Working with words

Choose the correct words in *italics*.

1 What we look for in staff is 100% *dedication / punctuality* to the job.
2 Most importantly, nurses must be very *confident / caring* people.
3 The most highly *motivated / patient* staff are not those who want a bonus, but those who naturally want to make things work.
4 We don't really work fixed hours. Some days you might work late and other days you might leave a little earlier. We like a *flexible / helpful* approach to the working day.
5 I'm afraid your work record so far hasn't been very good. You don't seem very *dependable / dependant*. For example, last month you were late for work four times.
6 I remember when I was as *creative / ambitious* as him and wanted to reach the top of the company.
7 *Patience / Enthusiasm* is a key quality in customer care, especially when you have to listen to customers complaining about products.
8 One of the *most creative / hardest working* members of staff is Gill. She's always here first. I think we should give her a bonus.

Language at work

Complete these sentences with the past perfect or past continuous of the verbs in brackets.

9 I _____ (work) in a hotel bar when I first met him.
10 I mentioned it, and he said he _____ (already /ask) them.
11 By the time they arrived, the guests _____ (leave) and gone home.
12 Why _____ (you / talk) to them just now? You're not thinking of working for them, are you?
13 She ate her sandwich while she _____ (still / work) on her computer. It isn't good for her.
14 The appraisal said he _____ (not / improve) his performance in the last six months and things needed to change.
15 When I first started in business, they _____ (not / invent) computers!
16 I don't think he _____ (do) anything when I spoke to him earlier, so he probably has time to help.
17 Can I have a word? Why _____ (you / send) an email to a friend when I walked past your desk just now? You know our rules on that, don't you?
18 I saw the report on the accident, but only after the same thing _____ (happen) three more times.

Business communication

Find one mistake in each expression and correct it.

19 We're very please with your performance. _____
20 You done a good job. _____
21 You seem to be do very well. _____
22 Perhaps one thing to work along is your communication skills. _____
23 How do you think about these changes? _____
24 How are you getting up with your new job? _____
25 One of your key strongs is listening. _____
26 I think this is an area for improve. _____
27 So let summarize what we've agreed. _____
28 One thing you're going do is a training course. _____
29 How does that hear to you? _____
30 Are there anything else you'd like to add? _____

Result _____ / 30 marks

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LIVEWORKSHEETS

Role cards

Copy this page and cut out the role cards for the students. In this test there are two role-play situations and students should do both. 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.

Role-play 1

cut along this line

Student A
You are giving a six-month performance review to an employee in your sales office. Do the following:
- tell the employee that you're very happy with his/her performance
- comment on how well he/she works with the rest of the team
- find out how he/she feels
- suggest that he/she takes some training in sales on the telephone
- summarize the discussion and set some objectives

Student B
You are having your six-month performance review with the manager of your sales office. Do the following:
- explain that you are basically happy, but that you would like to make more sales
- request some computer training with Excel

Role-play 2

cut along this line

Student A
You are having your six-month performance review with the manager of your sales office. Do the following:
- explain that you are not very happy because you don't think you are being given enough responsibility
- say you would like more involvement in the recruitment process of new staff
- request training in report-writing

Student B
You are giving a six-month performance review to an employee in your human resources department. Do the following:
- tell the employee that you're fairly happy with his/her performance
- comment on the good work he/she has done so far
- find out how he/she feels
- suggest that he/she takes some training in how to interview candidates for jobs
- summarize the discussion and set some objectives

Unit 15 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)
assess overall performance			
give positive feedback			
encourage self-evaluation			
suggest some objectives			
set and agree some objectives			

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)
assess overall performance			
give positive feedback			
encourage self-evaluation			
suggest some objectives			
set and agree some objectives			

Result _____ / 10 marks

cut along this line

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