

2 | Practice file

Working with words

- Complete sentences 1–7 with the words from the list.
customers supplier staff consultant colleague employment agency client
 - If I have a lot of work, my colleague often helps me.
 - We always use the same _____ when we need new computers or printers.
 - The _____ say they have two people who are interested in the new sales job.
 - Our _____ buy from us because our prices are very good.
 - Over 200 members of _____ work in our New York office.
 - We use a Brazilian _____ to give us advice about the South American market.
 - I'm self-employed and am currently working for a _____ based in Paris.
- Choose the correct words in *italics* to complete sentences 1–7.
 - My company *employs / employees* 300 people.
 - In my job, I *train / training* people to use new software.
 - We sell our *production / products* to customers all over the world.
 - We have the price per unit. Now we can *calculate / calculation* the total price.
 - That's Yann Pichon over there. He's the *organization / organizer* of this conference.
 - Yes, we can *supply / supplier* the tools that you have requested.
 - A half-day *consultant / consultation* costs between \$200 and \$250.
- Match 1–5 to a–f to make complete sentences.
 - I work for d.
 - I deal with _____
 - I work in _____
 - I work on _____
 - I work with _____
 - the public relations department.
 - some very interesting projects.
 - colleagues in London and Paris.
 - ~~an IT services company.~~
 - a lot of customer problems.

Business communication

- Seth Guterson wants to speak to Elena Cascarino, but she isn't there. Complete his phone conversation with the receptionist using the words from the list.
help speak calling afraid give take back Does ask This

Seth Could I ¹ speak to Elena Cascarino, please?

Receptionist Who's ² _____, please?

Seth ³ _____ is Seth Guterson.

Receptionist I'm ⁴ _____ Elena's in a meeting at the moment. Can I ⁵ _____ a message?

Seth Yes, sure. Can you ⁶ _____ her to call me ⁷ _____?

Receptionist OK. So that's Seth Guterson. ⁸ _____ she have your number?

Seth Yes, she does.

Receptionist OK, Seth. I'll ⁹ _____ her the message.

Seth Thanks for your ¹⁰ _____. Goodbye.
- A few hours later Seth is still waiting for Elena to call. He phones her again. Choose the correct words in *italics* to complete the conversation.

Seth Is Elena ¹ *calling / there*, please?

Elena Yes, ² *welcome / speaking*. Is that Seth?

Seth Yes, it is. Hi, Elena.

Elena Hi, Seth. Did you call earlier and ³ *take / leave* me a message?

Seth Yes, this morning.

Elena I'm sorry I didn't manage to call you back. What can I ⁴ *do / offer* for you?

Seth It's ⁵ *on / about* that Japanese customer. I'm ⁶ *phoning / asking* to give you his email address. It's f.hayashi@yahoo.jp.

Elena OK, I've got that. That's great, Seth. Thanks very much for ⁷ *help / calling*.

Seth ⁸ *Of course / You're welcome*.

Elena I'll phone you again on Monday to give you more news.

Seth OK. ⁹ *Listen / Speak* to you next week. Bye.

Elena Bye.