

## 1 Complete the words.

I am happy to say that the <sup>1</sup>**m**\_\_\_\_\_g of all our products now happens in our new <sup>2</sup>**f**\_\_\_\_\_y in Malaysia. We're continuing to use our central <sup>3</sup>**w**\_\_\_\_\_s in the UK and Australia, where we store a large quantity of products. This means that the <sup>4</sup>**l**\_\_\_\_\_d <sup>5</sup>**t**\_\_\_\_\_e remains the same – three to five days. Our <sup>6</sup>**c**\_\_\_\_\_s want good-quality products at a good price – and the <sup>7</sup>**m**\_\_\_\_\_s we use are now cheaper, but they continue to be very good quality. Product <sup>8</sup>**i**\_\_\_\_\_n is also very important to be sure that the quality is always high. Finally, <sup>9</sup>**s**\_\_\_\_\_g from Malaysia to our warehouses is cheaper, too, so we do not need to increase prices. As a result, the <sup>10</sup>**d**\_\_\_\_\_d for our products is very high and sales are good.

## 2 Choose the correct words in the email.



**From:** Sales Director

**To:** All sales staff

**Subject:** Stock situation

Dear All,

Unfortunately, the <sup>1</sup>*standard / custom* models in our range are <sup>2</sup>*in / out* of stock in some <sup>3</sup>*shops / factories*. These will be <sup>4</sup>*in / out* stock again in two weeks. Customers who are waiting for our special <sup>5</sup>*standard / custom* models do not need to worry. We will deliver their orders on schedule.

Best wishes,

Robert Smith,

Sales Director

## 3 Complete the dialogue with the words in the box. There is one extra word.

automate negotiate outsource receive relocate review save work upgrade

**A:** Daniela, we need to <sup>1</sup>\_\_\_\_\_ expenses and think of ways to <sup>2</sup>\_\_\_\_\_ energy.

**B:** Well, we can ask people to <sup>3</sup>\_\_\_\_\_ remotely. Then we can <sup>4</sup>\_\_\_\_\_ to smaller offices.

**A:** That's a good idea, Daniela. I like that.

**B:** And why don't we <sup>5</sup>\_\_\_\_\_ with suppliers to see if we can get bigger discounts?

**A:** Good idea, too. And maybe we also need to <sup>6</sup>\_\_\_\_\_ our technology so we can <sup>7</sup>\_\_\_\_\_ more tasks. That will make us more efficient.

**B:** Yes, I agree with you. And there is one other thing we should think about. We could <sup>8</sup>\_\_\_\_\_ work to that company in Brazil again. That worked well last year.