

2 | Progress test

Working with words

Write the words after the definitions.

- 1 an organization that finds staff for another company
- 2 a company or person that buys your product
- 3 a person who deals with the image of a company
- 4 companies that do work for you that you can't do yourself
- 5 a person who you work with
- 6 a company that sells its products to you
- 7 an expert from outside the company who gives advice and help

phoning speak this welcome

- A Could I ¹⁶ _____ to Ms Rosie Walton, please?
- B Who's ¹⁷ _____?
- A ¹⁸ _____ is Tom Jacks from ATC.
- B Could you tell me what it's ¹⁹ _____?
- A I'm ²⁰ _____ to invite Rosie to our anniversary lunch next month.
- B Well, I'm ²¹ _____ Ms Walton is out of the office at the moment.
- A Oh. In that case, could I ²² _____ a message?
- B Yes, of ²³ _____.
- A Can you ask Rosie to call me ²⁴ _____?
- B Yes, does she have your number?
- A Yes, she does.
- B OK, I'll give her your message.
- A Thanks very much.
- B You're ²⁵ _____.

Result _____ / 25 marks

Language at work

Choose the correct answer from the words in *italics*.

- 8 This week John *works / is working* on a big contract with Nike.
- 9 How often *does your company work / is your company working* with outside consultants?
- 10 Sorry I can't speak to you now, I *expect / 'm expecting* a call from our Paris office.
- 11 *Are you working / Do you work* very hard at the moment?
- 12 The Sales Director *uses / is using* this room every Tuesday.
- 13 I can't give you a decision at this time. The Sales Director *thinks / is thinking* about your proposal.
- 14 Hello, this is a message for Paul Timms. Paul, I *just leave / 'm just leaving* now. I'll be with you in about ten minutes.
- 15 The main problem with my job is that it *doesn't involve / isn't involving* any contact with the customers.

Business communication

Complete the telephone conversation with words from the list.

about afraid back calling course leave