Business Communication unit 3 Products & Services

the purpose – we wanted – first – then we asked – finally – showed – the majority – we recommend

Instruction: Complete the sentences using a Word from the list

1. _____ of our research was to choose a new coffee machine for the office.
2. _____ to find a machine that was fast and easy to use.
3. _____, we tested three different coffee machines.
4. _____ employees to try each machine for one day.
5. _____, we collected their opinions in a short survey.
6. The survey _____ that employees preferred the "QuickBrew" machine.
7. However, _____ of staff said the price was too high.
8. For this reason, _____ choosing the smaller "QuickBrew Mini."

Instruction: Choose the correct option

- *The purpose / Finally* of our study was to improve customer service.
- *First / The majority*, we looked at customer complaints.
- *Then we asked / Showed* customers to complete a short questionnaire.
- The results *first / showed* that waiting times were too long.
- *The majority / We wanted* of customers asked for longer opening hours.

Instruction: Put the actions in order using **first / then / finally**.

A. We asked customers about their favourite products.
B. We looked at last year's sales.
C. We decided which products to promote.

Correct order: _____

LIVEWORKSHEETS