

## Vocabulary

### ★ 1 Choose the correct words to complete the texts.

I'm a Sales Manager. I have a team of ten people. We always <sup>1</sup>have / make a meeting on Monday morning. The sales team usually <sup>2</sup>do / go to meetings with their customers on Tuesdays, Wednesdays and Thursdays. Everyone works in the office on Fridays. We <sup>3</sup>write / call customers by phone, process orders and <sup>4</sup>do / go to research about the competition. I sometimes <sup>5</sup>start / analyse sales data and <sup>6</sup>call / write reports for my manager.

I'm an Office Assistant. I usually <sup>7</sup>have / answer the phone, and I sometimes <sup>8</sup>do / make calls. I call hotels and restaurants and plan business travel for the sales team. I never <sup>9</sup>travel / process for work because my job is here, in the office. I sometimes <sup>10</sup>go to / write meetings. I <sup>11</sup>travel / start work at 8.30 a.m. in the morning and <sup>12</sup>finish / call work at 5.30 p.m.

### ★ 2 Complete the dialogue with the words in the box.

available book calculate fine  
have how about meet send out

- A: We need to <sup>1</sup>\_\_\_\_\_ a budget meeting.  
B: Are you <sup>2</sup>\_\_\_\_\_ on Friday?  
A: Yes. <sup>3</sup>\_\_\_\_\_ Friday afternoon?  
B: Friday afternoon is good. Shall we <sup>4</sup>\_\_\_\_\_ in your office?  
A: Yes, that's <sup>5</sup>\_\_\_\_\_.  
B: I need to <sup>6</sup>\_\_\_\_\_ the production costs before the meeting.  
A: OK. And I need to <sup>7</sup>\_\_\_\_\_ the agenda and <sup>8</sup>\_\_\_\_\_ a meeting room.

## Grammar

### ★ 3 Put the words in the correct order to make sentences.

- 1 always / He / starts / at / work / o'clock / eight / .  
\_\_\_\_\_
- 2 work / for / I / other / often / travel to / countries / .  
\_\_\_\_\_
- 3 Fridays / We / on / usually / meetings / have / .  
\_\_\_\_\_
- 4 with me / They / work / sometimes / on projects / .  
\_\_\_\_\_
- 5 excellent, / Her / is / English / she / but / studies / never / !  
\_\_\_\_\_
- 6 meetings / We / go / often / to / customers / with / .  
\_\_\_\_\_

### ★ 4 Complete the sentences with the correct form of the verb.

- 1 Jon \_\_\_\_\_ (be) a Sales Assistant.
- 2 I \_\_\_\_\_ (not be) a Finance Officer.
- 3 They \_\_\_\_\_ (not finish) work before seven o'clock.
- 4 Jo and I \_\_\_\_\_ (work) in an office.
- 5 We \_\_\_\_\_ (start) work at nine o'clock.
- 6 I \_\_\_\_\_ (travel) for work a lot.
- 7 Hal \_\_\_\_\_ (not be) a Sales Manager.
- 8 They \_\_\_\_\_ (be) Admin Assistants.

### ★ 5A Choose the correct word to complete the sentences.

- 1 What *are / do* their working hours?
- 2 How long *is / does* your lunch break?
- 3 How *are / do* you get to work?
- 4 *Is / Does* there a canteen?
- 5 *Are / Do* you go to the gym?
- 6 *Is / Does* your work space have a window?

