

Working with words

Complete sentences 1–8 with the correct preposition.

- 1 Being better connected online has brought _____ improved face-to-face communication, too.
- 2 Now, I'd like to focus _____ how to improve this system.
- 3 What kinds of online communication have you integrated _____ your everyday work in and outside the office?
- 4 From January, we will have a new policy _____ working hours to allow for flexi-time, desk-sharing and mobile working.
- 5 Developments in mobile technology have probably had the biggest impact _____ the way we work these days.
- 6 Sorry, but I don't have access _____ that part of the system.
- 7 There are opportunities on all forms of social media for expanding our business, so we have no limits _____ what platforms our staff can use during working hours.
- 8 We also collaborate _____ another telecommunications firm in Chennai.

Complete sentences 9–15 with the correct form of the words in brackets.

- 9 Managers need to be good _____ (communicate).
- 10 You need an _____ (analyse) brain to work in logistics.
- 11 We have a _____ (technology) who works with local staff and trains them in using online tools.
- 12 With all your experience, you could leave this firm and go freelance as a _____ (consult).
- 13 Many _____ (economy) are warning us that there may be a recession next year.
- 14 You'd be surprised how many of your skills are _____ (transfer) to other areas of business.
- 15 My flight to Frankfurt arrived late, so I missed my _____ (connect) to London and had to stay overnight at the airport.

Business communication

Complete 16–25 in the three conversations with expressions a–j. Write the letters in the spaces.

- a How can I help you
- b I'll look into it straightaway
- c Let me get this straight
- d By Thursday at the latest
- e Talk me through
- f You mean
- g Could you give
- h Can you tell me
- i What I'll do is
- j As soon as

- 1 A Hello. ¹⁶____?
- B I asked for a double room but it only has a single bed.
- A Really? ¹⁷____which room you're in?
- B 101.
- A Let me check ... Our records say you wanted a single. ¹⁸____ put you in a double on the first floor and ...
- 2 A Hi. My computer has crashed again.
- B ¹⁹____ what happened.
- A Well, I switched it on and it stopped working.
- B ²⁰____. Did you switch it on and it didn't work?
- A Not exactly. The screen just says 'Error dx.x.l. This program is not available' and then it goes blank.
- B ²¹____ it switches off or there's nothing on it?
- A The computer's still on but the screen doesn't work.
- B ²²____. Which office are you in? I'll be up in a minute.
- 3 A We ordered it two weeks ago and nothing has arrived yet.
- B I see. ²³____ me the order number?
- A IO11-7
- B OK. It looks like there was a problem with stock. When do you need it?
- A ²⁴____.
- B OK. ²⁵____ I've checked what the stock situation is with our warehouse, I'll phone you back to arrange a courier delivery.

Language at work

Replace the underlined parts of the sentences with one of the phrasal verbs from the list and any other necessary words.

look into look through put off read back speak up

- 26 I will investigate the matter immediately. _____
- 27 I can't hear you very well. Could you speak more loudly? _____
- 28 I have the document in front of me. I'll read it now quickly, and call you back. _____
- 29 I'll give you the number; then please say it aloud to me so we can check it. _____
- 30 Tom had to fly to Madrid, so we had to postpone the meeting to next week. _____

Result _____ / 30 marks

Unit 10 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

You are flying to New York next week. You have hired a car through Avicars, but you now want to make some changes to your booking because your work schedule has changed. You are collecting the car from JFK airport, but you now want to drop the car off at the airport in Boston instead, and two days later than originally planned. You call the helpline on the Avicars website.

- Explain the situation. Your booking code is FA13ZX.

Student B

You work for Avicars car hire company. A customer calls you wanting to make some changes.

- Find out the booking code and the client's full name.
- Clarify exactly what changes they wish to make.
- Offer to make the changes to their booking yourself online, and to send a new email confirmation to the customer before the end of the day.

Role-play 2

Student A

You work for TradeAway Conferences. An exhibitor at a conference you are organizing in Seville calls to check equipment.

- Check the exhibitor's name, company and registration reference number.
- Find out exactly what they will need. TradeAway offers all exhibitors a small table, two chairs and spotlights. An extra table with chairs for three days costs €300 per day.
- Explain that there will also be a Wi-fi code and password, which exhibitors receive when they register on arrival at the conference.
- Offer to send an updated exhibition confirmation email by the end of the week.

Student B

You work in Marketing for Hi-End publications. You are going to a trade fair in Seville with a colleague in three weeks, and have already registered a stand. You will be taking a laptop with audio speakers and need to check that there will be space for your company brochures, as well as extra space for the laptop and audio speakers; you also need Internet access to play some of your company's online programmes. You call the organizers.

- Check what equipment (tables, chairs, etc.) they provide and check Wi-fi availability. Your registration reference number is SEV609.

Unit 10 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)
request information			
establish the facts			
clarify/check facts			
promise action			
refer to time/deadlines			

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)
request information			
establish the facts			
clarify/check facts			
promise action			
refer to time/deadlines			

Result _____ / 10 marks