

Working with words

1 Complete 1–7 with the words from the list.

*process home activities facility
growth location workers*

- 1 If we outsource the administrative tasks, our European centres can focus on their core _____.
- 2 If the business _____ outsourcing goes ahead, all our filing, etc. will be done in China.
- 3 In the next few years, we plan to move many of our operations closer to _____.
- 4 R-IT is a new training _____ for students, focusing on all aspects of information technology.
- 5 Karnataka has 77 engineering colleges producing more than 29,000 graduates a year so there is a large group of skilled _____.
- 6 We are selling more and more of our products abroad, so our export _____ is rising steadily.
- 7 We decided to outsource software development to an offshore _____ rather than to one in our own country.

2 Rewrite the words in *italics* in 1–7 using the phrases from the list. Change the form if necessary.

*take cost-cutting measures lead to job losses
improve the quality of life for
create new jobs streamline our operation
free up resources gain a competitive edge*

- 1 Some politicians argue that BPO *results in a substantial reduction in employment* _____ at home.
- 2 Outsourcing has led to the building of new roads and housing in Bangalore and has subsequently *increased personal satisfaction in life experienced by* _____ many local people.
- 3 Our budget deficit has increased again this year so we need to *do something to make savings* _____ and reduce our office costs.
- 4 RGM's help desk outsourcing services have helped us to *make the way we work simpler and more efficient* _____.
- 5 We decided to outsource our back office work in *order to make money and personnel more available* _____ for our core activities.

- 6 Thirty new offices were opened in the area last year – this *generated 980 additional positions* _____ in the IT industry.
- 7 We want to *achieve an advantage* _____ over our competitors so we aim to increase production by 10%.

Business communication

- 1 Complete the extracts from a presentation about outsourcing with the phrases from the list.

*due data have a move on looked at
notice on look at the facts has resulted in
leave a result turn our attention to*

Recent ¹ _____ shows that outsourcing of office cleaning, catering for the staff restaurant and the customer helpline ² _____ financial benefits for the company.

Let's have a ³ _____ this slide. On the left you can see our expenditure five years ago ...

I'd like to ⁴ _____ to give you some background about each sector we've outsourced. Firstly, cleaning.

⁵ _____ to increasing personnel costs, outsourcing seemed to be our only option. You will ⁶ _____ this chart savings other companies achieved. We analysed these carefully and as ⁷ _____ decided to do the same.

OK, we've ⁸ _____ cleaning, so let's ⁹ _____ the staff restaurant.

After careful research, ¹⁰ _____ were clear: employing staff to run a restaurant was too expensive and not cost-effective.

¹¹ _____ look at these figures ...

Finally, I'd like to ¹² _____ you with some interesting statistics regarding the customer helpline ...