

VOCABULARY

10 Ethics

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

A

money
sex
animal
counterfeit
price

B

testing
laundering
goods
fixing
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
- 2 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
- 4 well as the name of the restaurant which you took them. We also need to know the reason for
- 5 the £60 that you entering under 'sundry expenses'. Finally, we would like to remind you that all
- 6 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 **a p p** _____ is friendly and easy to talk to.
- 2 An **_ n c** _____ **i n g** person gives you confidence or hope.
- 3 Someone who is _____ **l i s** _____ believes firmly in something which is good but probably impossible to achieve.
- 4 If you describe people as _____ **f f** _____ **n t**, you mean that they do not have much confidence in themselves.
- 5 _____ **t h** _____ **s** people are determined to get what they want and do not care if they hurt other people.
- 6 Someone who is _____ **e r v** _____ 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.