

6 Circle the word that doesn't belong.

1. exhausted • domestic • energetic • impatient
2. rewind • copy • cut • paste
3. security camera • surveillance system
alarm system • fire insurance
4. arrangement fee • bargaining power
line of credit • personal guarantee
5. organised • rude • creative • industrious
6. female • single • married • divorced
7. buying habits • market research
sales analysis • accrued expenses
8. this side up • boarding pass • return ticket
check-in desk

7 Circle the correct answer to form a phrase.

1. **distribute** ...
 - a. incoming calls
 - b. the incoming mail
 - c. incoming messages
2. **achieve** ...
 - a. your goal
 - b. a refund
 - c. the claim
3. **place** ...
 - a. a showcase
 - b. a logo
 - c. an order
4. **put out** ...
 - a. fires
 - b. threats
 - c. problems
5. **create** ...
 - a. a friendly tone
 - b. a positive impression
 - c. a contribution
6. **break** ...
 - a. the laughter
 - b. the details
 - c. the ice

8 Complete the sentences with phrases from Exercise 7.

1. It might seem difficult today, but if you work hard, you will
2. I'm waiting for an important contract that is due to arrive by post. Hurry and
3. At a training seminar, new co-workers sometimes feel shy or anxious, so it's a good idea to prepare an activity to
4. You can with the customer service representative and it will be delivered within five days.
5. If you need someone who can , call Adam. He has always got a good solution.
6. Do you want the job? Then it's important to on the interviewer.

9 Circle the correct answer.

1. You drink a beverage / an image.
2. You owe / attend an event or a meeting.
3. An annual / A quarterly review happens once a year.
4. A major / substitute shareholder is very important to the company.
5. A trend / delivery is something that is currently popular.
6. Your contract / salary is the money that you receive for doing your job.
7. An entrepreneur / intention is something you plan to do.
8. When you regret / survive something, you feel sorry about it.
9. A crisis / An inconvenience is a very difficult situation.
10. When you discuss / run out of something, you talk about it.

10 Circle TWO correct answers.

1. You can turn
 - a. straight
 - b. right
 - c. left
2. You can ... a business.
 - a. start
 - b. mark
 - c. run
3. You can take
 - a. a message
 - b. minutes
 - c. a log
4. You can ... a call.
 - a. go over
 - b. transfer
 - c. return
5. You can ... a meeting.
 - a. reschedule
 - b. notify
 - c. hold
6. You can hand out
 - a. objectives
 - b. free gifts
 - c. giveaways
7. You can make
 - a. small talk
 - b. an investor
 - c. a noise
8. You can get along with your
 - a. co-workers
 - b. feedback
 - c. staff
9. You can have a ... account.
 - a. business
 - b. current
 - c. standing
10. You can have ... insurance.
 - a. professional indemnity
 - b. returns policy
 - c. van

