

## 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 <sup>1</sup> \_\_\_\_\_ shows that outsourcing of office cleaning, catering for the staff restaurant and the customer helpline <sup>2</sup> \_\_\_\_\_ financial benefits for the company.

Let's have a <sup>3</sup> \_\_\_\_\_ this slide. On the left you can see our expenditure five years ago ... I'd like to <sup>4</sup> \_\_\_\_\_ to give you some background about each sector we've outsourced. Firstly, cleaning.

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

OK, we've <sup>8</sup> \_\_\_\_\_ cleaning, so let's <sup>9</sup> \_\_\_\_\_ the staff restaurant.

After careful research, <sup>10</sup> \_\_\_\_\_ were clear: employing staff to run a restaurant was too expensive and not cost-effective.

<sup>11</sup> \_\_\_\_\_ look at these figures ...

Finally, I'd like to <sup>12</sup> \_\_\_\_\_ you with some interesting statistics regarding the customer helpline ...