

Working with words

Complete sentences 1–7 with the words from the list.

*impression reputation image online profile
across relationship instant dislike*

- 1 Over the years, we have built a _____ with our customers which is based on quality and a fair price.
- 2 Our website is very colourful, and I don't think we come _____ as serious enough.
- 3 I liked him very much when I first met him and formed a very positive _____. And you?
- 4 They have a _____ of working very quickly and cheaply, but also of losing customers fast.
- 5 If you're going to apply for a job, you need to be particularly careful about managing your _____.
- 6 I took an _____ to him: he was unfriendly and aggressive, and I didn't trust him.
- 7 I'd like to discuss how we can project an _____ of quality and reliability in our advertising.

Match the words in **bold** in 8–14 to the words in the list.

*expensive complex positive suspicious practical
over-confident wary of*

- 8 Why are you **cautious about** employing her?

- 9 I like the **functional** design. There's nothing too showy about it. _____
- 10 The second candidate seemed a little too **arrogant** for working in a team. _____
- 11 Feedback on our latest line has been **favourable** from nearly all our markets. _____
- 12 I'm a little **mistrustful** of this applicant. There's a large gap in his employment history. _____
- 13 Buying that subsidiary could turn out to be a rather **costly** mistake. _____
- 14 That was a very **complicated** explanation. Can you say it in simple English? _____

Business communication

There is one mistake in each sentence 15–19. Underline it and write the correct word(s).

My name's Peter Dill and I work to BNI. for

- 15 I have given your details by a colleague of mine. _____
- 16 Hello, I call about the email I sent you. _____
- 17 I wanted to see if you are still interested of my proposal. _____
- 18 I suggest we meeting to discuss things further. _____
- 19 Can you tell me how I go to your office? _____

Complete 20–24 in the conversation with expressions a–e. Write the letters in the spaces.

- a That's good for me too.
- b I'll email you a map with directions.
- c Let's say, provisionally,
- d See you next week.
- e Is it best by taxi or public transport?

A When would you like to meet?

B ²⁰ _____ Wednesday at 2.00.

A Fine. ²¹ _____

B Can you tell me how I get to your office? ²² _____

A Public transport. There are trams to the centre every five minutes. ²³ _____

B Great, thanks. ²⁴ _____

Language at work

Complete sentences 25–30 with the present simple or present continuous form of the verbs in brackets.

- 25 We _____ (currently / update) our website.
- 26 The bus to the airport _____ (leave) every half hour.
- 27 Online ordering _____ (become) more and more popular with many of our clients.
- 28 Let's talk again when I _____ (get) back.
- 29 The department _____ (work) harder than normal because two people are off this week.
- 30 Yes, I _____ (remember) you told me about that last week.

Result _____ / 30 marks

Unit 1 Speaking test

Role cards

Copy this page and cut out the role cards for the students. Students should do both role-plays. 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

Student A

You work for a company which translates documents. Make a follow-up call to your partner, who you met at a conference.

- Explain that you are visiting his/her city next week.
- Arrange to meet.
- Ask about directions to his/her office.
- End the call appropriately.

Student B

You work for a company which is interested in finding a translation service. Answer a call from someone you met at a conference.

- Arrange to meet.
- Promise to email directions.

Role-play 2

Student A

You work for a company which needs its website redesigning. Answer a call from someone who designs websites.

- Arrange to meet.
- Give advice on the best way to travel to your office.

Student B

You work for a company which designs websites. A colleague gave you your partner's details. Make a follow-up call about designing his/her company's website.

- Explain that you are visiting his/her city next month.
- Arrange to meet.
- Ask what the easiest way is to the office. (Taxi? Public transport?)
- End the call appropriately.

Unit 1 Speaking test results

Use these forms to evaluate the students.

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 himself/herself and start the call			
give reason for calling			
arrange to meet			
discuss travel arrangements / directions			
end the call appropriately			

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 himself/herself and start the call			
give reason for calling			
arrange to meet			
discuss travel arrangements / directions			
end the call appropriately			

Result _____ / 10 marks