Working with words

Complete these sentences with words from the list. Change the form of the words if necessary.

avoid *consultation* *delegate* *evaluate* *hierarchical* *ignore* *invite* *make* *prioritize* *reach*

1 Working for a cooperative, our management system is not _____. In fact, the management listens to every employee's opinion.
2 I'd like to _____ suggestions at this point – does anyone have anything to say?
3 Can I ask everyone to read the report carefully and _____ the options recommended in it for the next meeting?
4 Don't worry. We can _____ the last point on the agenda. It seems the problem has already been solved.
5 Haven't they _____ an agreement yet? It's been hours.
6 I'd like to _____ this to you, Harry, as you're the best qualified person to do it.
7 I just can't _____ up my mind on this one.
8 The customer is really upset about this. We'll have to _____ her order or she'll take her business to another company.
9 I know this is a sensitive issue, so let's try to _____ any confrontation during our discussion.
10 The management has allowed a three-week _____ period for everyone to read the proposals and give their opinions.

Complete these words with the missing letters.

11 We'll need to reach a co___ ___ ___ ___ ___u___ in the team on the issue before we discuss it with the board.
12 The workers wanted to avoid a c___n___ ___o___t ___ ___ ___ ___ ___ with management so they reluctantly agreed to the changes.
13 Because of the recent history of bad relations between management and workers, the company is starting to implement a more d___ ___o___ ___a___i___ system for decision-making. It seems to be working.
14 In a co___ ___ ___r___ ___i___ ___, all employees have an equal share in the company. They are also paid the same wage.
15 The company has decided to implement the d___ ___ ___s___ ___ ___, even though the employees do not agree with it.

Language at work

Choose the correct words in *italics*.

Hi Jeff
Thanks for your advice. If you [16]*will / could* answer one or two more questions about our idea, I'd be really grateful. First of all, if we choose your idea of going online (and I think we probably [17]*will / would*), what [18]*will / would* the start-up costs be – approximately? Would you know the name of someone who could design a site if we [19]*need / needed* help with this? If we could, it [20]*will / would* be fun to try and design it ourselves, but maybe that's a bad idea. What [21]*will / would* you do in our situation?

I look forward to hearing from you. If it's OK with you, I [22]*will / would* give you a call next week so that we can talk about this some more.

Best wishes

Ilse

Business communication

Underline the incorrect word in each expression and write the correct word at the end of the sentence.

23 There's anything we need to discuss. _____
24 Let me do you an offer. _____
25 I'm afraid that's not agree. _____
26 I'll meet you halftime on this. _____
27 Do you have any concerns for the schedule? _____
28 For return, would you consider a later date? _____
29 We have an issue for the delivery date. _____
30 I'm not on a position to accept that! _____

Result _____ / 30 marks

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Role card

Copy this page and cut out the role cards for the students. Then use the Speaking test results forms to evaluate each student's performance. You can then cut out the results and give them to the students.

cut along this line

Student A

Work in pairs. Negotiate an agreement between a furniture manufacturer and a national department store.

Situation

- You are the manufacturer. You make all sorts of wooden furniture.
- You make high quality goods, using only the very best raw materials.
- As a result, your products are more expensive than most other suppliers.

Hold a meeting to agree on a contract with a large national department store. You would like a contract to supply them for at least two years, with a review of sales every 12 months. If the department store doesn't reach the sales target, you have 60 days to end the contract. The department store could have exclusivity to sell your goods throughout the country. Currently, this store supplies the northern region of the country only, two other smaller regional department stores stock your furniture, one in the south of the country and one in the west. Their contracts are ending within the next two months. You could offer the national store the other two regions in return for something.

Student B

Work in pairs. Negotiate an agreement between a furniture manufacturer and a national department store.

Situation

- You are the CEO of a national department store.
- Among other things, you sell furniture.
- You sell very high quality goods, and as a result, your products are more expensive than most other suppliers. You have noticed a fall in sales recently and you are worried about this.
- You would like to sell this furniture, but with exclusivity, and at a slightly cheaper price if possible.

Hold a meeting to agree on a contract with a manufacturer. You would like a contract with exclusivity for at least three years. If the manufacturer wants to have a shorter contract, or to introduce a sales performance reviews, you will need to negotiate. You know that the manufacturer would like to sell in the western and southern regions and you would like this business. You could offer the manufacturer the other two regions in return for something.

Unit 11 Speaking test results

Use these forms to evaluate the students.

cut along this line

Student A Can the student …?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
introduce the issue			
explain or ask about each other's positions			
make an offer			
make a compromise			
accept or reject an offer			

Result _____ / 10 marks

Student B Can the student …?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
introduce the issue			
explain or ask about each other's positions			
make an offer			
make a compromise			
accept or reject an offer			

Result _____ / 10 marks

cut along this line

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