### B Write questions.

- 1 Where / their office / ?  
\_\_\_\_\_
- 2 Why / Helena need a computer / ?  
\_\_\_\_\_
- 3 Who / book meeting rooms / ?  
\_\_\_\_\_
- 4 When / your meetings / ?  
\_\_\_\_\_
- 5 Who / manage the sales team / ?  
\_\_\_\_\_
- 6 How / he get to work / ?  
\_\_\_\_\_

## Functional language

### ★ 6 Complete the dialogues with the phrases (a-f).

- a He analyses sales data
- b This is Josh from Boston
- c Nice to meet you, too
- d and work with the local sales teams
- e I work in IT
- f What do you do

- A: <sup>1</sup>\_\_\_\_\_ ?  
B: I'm a Project Manager. I visit the markets <sup>2</sup>\_\_\_\_\_.  
A: Which department do you work in?  
B: <sup>3</sup>\_\_\_\_\_.  
A: <sup>4</sup>\_\_\_\_\_. He's a Sales Rep.  
B: Nice to meet you.  
A: <sup>5</sup>\_\_\_\_\_.  
A: Do you know Leo? He's in sales. <sup>6</sup>\_\_\_\_\_.  
B: Nice to meet you, Leo.

## Vocabulary

### ★ 1 Choose the correct word to complete the sentences.

- The transport company don't make *deliveries* / *orders* / *suppliers* on Sundays.
- Customers can *deliver* / *order* / *supply* their food on our website or app.
- Our company *deliveries* / *order* / *supplies* printers and other office equipment.
- They *delivered* / *ordered* / *supplied* the products to our warehouse yesterday.
- We work with hundreds of *delivers* / *orders* / *suppliers* in twenty-five different countries.
- The supermarket placed a big *delivery* / *order* / *supply* for fresh bananas.

### ★ 2A Put the words in the correct order to make questions.

- can / help / you / How / I / ?  
\_\_\_\_\_
- office desks / I'd / order / like to / some / .  
\_\_\_\_\_
- product reference number / have / you / the / Do / ?  
\_\_\_\_\_
- small boxes / do / How / need / you / many / ?  
\_\_\_\_\_
- are / much / large boxes / How / the / ?  
\_\_\_\_\_
- delivery / much / cost / does / How / ?  
\_\_\_\_\_
- deliver / morning / you / by Monday / Can / ?  
\_\_\_\_\_

### B Match the questions (1-7) in Exercise 2A with the responses (a-g).

- |                                                   |       |
|---------------------------------------------------|-------|
| a One euro each, or ten for €8.50.                | _____ |
| b I'd like to order 5,000, please.                | _____ |
| c Yes, I have it here. It's JX12045GE.            | _____ |
| d I'd like to order some of your boxes.           | _____ |
| e I'm very sorry, we can't deliver until Tuesday. | _____ |
| f It's free of charge for orders over €100.00.    | _____ |
| g Yes, of course. How many would you like?        | _____ |

## Grammar

### ★ 3 Complete the sentences with *much* or *many*.

- We don't have \_\_\_\_\_ orders today.
- How \_\_\_\_\_ time do we have for the meeting?
- Do you have \_\_\_\_\_ work this week?
- How \_\_\_\_\_ does this smartphone cost?
- Do you have \_\_\_\_\_ customers in this country?
- How \_\_\_\_\_ people are in the office today?
- We don't get \_\_\_\_\_ deliveries at the weekend.
- The store doesn't have \_\_\_\_\_ fresh food on Friday.

### ★ 4 Choose the correct option.

- We are expecting \_\_\_\_\_ deliveries this morning.  
a a                      b any                      c some
- She has \_\_\_\_\_ of meetings this week.  
a a lot                      b any                      c some
- We don't have \_\_\_\_\_ suppliers in that country.  
a a                      b any                      c some
- I have \_\_\_\_\_ important work to finish.  
a a                      b any                      c some
- He doesn't have \_\_\_\_\_ time to visit the client today.  
a any                      b a lot                      c some
- They sell \_\_\_\_\_ of food to the European market.  
a a lot                      b any                      c some

### ★ 5 Complete the sentences with the correct form of *there is/there are*.

- \_\_\_\_\_ any paper in the photocopier?
- \_\_\_\_\_ a lot of people in the canteen.
- \_\_\_\_\_ any coffee. Can you buy some?
- \_\_\_\_\_ any cold water in the fridge?
- \_\_\_\_\_ many deliveries today.
- \_\_\_\_\_ a problem in the warehouse.
- \_\_\_\_\_ any refunds on orders?
- \_\_\_\_\_ much time to prepare the order.

