

# UNITS 13 14 & 15

## Listening

6 **02** Watch the interview and number slides A–D in the order you see them.

A —



B —

- Comprehensive training package
- Bonus
- Subsidised dining
- 4 to 6 weeks holiday
- 6 months paid leave after 25 years' service

C —

- John Lewis Partnership 1950
- 32 department stores
- 250 Waitrose supermarkets
- 1 production unit
- 4,000-acre farm

D —



+ Salary + % Bonus

7 Match titles 1–4 to the slides in 6.

1 Company background _____	3 The Partner/Customer/Profit Cycle _____
2 Sharing in the profits _____	4 Partner benefits _____

8 **02** Watch the video again. Answer the questions with *Yes*, *No* or *Don't know* (if the information isn't in the video).

- 1 Does the John Lewis Partnership only sell food? No
- 2 Are all John Lewis employees the partners of the company? \_\_\_\_\_
- 3 Is a bonus calculated as a percentage of employees' pay? \_\_\_\_\_
- 4 Does the company have external shareholders? \_\_\_\_\_
- 5 Is the partnership's annual profit very high? \_\_\_\_\_
- 6 Does the Horizon's training take a long time? \_\_\_\_\_
- 7 Do benefits increase the longer you are a partner? \_\_\_\_\_
- 8 Is pay the most important part of a partner's development? \_\_\_\_\_

## use of language

### 1. Complete the next sentences correctly with the words of the box.

water shortage / on time / save time / ran out of / annual appraisal / threats  
take a step back / meet deadlines / demand for / improve performance

1. Due to technological development, you can \_\_\_\_\_ and money.
2. I took a month's holiday this year. It helped me to take a \_\_\_\_\_ from my job.
3. People in developed countries are having serious \_\_\_\_\_ to their health because of pollution.
4. Employees set their goals as part of their \_\_\_\_\_.
5. There have been many problems related to \_\_\_\_\_ in our neighborhood.
6. If the company wants to \_\_\_\_\_ everybody needs to work hard and improve the performance.
7. They haven't been able to print the reports, they \_\_\_\_\_ ink.
8. In our annual appraisal, we discuss things to \_\_\_\_\_ our \_\_\_\_\_ and decrease errors.
9. I always manage my schedule to finish my assignments \_\_\_\_\_ so I don't have a problem.
10. The \_\_\_\_\_ new technological devices has increased significantly during the last year.

### 2. Match 1-10 to a-j to make complete sentences.

1 We have an issue ____	a be possible.
2 Basically, ____	b pay the extra cost?
3 Would it be OK ____	c with delivery.
4 Yes, that might ____	d we've got a lorry drivers' strike.
5 What if ____	e get the parts to the factory in time.
6 Could you ____	f be acceptable.
7 I think we ____	g we transported them by train to the border?
8 That would allow us to ____	h send a lorry to pick them up?
9 Would you agree to ____	i if we sent them by train?
10 Sorry, that wouldn't ____	j could do that.

2 Aleksander is giving Natalia advice about writing a good curriculum vitae. Complete the email with *must, mustn't, should, shouldn't* or *could*.



Dear Natalia,

You asked for help with writing your CV. Here are some ideas to help you.

Obviously, you <sup>1</sup> *mustn't* forget your contact details (address, phone, etc.) and you <sup>2</sup> \_\_\_\_\_ include your education, work experience and skills. You <sup>3</sup> \_\_\_\_\_ add a photograph if you want, but it's not absolutely necessary.

It's a good idea to keep your CV quite short, so you <sup>4</sup> \_\_\_\_\_ write more than two pages. I think you <sup>5</sup> \_\_\_\_\_ also write short sentences, and use verbs with impact, such as, 'achieved my goals', 'improved my performance', etc.

And when you're describing your experience, don't forget that you <sup>5</sup> \_\_\_\_\_ start with your most recent job first.

