

Working with words

Complete the verbs in sentences 1–10. Write the missing first syllable.

- 1 Opponents tend to ____sist change whenever possible.
- 2 Expect that people will ____act differently to the plans.
- 3 Staff want to know how this will ____fect them.
- 4 You have all worked really hard, and ____chieved higher sales figures already this quarter!
- 5 Don't ____pose everything. Some ideas might be good.
- 6 Unfortunately the new reporting system didn't work, so we ____verted to the old method.
- 7 Don't worry about improving; just try to ____tain your current level.
- 8 I can't ____vent this from happening; I just have to get used to it, I suppose.
- 9 How are you going to ____plement flexi-time working? It could be difficult!
- 10 I know it's difficult, but it's right. I ____port him in this.

Choose the correct words in *italics* in 11–15.

- 11 I'm *in favour of* / *ambivalent* to this new idea. I think it'll be great!
- 12 He's going to need some *resistance* / *guidance* to get it right, but I'm sure he'll manage.
- 13 There has been a lot of *optimism* / *resistance* about the project. We're very positive, too!
- 14 We know some of you are *receptive* / *anxious*, but we're here to answer questions, and we will provide training very soon.
- 15 Sue's a bit *ambivalent* / *hostile* about the technical side and has one or two reservations, but I think she'll be fine.

Business communication

Complete 16–21 in the memo with expressions a–f. Write the letters in the spaces.

- a We'd like to assure you
- b Hopefully, the new system
- c Many of you have recently asked about
- d It's crucial that
- e Over the next few
- f Starting from next

To: All Staff

From: Judy

Subject: Changes to working hours

¹⁶____ improving the system of fixed hours of 9–6, which apply to most staff. ¹⁷____ months, therefore, we will be looking at ways of changing the current system of working hours. ¹⁸____ month, we'll be holding a series of meetings with line managers and staff. ¹⁹____ that everyone's views will be taken into account. However, this will only work with your participation. ²⁰____ you attend meetings. ²¹____ will be in place by the end of October.

Language at work

Complete sentences 22–26 with the future continuous or future perfect form of the verbs in brackets.

- 22 We will definitely _____ (make) our decision by the end of April.
- 23 Over the next few days, we'll _____ (meet) each of you individually.
- 24 I'll _____ (travel) to New Zealand on that day, so can we speak the day after?
- 25 By next year, we predict that the company will _____ (recover) most of its losses.
- 26 In twenty years' time, a lot of people will _____ (use) robots in their everyday life.

Complete the missing words in 27–30 so the second sentence has the same meaning as the first sentence.

- 27 It'll definitely change the way we work.
It's b_____ t_____ change the way we work.
- 28 It's likely that we'll expand.
There's a g_____ c_____ that we'll expand.
- 29 We probably won't be going to Germany.
It's d_____ t_____ we'll be going to Germany.
- 30 Maybe they're coming later.
They m_____ b_____ coming later.

Result _____ / 30 marks

Unit 11 Speaking test

Role card

This *Speaking test* has only one role card because each student has to give an individual presentation. Copy this page and cut out the role card for each student. Then use the *Speaking test results* form to evaluate each student's performance. You can then cut out the results and give them to the students.

----- cut along this line -----

Your company is currently losing money and needs to become more efficient. It plans to:

- cut 5% of the workforce (in the next six months)
- consider moving a factory overseas (maybe in two years' time)
- stop any overtime (from next week)
- introduce changes to the hierarchical system of management (probably sometime next year)

You must present these plans to a line manager who will tell his/her staff. Remember to:

- explain the planned future events
- make informed predictions about the timing
- refer to the line manager's knowledge and concerns
- give a call to action
- hand over to another speaker

----- cut along this line -----

Unit 11 Speaking test results

Use this form to evaluate each student.

----- cut along this line -----

Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
explain the planned future events			
make informed predictions about the timing			
refer to audience knowledge and concerns			
give a call to action			
hand over to another speaker			

Result _____ / 10 marks

----- cut along this line -----