

## Task 1

### 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.

## Task 2

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? \_\_\_\_\_

### Task 3

## 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 <sup>20</sup> \_\_\_\_\_ Wednesday at 2.00.  
A Fine. <sup>21</sup> \_\_\_\_\_  
B Can you tell me how I get to your office? <sup>22</sup> \_\_\_\_\_  
A Public transport. There are trams to the centre every five minutes. <sup>23</sup> \_\_\_\_\_  
B Great, thanks. <sup>24</sup> \_\_\_\_\_

#### Task 4

### 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.