

Working with words

Replace the underlined words in sentences 1–6 with the words from the list.

cautious strict liberal collectivist hierarchical egalitarian

- 1 In countries like Malaysia and Indonesia, companies tend to be organized in levels. _____
- 2 I think the company would be more effective if the system was more equal. _____
- 3 You don't need to be so careful. Take a risk! _____
- 4 At meetings, I don't feel comfortable with the way they are so free with their opinions. _____
- 5 In my culture, people like to be able to express their own views. It's individualistic rather than one where everyone must agree as a group. _____
- 6 When I first moved here, I found it very hard because all the rules were so rigid and had to be obeyed. _____

Match 7–11 to a–e.

- 7 Are you aware ____
 - 8 Are you informed ____
 - 9 Are you familiar ____
 - 10 Have you found that they aren't very sensitive ____
 - 11 What aren't you used ____
- a about the traditions of hospitality in this country?
 - b to eating?
 - c to the way other cultures behave?
 - d of the importance of small talk with people from the UK?
 - e with their attitude to time?

Business communication

Complete sentences 12–19 with the words/expressions from the list.

Go Luckily That's Despite All in That It came While

- 12 _____ all, it turned out well.
- 13 _____ about because of cultural differences.
- 14 _____, I'd read that being on time is important in this country.
- 15 _____ arriving on time, we still didn't start the meeting for fifteen minutes.
- 16 _____ we were talking, he looked uncomfortable with the topic of politics.
- 17 _____ on. I'm listening.
- 18 _____ understandable.
- 19 _____ was when I was aware we had a problem.

Put the words in 20–23 in the correct order to make expressions.

- 20 extremely / was / I / disappointed

- 21 do / did / you / so / what ?

- 22 after / happened / what / that ?

- 23 her / what / the / on / was / matter / view ?

Language at work

Complete sentences 24–30 with the past perfect, past continuous or past simple form of the verbs in brackets.

- 24 While they _____ (wait) for a taxi, a colleague stopped in his car and gave them a lift.
- 25 By the time I arrived, the meeting _____ (already / start).
- 26 Just as I _____ (leave), I received a call to say I didn't have to go.
- 27 It was raining, so we _____ (not / walk). We took the subway.
- 28 At the end of the project, my boss gave me a gift for all the hard work I _____ (do).
- 29 A ... Then on the way the car broke down!
B So what _____ (happen) next?
- 30 A As a result of his comments, they asked him to leave.
B Why? What _____ (he/say)?

Result _____ / 30 marks

Unit 13 Speaking test

Role card

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

..... cut along this line

Study this critical incident and tell the story to your teacher. Remember to:

- introduce the story
- link the narrative
- use time expressions
- use a variety of narrative tenses
- summarize the narrative

A time-keeping problem

Northern European business people tend to be punctual and not spend too much time making small talk. Brazilians have a more relaxed attitude to time, and making social conversation is an important part of the business process.

Study the following situation where a German and British business delegation attended a meeting in Brazil and discovered a problem with time!

12.00 Two business colleagues from the UK and Germany arrived on time at a meeting room for a meeting with their Brazilian counterparts. But the room was empty. They wondered if they had the wrong place.

12.08 Their Brazilian colleagues arrived and warmly greeted them.

12.20 They all made small talk. By 12.20 the German and British colleagues were getting impatient.

13.00 The meeting ended on time. Both sides were happy and agreed a deal. They went for lunch to celebrate.

..... cut along this line

Unit 13 Speaking test results

Use this form to evaluate each 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 story			
link the narrative			
use time expressions			
use a variety of narrative tenses			
summarize the narrative			

Result _____ / 10 marks

..... cut along this line