-quality secure
up-to-date user-friendly

- 1 Your new home page is really easy for customers to use. It's _____.
- 2 How _____ is this information? It seems to be for last month.
- 3 I think it is wise to pay more and get _____ goods. Cheap goods never last as long.
- 4 The new supermarket is very easy to get to from my house. It's really _____ for me.
- 5 These figures don't seem to be _____. I've found at least two mistakes.
- 6 The engine in my new car is so _____. It does twice as many miles as my last one with the same amount of petrol.
- 7 Note that we will keep all of your personal details _____ (e.g. name, address, telephone number) and we will not pass them on to other companies without your permission.

Match 8–13 to a–f.

- 8 Apps on our phones enable ____
- 9 Consultants help ____
- 10 Call centres make it easier ____
- 11 Search engines let ____
- 12 Using a laptop allows ____
- 13 Financial advisors help ____
 - a for us to handle large numbers of enquiries.
 - b staff to keep working while on the move.
 - c us find information at the click of a button.
 - d us to deal with our tax payments.
 - e organizations to improve the way they operate.
 - f us to access specific online content easily.

Language at work

Complete these sentences with adjectives from the list. Change the form of the words if necessary.

complicated convenient fast friendly long
stressful

- 14 My previous job was much _____ than my present one. I feel much more relaxed now.
- 15 This new printer isn't nearly as _____ as the old one. You have to wait ages for the pages to come out.
- 16 I'm sure you miss Sonia. How is your new assistant getting on? Is she as _____ as Sonia?
- 17 They say the tax system is going to be simple, but it seems _____ than ever to me.
- 18 My commute to work is even _____ now that they've closed the road.
- 19 Online banking is so much _____ because you can check your accounts any time you like.

Choose the correct answer from the words in *italics*.

- 20 I thought this week's meeting was prepared *slightly* / *little* better than last week. It was still quite bad, but at least we had an agenda this time!
- 21 The new software is *almost* / *slightly* as complicated as the previous version. They haven't improved it much at all.
- 22 Working on your own is *almost* / *far* less enjoyable than working in a good team.
- 23 We certainly work a *great* / *lot* deal more like a team since she took over.
- 24 I think a *little* / *few* more time spent planning might help next time.

Business communication

Complete these sentences with the words from the list.

allow convinced find happens make seem

- 25 The instructions might _____ complicated, but in fact it's very easy to install.
- 26 I'm sure you'll _____ the larger screen more user-friendly.
- 27 The faster broadband speed will _____ it easier to download large files.
- 28 I'm not _____ that it's worth the extra money.
- 29 What _____ if the battery runs out and it's not plugged in?
- 30 Will the app _____ me to record my own voice?

Result _____ / 30 marks

Unit 4 Speaking test

Role card

This Speaking test has only one role card because each student has to give an individual presentation. Copy this page and cut out the role card for the student. Then use the Speaking test results forms to evaluate the student's performance. You can then cut out the results and give them to the student

..... cut along this line

Your company wants to introduce new ways of working. You have been asked to give a presentation on hot-desking and to explain the benefits and drawbacks. Read this summary about hot-desking.

Hot-desking is a working practice where employees do not have their own desks, but they are given a workspace depending on their needs. This means that they may share a desk or workspace with other members of staff.

The benefits are that:

- staff who work at different times can share space
- it makes better use of resources if staff are often out of the office

The drawbacks are that:

- staff must always clear their desks
- staff do not have a permanent place to work from
- it makes it difficult to build relationships with colleagues

Now prepare and give your presentation

Remember to:

- introduce your presentation
- explain how the system works
- explain the advantages and disadvantages
- compare it with the current system

Unit 4 Speaking test results

Use this form to evaluate the student.

..... cut along this line

Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
introduce the purpose of the presentation			
explain how the system works			
explain the advantages and disadvantages			
explain any drawbacks			
compare it with the current system			

Result _____ / 10 marks

..... cut along this line