

## Functional language Building trust

1 1.02 Complete the conversation between Dominique (Project Manager) and Karl (IT Engineer) using the phrases in the box. Then listen and check your answers. One phrase is not used.

Could we help you we both want to Can I suggest that how do you think we can I can see you're concerned let's wait until One way to solve this is To be honest, I feel I understand what you're saying Would it be useful

D: As I mentioned in our last call, Karl, I think quality is becoming a concern on this project.<sup>1</sup> \_\_\_\_\_ a little worried about delivering a quality product to the customer.

K: Really?<sup>2</sup> \_\_\_\_\_ about quality, but I thought you were happy that we had managed to reduce costs.

D: Yes,<sup>3</sup> \_\_\_\_\_ keep to budget, but frankly I'm concerned that we're losing quality and our customers won't buy the software.<sup>4</sup> \_\_\_\_\_ to test quality more effectively in some way?

K: Well, until now, we've only tested the software using a small number of people.<sup>5</sup> \_\_\_\_\_ to test it using another group with very different needs, but we don't have a budget for that.

D: I like your suggestion, Karl, and I realise testing is expensive. Based on your experience,<sup>6</sup> \_\_\_\_\_ test the software without increasing the budget too much? Could we reduce the number of testers in the first group, and then create a second group for testing?

K: <sup>7</sup> \_\_\_\_\_ but it's important to have at least twelve people in each group and currently we have one group of eighteen testers.

D: <sup>8</sup> \_\_\_\_\_ for us to create another group of twelve testers, but reduce the first group from eighteen to twelve? That would mean paying for only six more testers.

K: Sure. That could work. But<sup>9</sup> \_\_\_\_\_ we have the test results from this week and then decide together. And we need to make sure the second group have different software requirements.

D: Thanks, Karl. I knew we could come up with something.

## Self-presentation

2 1.03 Complete the personal presentation with suitable words. The last letter of the words has been given. Then listen and check your answers.

Hello. My name's Lotte Smit and I'm<sup>1</sup> \_\_\_\_\_ d in the Tokyo office. I've been with this company for around two years. We work on engineering projects. I'm a Key Account Manager. In the past I<sup>2</sup> \_\_\_\_\_ d o work in Europe, but since last year I've been working on projects in South-East Asia as I'm now<sup>3</sup> \_\_\_\_\_ e \_\_\_\_\_ r key accounts in Japan and Australia. What else? Well, I have to travel quite a lot; half of my time is spent travelling around Japan, Australia and New Zealand. The job is<sup>4</sup> \_\_\_\_\_ e stressful but I really enjoy it. And I have to say, it's going to be<sup>5</sup> \_\_\_\_\_ t working<sup>6</sup> \_\_\_\_\_ h you<sup>7</sup> n this project and I'm<sup>8</sup> \_\_\_\_\_ d o be<sup>9</sup> \_\_\_\_\_ d. Finally, if you<sup>10</sup> \_\_\_\_\_ d my help in any<sup>11</sup> \_\_\_\_\_ y, don't<sup>12</sup> \_\_\_\_\_ e to ask. I'm here to collaborate. Thank you.