

10 Ethics

VOCABULARY

1 Match the words from column A to those from column B to make word partnerships.

| A | B |
|-------------|----------------|
| money | testing |
| sex | laundering |
| animal | goods |
| counterfeit | fixing |
| price | discrimination |

2 Choose the correct word partnership from Exercise 1 to complete the sentences.

- 1 A few years ago, British Airways and Korean Air were each fined \$300m by the US Justice Department for their roles in separate conspiracies in both their cargo and passenger operations.
- 2 According to a survey, 91% of doctors believe is important to medical progress.
- 3 An anti-..... directive was passed to prevent the proceeds of organised crime circulating through the financial system.
- 4 In 2008, it was estimated that \$135bn of were sold online.
- 5 Banks were recently accused of, as apparently female staff are often paid 40% less than their male counterparts.

NARRATIVE TENSES

Choose the correct tenses to complete the text.

Two years ago, we had a lot of trouble with one of our new shampoos. It was selling really well, but then one day dozens of customers¹ (*started / had started*) phoning and complaining that the shampoo was burning their scalp. The newspapers² (*heard / were hearing*) that one of our products³ (*caused / was causing*) allergies nationwide, and of course they started calling us too to ask what we⁴ (*did / were doing*) about this problem.

Honestly, we didn't understand what⁵ (*happened / was happening*). We are a responsible company and, as you would expect, we⁶ (*were testing / had tested*) the shampoo for months before launching it, and there had been no bad reaction to it whatsoever. We had invested a lot of money in the testing and marketing and now we⁷ (*were losing / had lost*) money because of bad publicity. We⁸ (*realised / had realised*) that the growing number of complaints was harming our image, so we⁹ (*decided / had decided*) to recall the shampoo.

SKILLS

Read the e-mail on the opposite page. In each line (1–6), there is one wrong word. Find them and correct them.

Dear Mr Pattison,

- 1 Please find attached the expenses claim form that you send to our Accounts Department last week. I was afraid we cannot process it as it is, because it is incomplete.
- 3 Firstly, we need to know the names of the customers that you taken for lunch on May 12, as well as the name of the restaurant which you took them. We also need to know the reason for the £60 that you entering under 'sundry expenses'. Finally, we would like to remind you that all expenses had to be authorised by your manager.

Best wishes,

Lisa Ristic
Accounts

11 Leadership

VOCABULARY

1 Complete the keyword in the statements about leadership qualities.

- 1 Someone who is app_____ is friendly and easy to talk to.
- 2 An nc_____ing person gives you confidence or hope.
- 3 Someone who is lis___ believes firmly in something which is good but probably impossible to achieve.
- 4 If you describe people as ff____nt, you mean that they do not have much confidence in themselves.
- 5 th___s people are determined to get what they want and do not care if they hurt other people.
- 6 Someone who is erv_____ is unwilling to accept changes and new ideas.

2 Write the phrasal verb which can form word partnerships with all the nouns and noun phrases in each line.

- 1 to the job / the standards / someone's expectations
- 2 to your homework / your keys when you leave the hotel / your resignation
- 3 to extra work / responsibility for something
- 4 to a hard time / heavy criticism
- 5 to issues / enquiries / complaints / problems
- 6 to an argument / a plan / a suggestion / a proposal

RELATIVE CLAUSES

Complete the sentences with a relative clause using the information in the box.

He came from Brazil.

It organised business travel for top executives.

It was on my desk this morning.

Li had recommended a workshop to us.

She is fluent in four languages.

We had invited some speakers.

We had put forward some proposals.

You are going to attend a talk.