



ENGLISH ACTIVITIES

UNIT 13: 'CULTURE'

WORKING WITH WORDS

1 Choose the correct ending for each sentence.

- 1 In a collectivist culture, .
- 2 If a company is cautious, .
- 3 In an egalitarian company, .
- 4 If you are respectful towards other cultures, .
- 5 If a company has strict rules, .

2 Choose the correct words to complete the sentences.

- 1 Business travellers make mistakes when they are not aware local customs.
- 2 My new company is not of people arriving late for meetings.
- 3 When travelling for work, it's important to be about the local culture.
- 4 Before I go abroad I like to speak to someone who is with the local culture.
- 5 We've tried to create a company which is of different cultures.
- 6 We make sure our managers understand cultural differences and are to them.
- 7 I found it difficult to adjust eating different food.

BUSINESS COMMUNICATION

3

Choose the correct words to complete the conversation.

A I remember having some problems when I was trying to rent an apartment abroad.

B What ?

A It that no one wanted to rent their apartment to a foreigner.

B Go on.

A time went by, I became more and more worried. I couldn't find anywhere to live.

B So why wouldn't people rent to foreigners?

A It was the fact that many foreigners rented apartments and then left without paying.

B Oh no! So how did you the problem?

A the end I rented an apartment from a friend. That was much easier.

4

Complete the conversation with the verbs in brackets, using the past continuous or the past perfect.

A My business trip to London yesterday was a complete disaster.

B What went wrong? What was the first problem?

A It _____ when I left home to go to the airport. (snow)

B Ah! They _____ it on TV the night before. (not / mention)

A When we arrived, they _____ our flight already. (cancel)

B Oh no!

A And everyone _____ at the check-in desk. (complain)

B But the other people _____ for you in London? (wait)

A Yes, but when the meeting started, no one _____! (arrive)

LANGUAGE AT WORK

5

Choose the correct words to complete the sentences.

1 After I sent Alistair an email I realized I his name correctly.

2 I met Veronica at the gym because she that afternoon.

3 I saw Fiona just as I to go home.

4 He was at a TV studio yesterday because he a training film.

5 Nick got home at 11.00 p.m. because he the office late.

6 While I the letters, my pen broke.

7 He showed us the training video he in the studio ten years ago.

8 She with Brian before they worked together in Ireland.

EMAIL

6

Complete the email with the correct words.

Hi Steve

I'm sorry that your sales trip over here was unsuccessful. I have to some responsibility for this. In this country, people place a high on personal relationships and like to to know customers before they do business, so your visit probably wasn't . If you make a second trip soon and build relationships, you should be more successful. So, I'll look forward to seeing you again soon.

7 Complete the email with the correct words.

alternative apologies instead rather sorry

Dear Ms Paris

I was extremely [redacted] to hear about the problems you had at the airport. I understand you had to wait a long time before you were finally met by Brad. The misunderstanding occurred because our company has an [redacted] name. Brad was holding a sign with our EU company name [redacted] of our US company name, as he thought you were arriving from Athens, Greece, [redacted] than Athens, Georgia.

Please accept our [redacted] for this inconvenience.

8 There are 10 questions. Choose the option that best fits each one.

- 1 The problem with this company is that it isn't open _____ new ideas.
 of for to
- 2 We are an egalitarian company, _____.
 so we try to treat everyone equally so there is a big distance between managers and staff
 so we never ask normal employees for their opinions
- 3 This is a hierarchical organization, _____.
 There are two managers working with a hundred staff There aren't any managers and we all work together
 There are sixteen levels of management
- 4 We have very strict rules here, _____.
 You can do what you like You have to follow the rules You only have to follow the rules if you think they are useful
- 5 I wasn't familiar _____ their business customs.
 of about with
- 6 You need to be _____ of all different kinds of behaviour.
 tolerate tolerable tolerant
- 7 I am now _____ about the British way of doing business.
 inform informed informing
- 8 Are you aware _____ the different culture in this country?
 of to from
- 9 It's difficult to adjust _____ life in a new country.
 of to with
- 10 Markus is very _____ of people's different cultural backgrounds.
 respect respectful respected