

Working with words

Complete sentences 1–7 with the verbs from the list. Change the form of the verb if necessary.

act comply share reduce take donate stay

- 1 We've always _____ true to our principle of fairness to the customer and the supplier.
- 2 Companies which don't _____ responsibly are likely to receive bad publicity.
- 3 How about _____ more of our profits to charity?
- 4 All our employees _____ an active part in our fund-raising activities.
- 5 If we did more videoconferencing and less travelling, we'd _____ the impact we have on the environment.
- 6 Currently, this factory doesn't _____ with regulations on the disposal of waste water.
- 7 All our subsidiaries _____ a strong commitment to supporting the local community.

Each headline 8–12 refers to ethical or unethical behaviour. Match the nouns from the list to the headlines.

bribery generosity greed fairness discrimination

- 8 Company agrees to pay workers from other countries an equal amount. _____
- 9 CEO paid colleagues to take part in illegal financial activities. _____
- 10 Woman to prosecute company for paying her less than male colleagues doing the same job. _____
- 11 Business owner leaves fortune to charity. _____
- 12 Company makes record profits while workers receive no pay rise. _____

Complete the words in sentences 13–17

- 13 We are not involved in the corr. _____ scandal.
- 14 Customers will ask questions about our cred. _____ if we don't do something quickly.
- 15 He says he isn't prej. _____ against older applicants, but he never employs anyone over 40.
- 16 We want to be described as an eth. _____ business.
- 17 Appearances can be dec. _____ – he seems friendly, but be careful!

Business communication

Complete 18–24 in the three dialogues with expressions a–g. Write the letters in the spaces.

- a we'd be delighted to see you
- b it would be a good idea to
- c That sounds really
- d It's well worth a visit
- e You're welcome
- f That would
- g That makes sense

- A We'd like to invite you to the theatre this evening.
- B ¹⁸ _____ be great. What's on?
- A It's a Russian theatre company performing Hamlet.
- B ¹⁹ _____ interesting.

- C If you're free, ²⁰ _____ at dinner this evening.
- D Sorry, but I'm meeting someone for drinks at six.
- C Oh well. ²¹ _____ to come later if you change your mind.

- E While you are in Italy, ²² _____ visit our supplier in Salerno. It will save time and money later on.
- F ²³ _____.
- E Ask them to show you round their factory. ²⁴ _____.

Language at work

Choose the most appropriate verb forms in *italics* in 25–30.

- 25 You can check the details with Amalie. She *'s coming / will come* in later this afternoon as arranged.
- 26 One day, when I have enough money, I *start / 'm going to start* my own business.
- 27 A When are you back in the office?
B I'm not sure. I *'ll let / 'm letting* you know before I leave today.
- 28 The flight from Jakarta *is going to land / lands* at 5 p.m. your time according to my e-ticket.
- 29 We've booked places at the conference and we *stay / 're staying* at the Westin Hotel.
- 30 Sorry about the delay to your delivery. Let me call the warehouse to check what's happening and I *'m calling / 'll call* you straight back.

Result _____ / 30 marks

Unit 5 Speaking test

Role cards

Copy this page and cut out the role cards for the students. Students should do both role-plays. Then use the *Speaking test results* forms to evaluate each student's performance. You can then cut out the results and give them to the students.

Role-play 1

Student A

Call your colleague to confirm this revised schedule for a group of journalists visiting your company.

- 9.30 Arrival. Coffee and introductions in conference room
- 10.00 Tour of factory
- 12.30 Lunchtime presentation by CEO
- 13.30 Press launch of new 'End Child Poverty' project

Invite your colleague to come along for lunch and recommend that he/she attends the press launch.

Student B

Your colleague will call to confirm the schedule for a group of journalists visiting your company. Make notes on any changes to the times or information below.

- 9.00 Arrival. Coffee and introductions in reception area
- 9.45 Tour of factory
- 12.15 Lunch
- 13.00 Presentation by CEO
- 13.30 Press launch of new 'End Child Poverty' project

You are free to meet journalists at lunchtime. You have a meeting with a client at 13.30.

Role-play 2

Student A

A journalist is visiting your resort in the Pacific. Your partner will call to confirm the schedule. Make notes on any changes to the times or information below.

- Monday: Flight arrives at 8 p.m.
- Tuesday: 8 a.m. Breakfast meeting
- 10 a.m. Show eco-friendly huts on the beach
- 11 a.m. Take bus round the island
- 12.00 Lunch
- 2 p.m. Visit mountain resort

You are free for lunch. In the afternoon, you have a meeting with staff.

Student B

A journalist is visiting your resort in the Pacific. Call your partner to confirm this revised schedule.

- Monday: Flight arrives at midnight
- Tuesday: 9 a.m. Breakfast meeting
- 10 a.m. Take bus round the island
- 11 a.m. Show eco-friendly huts on the beach
- 12.30 Lunch
- After lunch: Water skiing and diving

Invite your partner to come for lunch and recommend the water skiing in the afternoon.

Unit 5 Speaking test results

Use these forms to evaluate the students.

Student A Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
start and end the call appropriately			
explain plans and arrangements			
make invitations			
make recommendations			
respond to invitations and recommendations			

Result _____ / 10 marks

Student B Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
start and end the call appropriately			
explain plans and arrangements			
make invitations			
make recommendations			
respond to invitations and recommendations			

Result _____ / 10 marks