

Working with words

Match the adjectives from the list to descriptions 1–8.

*methodical outgoing creative tactful impulsive
pragmatic detached conventional*

- 1 He loves socializing and meeting people. That's what makes him a good marketing manager. _____
- 2 We need someone who takes a practical and realistic attitude to any kind of task. _____
- 3 The reason for her mixed success is that as soon as she hears a good idea she takes action – she doesn't wait to hear what the problems might be. _____
- 4 If you work in design, you need to be a person who likes to come up with original ideas. _____
- 5 I like a traditional approach to decision-making. _____
- 6 The CEO is diplomatic and good at talking to people about difficult matters. _____
- 7 He's good at staying out of office politics and doesn't get emotionally involved in problems. _____
- 8 Our accounts manager does things step by step. As a result, she never makes mistakes! _____

Choose the correct words in *italics* in 9–12.

- 9 I suggest you weigh up all the *options* / *judgments* before you make a final decision.
- 10 Sometimes you just have to trust your own *perspectives* / *instincts* rather than spending more time analysing facts.
- 11 As long as everyone else has *feelings* / *confidence* in your decisions, then things will probably work out OK.
- 12 I simply can't *decide* / *consider* between the two options. Which do you think is better?

Business communication

Complete the missing words 13–25 in this meeting extract.

- A ¹³Lo_____ at the facts. They're here in black and ¹⁴wh_____. We are overspending.
- B ¹⁵Wh_____ you say is right, but there are some good reasons for that. We've had to invest in more advertising and marketing in order to grow.
- A Yes, but that was budgeted for last year. What I ¹⁶me_____ is we've spent money on unplanned items. A ¹⁷cl_____ example is this list of expenses. I'm not ¹⁸co_____ that all these are necessary. Look at this restaurant bill for over \$200!
- B But that is a marketing cost. Clients have to be taken out.
- A In other ¹⁹wo_____, you're saying our staff should go to the most expensive restaurants they can find.
- B Obviously I think it would be ²⁰cr_____ for an employee on a business trip to only choose expensive places on their own. But with clients it's important.
- A Jens, what's your ²¹po_____ on this?
- C As ²²fa_____ as I'm concerned, until we set clear limits and give our staff written guidelines on travel expenses, we'll always have this problem ...
- B ... but the drawback is that every trip is different. It's hard to say there's one rule for every type of expense.
- A ²³Ha_____ on. Let's hear what Jens has to say.
- C In my ²⁴op_____ we need to define what they can and can't do.
- A Good idea. Let's draw up some ²⁵ac_____ points ...

Language at work

Match 26–30 to a–e.

- 26 Too few ____
- 27 Don't spend too much ____
- 28 Hardly anyone ____
- 29 Lots of ____
- 30 I'd like to spend a little ____

- a time on this. It isn't important.
- b less time in meetings and more time actually doing some work.
- c people have applied for the post. We don't have enough candidates.
- d has applied internally. They are nearly all external.
- e time has been spent on this. Too much, in fact.

Result _____ / 30 marks

Unit 6 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

Recently, employees in your department have been arriving late for work. They complain about traffic and lack of parking facilities. For example, one person arrived at lunchtime because he said a road was closed. This problem is costing the company money.

- Present the problem to the CEO.
- Give an example.
- Argue that these ideas might help:
 - introduce flexitime so staff can arrive later or earlier
 - encourage staff to share cars
 - suggest staff cycle to work twice a week

Student B

A manager in your company wants to discuss the problem of employees often arriving late for work. You don't want to spend money solving the problem. You also believe many employees are just lazy.

- Listen, respond and ask for clarification as necessary.
- Draw up some action points at the end.

Role-play 2

Student A

A manager in your company wants to discuss the problem of employees often going on courses, which means they're out of the office when needed. You think training is important for quality but you'd also like to save money on the training budget.

- Listen, respond and ask for clarification as necessary.
- Draw up some action points at the end.

Student B

Employees in your department often go on courses, which means they're out of the office when needed. For example, the IT engineer was away for a week, so some faulty computers weren't fixed. You lost days in working time. This problem is costing the company money.

- Present the problem to the CEO.
- Give an example.
- Argue that these ideas might help:
 - staff can take online courses
 - they could study in the evenings
 - the training manager needs to know when is a good/bad time of year to send staff away

Unit 6 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)
present an argument			
give an example			
give an opinion			
respond to opinions / clarify			
agree action points			

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)
present an argument			
give an example			
give an opinion			
respond to opinions / clarify			
agree action points			

Result _____ / 10 marks