

1 | Progress test

Working with words

Complete these sentences with words from the list.

innovation rapport tradition principles
reputation professionalism extravagance

- 1 Our famous _____ with customers is built on good quality and a fair price.
- 2 I don't think he has any _____. As long as it makes money, he'll sell it.
- 3 Ongoing staff training is crucial in order to maintain a high level of _____.
- 4 Buying this brand new car was an _____. but it's good to spoil yourself sometimes.
- 5 The company needs some fresh ideas and real _____ to bring it into the 21st century.
- 6 I'm sad he's going. We had a good _____ and relationship, so I liked doing business with him.
- 7 If we stretch the brand to appeal to a younger market, we might lose the customers who like _____ and have always chosen our products.

Replace the words in **bold** with words from the list.

expensive complex positive suspicious
practical over confident wary

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expensive complex positive suspicious
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- 8 Why are you **cautious** _____ about employing her?
- 9 I like the **functional** _____ design. There's nothing too showy about it.
- 10 The second candidate seemed a little too **arrogant** _____ for working in a team.
- 11 Feedback on our latest line has been **favourable** _____ from nearly all our markets.
- 12 I'm a little **mistrustful** _____ of this applicant. He's only 20 but says he's been a CEO!
- 13 Buying that subsidiary could turn out to be rather a **costly** _____ mistake.
- 14 That was a rather **complicated** _____ explanation. Can you say it in simple English?

Business communication skills

There is one incorrect word in each phrase. **Underline** it and write the correct word at the end. See the example.

My name's Peter Dill and I work **to** BNI. **for**

15 I have given your name **by** a colleague of mine.

16 Hello, I **call** about the email I sent you.

17 I **wanted** to see if you are still interested of my proposal.

18 I **suggest** we **meeting** to discuss things further.

19 Can you tell me how I **go** to your office?

Complete this conversation with phrases a-e. Write the letters in the spaces.

- a Whatever's best for you.
- b I'll email you a map with directions.
- c Let's say, provisionally.
- d See you next week.
- e Is it best by taxi or public transport?

A When would you like to meet?

B **20** Wednesday at 2.00.

A Fine. **21**

B Can you tell me how I **get** to your office? **22**

A Public transport. There are trams to the centre every five minutes. **23**

B Great, thanks. **24**

A Public transport. There are trams to the centre every five minutes. **23**

B Great, thanks. **24**

Language at work

Complete these sentences with the present simple or present continuous form of the verbs in brackets.

- 25 We _____ (currently / update) our website.
- 26 The bus _____ (leave) every half hour.
- 27 Online ordering _____ (become) more and more popular with many of our clients.
- 28 Let's talk again when I _____ (get) back.
- 29 The department _____ (work) harder than normal because two people are off this week.
- 30 Yes, I _____ (remember) you told me.

Result _____ / 30 marks