

Business Problems & Solutions

Match the vocabulary to the pictures.
Listen to the audioto check your answers.



13 _____



12 _____



11 _____



10 _____



9 _____



8 _____



6 _____



7 _____



1 _____



2 _____



3 _____



4 _____



5 _____



Give solutions to the following problems.

1 What should you do if you forget an important meeting?

2 What should you do if you receive a damaged package?

3 What should you do if the service is too slow?

4 What should you do if you make a lot of mistakes in a report?

5 What should you do if everyone disagrees with you?