Finally, you really <sup>7</sup> \_\_\_\_\_ check that you haven't made any spelling or grammar mistakes – and most importantly, you <sup>8</sup> \_\_\_\_\_ lie! At an interview, an employer can easily find out that you haven't told the truth.

Hope this is useful.

Best wishes,

Aleksander

**2** Choose the correct words in *italics* to complete sentences 1–10. Sometimes you need a first conditional form, sometimes a second conditional.

- 1 I *would* / *will* travel around the world if I *has* / *had* enough money.
- 2 What part of your job *do* / *would* you delegate if you *had* / *would have* an assistant to help you?
- 3 If they *need* / *will need* more help, they *'d* / *'ll* call me.
- 4 If you *were* / *would be* me, *were* / *would* you sign the contract?
- 5 If we *would give* / *gave* them more money, they *worked* / *might work* during their holiday.
- 6 We *'ll finish* / *finished* on time if the electrician *works* / *would work* faster.
- 7 He *wouldn't* / *didn't* work late if you *wouldn't pay* / *didn't pay* him so well.
- 8 *Would* / *Will* we receive the goods tomorrow if you *send* / *would send* them today?
- 9 If I *know* / *knew* the answer, I *'d tell* / *told* you immediately.
- 10 If I *don't* / *didn't* finish this report today, my boss *was* / *will be* very angry.

!. Complete the conversation correctly. Choose a or b.

Manager: Good morning, everyone. Let's discuss the new project proposal. Anna, could you start by giving us an overview of the project?

Anna: Sure. \_\_\_\_\_ (1) developing a new mobile application aimed at improving customer engagement. \_\_\_\_\_ (2), we believe this will increase our customer satisfaction and retention rates.

John: \_\_\_\_\_ (3). What are the main features of this application?

Anna: The main features include a user-friendly interface, personalized notifications, and a rewards program. \_\_\_\_\_ (4), we want to make the user experience as seamless and engaging as possible.

Sarah: \_\_\_\_\_ (5). However, \_\_\_\_\_ (6) the personalized notifications. They could be seen as intrusive by some users.

Anna: \_\_\_\_\_ (7) look at the data we gathered from our focus groups. Most participants responded positively to personalized notifications.

Manager: \_\_\_\_\_ (8), Sarah. We need to ensure we address any potential issues. Anna, can you add an option for users to control the frequency of notifications?

Anna: Yes, we can add that feature. \_\_\_\_\_ (9) it will be ready by the initial launch date, but we'll work on it.

John: That sounds reasonable. \_\_\_\_\_ (10) we need to address regarding the budget. Do we have enough funds allocated for the entire project?

Manager: \_\_\_\_\_ (11) the exact figures, but we need to review the budget allocation closely. \_\_\_\_\_ (12), this project has a lot of potential, but we must manage our resources carefully.

1 a) Thank you for that question  
b) You'd like to add

2. a) Overall  
b) That's a great idea

3. a) That's a great idea  
b) I suggest you

4. a) Basically  
b) That's an interesting point

5. a) That's an interesting point  
b) Thank you for that question

6. a) I'm not sure about  
b) I can't guarantee

7 a) You'd like to add  
b) I suggest you

8. a) Thank you for that question  
b) There's a problem

9. a) I can't guarantee  
b) Overall

10. a) There's a problem  
b) That's a great idea

11. a) I'm not sure about  
b) Thank you for that question

12. a) Overall  
b) You'd like to add

!. Complete the sentences using the correct connector *therefore*, *however*, *in addition*.

- 1 The team has completed the project ahead of schedule. \_\_\_\_\_, they will receive a bonus for their hard work.
2. The new software update has several new features. \_\_\_\_\_, it has fixed many of the bugs reported by users.
3. Sales have been steadily increasing over the last quarter. \_\_\_\_\_, we should consider expanding our marketing efforts to capitalize on this momentum.
4. The proposal was well-received by the board. \_\_\_\_\_, there were some concerns about the budget that need to be addressed.
5. Our company has opened new branches in three cities. \_\_\_\_\_, we have hired additional staff to manage the increased workload.