

Working with words

- Complete 1–10 with the best option a–c.
 - Our perks include subsidized meals, health care and a _____ car.
a corporate b company c commercial
 - How is company loyalty _____ by senior management in your company?
a fulfilled b acknowledged c commissioned
 - Does your company offer any kind of non-professional staff _____?
a development b education c extension
 - We're lucky to have a non-_____ pension plan.
a contribution b contributing c contributory
 - I work for an airline, so my family gets a really good _____ on flights.
a discount b decrease c bargain
 - Our company offers free medical _____ so we don't need to worry if we become ill.
a assurance b insurance c reassurance
 - Non-cash _____ can often be more effective for staff motivation than extra money.
a repayments b rewards c returns
 - Winning the prize gave me a great sense of _____.
a realization b completion c achievement
 - I think this person deserves more _____ for her many years of service to the company.
a recognition b performance c incentive
 - You seem bored most of the time. Maybe you'd get a promotion if you showed a bit more _____ at work.
a reward b enthusiasm c performance

- Match the words from the list to statements 1–6.
appreciation bonus commission feedback fulfilment incentive
 - You've done well this year, overall. There are a few things that need improvement, but you've also had some successes. _____
 - My boss said he would really miss me if I left. It's nice to know he feels that way. _____
 - If I'm one of the top ten salespeople, I'll get a ten-day holiday in Florida. _____
 - The company has had a successful year, so I got an extra €2,000 in November – on top of my salary. _____
 - If I can make six sales this month, that'll be 3% of €24,000 times six, which will be €4,320. _____
 - I work for a charity. The salary isn't very high but the work is interesting and I feel I'm using my skills doing something very worthwhile. _____

Business communication

- Alain is making small talk with Kirsten at a conference. Number their conversation in the correct order 1–12.
 - Kirsten Yeah. See you.
 - Alain Hello. It's Kirsten, isn't it? 1
 - Kirsten Yes, isn't it? I'm sure you'll enjoy the change in lifestyle. We decided to stay in the city because the house we wanted needed too much work. ____
 - Alain How are things?
 - Kirsten That's right. I thought I might see you here. ____
 - Kirsten That's amazing! We considered that line of business, too!
 - Alain No, not at all. Catch you later. ____
 - Alain No? What a coincidence. ____
 - Alain Oh dear. Were you disappointed?
 - Alain Yes, it is. In fact, we've bought a small farm and my wife runs a holiday rental business. ____
 - Kirsten No, not really. I don't think our children wanted to move. Well ... You don't mind if I go and get myself some food?
 - Kirsten Very good, thanks. I've heard you've moved into the country – is that true? ____
- Choose the most appropriate phrases in *italics*.

Jamal Hi, my name's Jamal. ¹*I don't think we've met. / How are things?*

Alicia ²*No, I don't know you. / Nice to meet you.* I'm Alicia. Is this your first Nordica workshop?

Jamal Yes. My colleague is sick so my manager asked me to come instead. Do you know many people here?

Alicia Not really. I was recently transferred from Purchasing.

Jamal ³*What a coincidence! / That's lucky!* So was I!

Alicia ⁴*By the way / Apparently,* it's our new company policy – transfer rather than hire new people.

Jamal ⁵*Really? / Oh dear.* We discussed the idea for our region, too, a few months ago.

Alicia ⁶*Well, / By the way,* I'm sure it's a good solution for many companies.

Jamal Yes, you're probably right.

Alicia ⁷*So, / In fact,* would you like a drink? I'm going to get a coffee.

Jamal Not at the moment, thanks. ⁸*Catch you later. / Is that the time?*