

## 6 Circle the word that doesn't belong.

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

## 7 Circle the correct answer to form a phrase.

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

## 8 Complete the sentences with phrases from Exercise 7.

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

## 9 Circle the correct answer.

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

## 10 Circle TWO correct answers.

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

