

Review this vocabulary

Word	Synonym	Spanish
🔍 <b>Appointments:</b>	meetings, engagements, or arrangements	
🔍 <b>Handshake:</b>	greeting, shake, or clasp	
🔍 <b>Customary:</b>	traditional, usual, or conventional	
🔍 <b>However:</b>	nevertheless, nonetheless, or but	

Read this text

**MAKING APPOINTMENTS FOR BUSINESS**

Business transactions tend to be quite formal especially when facing people from different cultures. People are usually discreet on a first business meeting since they are only getting to know others. Make sure you are punctual for meetings as people considered it rude to waiting on. A firm handshake when greeting someone is most formal and customary in most cultures. However, keep in mind this might change depending on where you are, or who you are talking to.

1. What is the most important suggestion when making appointments for business?
  - a. Being rude with people from other places
  - b. Being talkative when meeting new people
  - c. punctual and formal when greeting others
  - d. always indiscrete and informal when talking to others

Review this vocabulary: Match the words from column A to the ones from column B

Column A	Column B
1. Allow	( ) Enhance, make better
2. Understand	( ) Permit
3. Improve	( ) Confusions
4. Environment	( ) Surroundings
5. Misunderstandings	( ) Comprehend

Read this text

**Good listeners at the job**

Being a good listener is crucial in any job. It allows you to fully understand instructions, grasp the needs of clients, and build stronger relationships with your colleagues. When you listen actively, you show respect for others' opinions and create an environment where everyone feels valued. This not only improves teamwork but also helps in solving problems more effectively. Good listeners are more likely to avoid misunderstandings and make informed decisions, which can lead to better job performance and career advancement. In short, being a good listener is key to success in the workplace.

1. What is one benefit of being a good listener in the workplace?
  - a) It helps you delegate tasks more effectively.
  - b) It allows you to grasp others' needs and strengthen work relationships.

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- c) It ensures that you always have the last word in discussions.  
d) It enables you to take on less responsibility.
2. Active listening in the workplace primarily demonstrates:  
a) An interest in completing tasks quickly.  
b) A focus on your own ideas.  
c) Respect for others' contributions.  
d) A preference for working independently.
3. What could be a consequence of poor listening in the workplace?  
a) Improved job performance.  
b) Increased chances of misunderstandings.  
c) Stronger team collaboration.  
d) Enhanced decision-making.

**Review this vocabulary:** Complete the sentences with this words

***Injuries--- tasks---development---efficiently---increase---- issues***

1. She efficiently completed all her \_\_\_\_\_ before the deadline.
2. When people work more \_\_\_\_\_, they prioritize tasks and minimize distractions.
3. Proper safety measures can help prevent workplace \_\_\_\_\_ and keep employees healthy.
4. The team discussed several \_\_\_\_\_ that were affecting the project's progress.
5. The company is focusing on the \_\_\_\_\_ of new software to enhance productivity.
6. Regular exercise can \_\_\_\_\_ your energy levels and improve your overall well-being.

**Read this text**

**RISKS FOR ERGONOMIC INJURIES**

Most office technicians are at risk for ergonomic injuries, which can have a significant impact on their health and productivity. Spending long hours performing repetitive tasks, such as typing on a computer or using a mouse, can lead to the development of musculoskeletal disorders. These disorders include conditions like carpal tunnel syndrome, tendonitis, and chronic back pain, which can severely affect an individual's ability to work efficiently.

The risk of these injuries is increased by poor office ergonomics, such as inadequate desk setups, improper chair height, and poor posture. When employees work in environments that do not support proper body alignment, the strain on muscles and joints increases, making them more susceptible to injury. Additionally, a lack of regular breaks and insufficient movement throughout the day can exacerbate these issues, leading to long-term health problems.

1. One of the causes of injuries for technicians in the office is: \_\_\_\_\_  
A) avoiding repetitive movements with their hands  
B) typing some words when filling out a document  
C) spending a lot of hours working on a computer  
D) using the right office ergonomics

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2. What factors can increase the risk of ergonomic injuries in the workplace?
- a) Regular breaks and frequent movement.
  - b) Inadequate desk setups, improper chair height, and poor posture.
  - c) Ergonomically designed workstations.
  - d) Short work hours and limited computer use.