BUSINESS RESULT PRE-INTERMEDIATE

REVISION UNIT 4 and 5

Practice File 4

1 Match speakers 1–10 to departments a–j that they work in.

1 'When we checked, we found that several products were in the wrong boxes.' _d_
2 'We invoiced you in June but we never received your payment.' ___
3 'The CEO is asking us to recruit a new Assistant Manager.' ___
4 'We manufacture over 50 different products in this factory.' ___
5 'I'm sorry, but we don't have the money to increase your department's budget.' ___
6 'If we offer them a 5% discount, I think they'll sign the contract.' ___
7 'Can you phone three or four suppliers and see who offers the best price?' ___
8 'They say they're unhappy with their order. I'll call them and try to resolve the problem.' ___
9 'We need to dispatch the order before Friday.' ___
10 'Your computer doesn't work? I'll come and have a look.' ___

a Customer Service
b Logistics
c Accounts
~~d Quality Control~~
e Production
f Finance
g Human Resources
h Sales
i IT

2 Choose the correct word in *italics* to complete sentences 1–5.

1 We have a lot of contact ~~*to*~~ / ~~*on*~~ / *with* the Finance Department.
2 She's in charge *to* / *of* / *for* the Logistics department.
3 The Sales Manager reports *with* / *to* / *at* the Sales and Marketing Director.
4 The IT Manager is responsible *for* / *of* / *to* developing new software solutions.
5 I work closely *by* / *from* / *with* the Human Resources Department.

LIVEWORKSHEETS

Choose the correct question from a or b.

1 a Where does your boss work?
~~b Where works your boss?~~
2 a What do you make products here?
b What products do you make here?
3 a Why is changing your logo?
b Why is your logo changing?
4 a Do you have a canteen here?
b Do you a canteen here?
5 a When the company did move here?
b When did the company move here?
6 a Who does the Sales Manager report to?
b Who the Sales Manager reports to?
7 a Does the company opening any new factories?
b Is the company opening any new factories?
8 a Where did you work before?
b Where you worked before?
9 a When do your offices are open?
b When are your offices open?
10 a How many people do work in this department?
b How many people work in this department?

b

The manager of a chewing gum manufacturer is answering questions about his company. Look at his answers (A) and put the journalist's questions (Q) in the correct order.

1 *your / Where / sell / do / your / products / you*
Q Where do you sell your products ?
A In more than 150 countries.
2 *did / the company / When / start*
Q _____?
A In 1891.
3 *people / does / employ / many / the company / How*
Q _____?
A About 15,000.
4 *competitors / have / in the USA / Do / a lot of / you*
Q _____?
A Yes, we do. There are about 14 chewing gum producers in the States.
5 *chewing gum / much / Americans / How / eat / do*
Q _____?
A The average American eats 180 servings of gum per year.
6 *are / main customers / your / Who*
Q _____?
A Young people in the 12–24 age group.

LIVEWORKSHEETS

Practice File 5

Match 1–6 to a–f to make phrases.

1 get _e_	a a solution
2 make ___	b a problem
3 offer ___	c loyalty
4 customer ___	d a complaint
5 response ___	~~e feedback~~
6 report ___	f times

A customer service manager is training new employees. Complete her words with a phrase from 1.

We lost a lot of business to our competitors last year, so this year we are working hard to encourage [1] _customer loyalty_. Here are some important things you need to know.

When customers want to [2] _____ with a product they bought, it's important to answer them quickly. They know that mistakes happen, so if you can [3] _____ to the problem immediately, customers are usually satisfied. Customers generally only [4] _____ if they think you don't understand their problem or don't want to help.

If you can't answer immediately, call the customer back as soon as possible. We're trying to improve our [5] _____, so if you can't find a solution in less than 15 minutes, ask your Team Leader for help.

After each customer service call, we send out online questionnaires. Only about 30% of people respond, but it's still a useful way for you to [6] _____ on the work your team is doing.

LIVEWORKSHEETS

Choose the correct words in *italics* to complete sentences 1–6.

1 I'm sorry, but I can't offer you ~~*an issue*~~ / *a solution* right now.
2 I have a *complaint* / *query* about the price. Is it €25.99 or €29.99?
3 We can offer you a 15% *refund* / *discount* if you pay today.
4 Bring the computer back, and we'll give you a *replacement* / *compensation* to take home today.
5 Can you explain the *feedback* / *issue* with your order in more detail?
6 I'm afraid we don't give refunds, but we can give you a *compensation* / *credit voucher* to use in the shop at a later date.

Complete sentences 1–9 using the comparative or superlative form of the adjectives in brackets.

1 Let's go to the meeting room. It's _____*quieter*_____ (quiet) than in my office.
2 Our company was _____ (profitable) last year than this year.
3 We have seven factories: the _____ (new) one is in Mexico.
4 My hotel was _____ (near) to the company than the last hotel I stayed in.
5 Our _____ (popular) product is the VS52.0.
6 I think our new brochure looks _____ (professional) than the last one.
7 Last year was the _____ (bad) in our company's history.
8 Germany is the _____ (big) country in the EU.
9 Our new Sales Manager is _____ (good) than the one we had before.

LIVEWORKSHEETS

This table shows the results of a customer survey for three different online shopping sites. Read the information and decide if sentences 1–8 are true (*T*) or false (*F*). Then correct the false sentences.

	PHOENIX	ARRIBA	TESLO
Easy to use website	85%	72%	43%
Good customer service	65%	75%	82%
Low prices	92%	84%	63%
Quick delivery	86%	95%	45%

1 Phoenix has better customer service than Teslo.
F. Phoenix has worse customer service.

2 Teslo has higher prices than the other companies.
_____

3 Phoenix's website is the most difficult to use.
_____

4 Phoenix has the lowest prices.
_____

5 Teslo offers quicker delivery than Arriba.
_____

6 Arriba's products are cheaper than Teslo's.
_____

7 Phoenix is the most popular for customer service.
_____

8 Arriba's website isn't as easy to use as Teslo's.
_____

LIVEWORKSHEETS