

I. THEORY

● SIMPLE TENSES

1. Simple present: _____

2. Past simple: _____

3. Future simple: _____

Language development

Words	Meaning
Deal with	
Customers	
Commercial	
Proposal	
Constantly	

PRESENT PERFECT

II. HOMEWORK



Exercise 1. Choose the correct answer.

C. will submit D. are submitted

5. Interviews will.....all afternoon and then there will be a small reception.

A. conduct C. are conducting

B. have conducted D. be conducted

6. The prices.....by 20 percent during the past year.

A. rise C. rising

B. have risen D. to rise

7. After the engineer.....the system carefully, he noticed an error.

A. to check C. checking

B. checked D. be checked

8. Please.....us of any change of address as soon as possible.

A. inform C. informing

B. information D. informed

9. If there is any change of address,me as soon as possible.

A. inform C. informing

B. information D. informed

10. The manager was concerned about the.....cost.

A. rise C. have risen

B. rising D. to rise

11. The company will.....five more stores next year.

A. opens C. open

B. opening D. to open

12. The workers are.....the new products in the warehouse.

A. store C. stored

B. storing D. have stored

13. All the team members have.....the seminar tomorrow.

A. attend C. attended

B. attending D. to attend

14. An auctionat headquarters yesterday.

A. will be held C. holds

B. was held D. held

15. The manager did not.....the system yesterday.

- A. check
- B. checked
- C. to check
- D. checking



Exercise 2. Choose the correct answer.

We are certain that if every employee is.....(1).....to satisfying customer's needs, Fan Clothing will develop a fine reputation. To motivate staff members to improve service even more, each employee will be.....(2).....for monthly cash incentives.(3)..... A memo with details on this incentive will be distributed shortly.

1.

- A. diversified
- C. extended
- B. dedicated
- D. obtained

2.

- A. eligible
- C. responsible
- B. capable
- D. comparable

3.

- A. Only one entry per category may be submitted.
- B. Staff could receive up to \$500 as a bonus.
- C. The data will be gathered from customers.
- D. Last year, the company ranked second place.



Exercise 3. Match these verbs to below phrases to make collocations

1. announce	A. a meeting
2. participate	B. from taking photos
3. renovate	C. to call
4. recharge	D. a plan
5. refrain	E. batteries
6. hesitate	F. in a seminar
7. facilitate	G. language learning

8. cancel

H. a hotel

 **Exercise 4. Choose the correct answer.**

The Internet is now available on some of the largest planes of Bobkin Airlines. The service(1).....

1.

A. is allowed	C. allowing
B. to allow	D. allows

passengers to connect to the Internet and utilize various web services, including e-mail. Sean Monk, the president of Bobkin, said in a press conference that passengers, especially those on business, ... (2)..... with its new service. He said it marks a first in the travel industry.

2.

A. are satisfied	C. satisfied
B. are satisfying	D. satisfying

 **Exercise 5. Choose the correct answer.**

Dear Mr. Jones,

We are sorry to inform you that the large teddy bears at AllToys.com will be temporarily unavailable. The manufacturer that makes these toys has moved its(3).....and the items are not in production at this time.

3.

A. qualities	C. facilities
B. responsibilities	D. categories

We apologize for any(4)....this may cause you. We will let you know when they are

available.

4.

- A. income
- C. exception
- B. inconvenience
- D. incentive