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. [1]_____ a little worried about delivering a quality product to the customer.

K: Really? [2]_____ about quality, but I thought you were happy that we had managed to reduce costs.

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

K: Well, until now, we've only tested the software using a small number of people. [5]_____ 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, [6]_____ 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: [7]_____ but it's important to have at least twelve people in each group and currently we have one group of eighteen testers.

D: [8]_____ 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 [9]_____ 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 [1]__ __ __ __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 [2]__ __ __d __o work in Europe, but since last year I've been working on projects in South-East Asia as I'm now [3]__ __ __ __ __ __ __ __ __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 [4]__ __ __ __e stressful but I really enjoy it. And I have to say, it's going to be [5]__ __ __ __t working [6]__ __ __h you [7]__n this project and I'm [8]__ __ __ __d __o be [9]__ __ __ __ __ __ __d. Finally, if you [10]__ __ __d my help in any [11]__ __y, don't [12]__ __ __ __ __ __ __e to ask. I'm here to collaborate. Thank you.

LIVEWORKSHEETS