## Functional language

### ★ 6A Complete the sentences for making agreements about a service.

- How \_\_\_\_\_ offices are \_\_\_\_\_ ? \_\_\_\_\_
- How \_\_\_\_\_ days \_\_\_\_\_ you need a cleaner? \_\_\_\_\_
- What \_\_\_\_\_ you want the designer to do? \_\_\_\_\_
- How \_\_\_\_\_ time does the engineer need? \_\_\_\_\_
- What time \_\_\_\_\_ you want the consultant to come? \_\_\_\_\_
- How \_\_\_\_\_ is that? \_\_\_\_\_
- \_\_\_\_\_ the price include VAT? \_\_\_\_\_
- \_\_\_\_\_ a place for the equipment? \_\_\_\_\_
- When \_\_\_\_\_ the caterers start? \_\_\_\_\_

### B Who asks questions 1-9 in Exercise 6A, the *Service Representative* (S) or the *Client* (C)? Write S or C for each question.

## Vocabulary

### ★ 1 Choose the correct words to complete the timeline.

- 1975 Teenage brothers Jun and Kenji Yamada <sup>1</sup>move / expand from Osaka to San Francisco with their parents.
- 1982 Aged 20 and 22, they <sup>2</sup>hire / start a tea company and <sup>3</sup>hire / produce Japanese tea for local restaurants.
- 1984 They <sup>4</sup>open / move a tea house called Yamada Tea.
- 1988 Jun leaves the business and <sup>5</sup>moves / creates a different company.
- 1990 Yamada Tea opens more shops and <sup>6</sup>hires / produces more employees.
- 1994 Yamada Tea <sup>7</sup>expands / starts its market to Canada.
- 1998 Kenji <sup>8</sup>opens / launches a new brand: Yamada Coffee.

### ★ 2 Complete the email with the phrases (a-d).

- a please do the following
- b We appreciate your cooperation
- c To all staff
- d Best wishes

ES <

#### New canteen cards

1 \_\_\_\_\_  
Next week, the new canteen opens. In preparation for this,

- 2 \_\_\_\_\_
- Get your new canteen card from Martin (Admin Assistant).
  - Use the machine outside the canteen to add money to the card.
  - From next Monday, pay in the canteen with your card.

3 \_\_\_\_\_ . Have a great weekend!

4 \_\_\_\_\_

Leon Dupuy  
Office Manager

## Grammar

### ★ 3 Complete the questions with the correct form of the verbs.

- A: When <sup>1</sup>\_\_\_\_\_ the company <sup>2</sup>\_\_\_\_\_ ?  
B: It expanded in 2009.
- A: When <sup>3</sup>\_\_\_\_\_ they <sup>4</sup>\_\_\_\_\_ to Brazil?  
B: They moved in 2018.
- A: Who <sup>5</sup>\_\_\_\_\_ the company?  
B: The Zheng sisters started it.
- A: What <sup>6</sup>\_\_\_\_\_ Joe <sup>7</sup>\_\_\_\_\_ in 2015?  
B: He created a different company.
- A: <sup>8</sup>\_\_\_\_\_ you <sup>9</sup>\_\_\_\_\_ new employees?  
B: No, I didn't hire new employees.
- A: <sup>10</sup>\_\_\_\_\_ they <sup>11</sup>\_\_\_\_\_ new products often?  
B: Yes, they launched new products every month.

### ★ 4A Complete the sentences with the Past Simple form of the verb in brackets.

- Pierre \_\_\_\_\_ (work) in Germany last year.
- I \_\_\_\_\_ (hire) two employees last month.
- We \_\_\_\_\_ (stay) near the factory.
- They \_\_\_\_\_ (study) in the USA in 2016.
- You \_\_\_\_\_ (develop) new products in your last job.
- The factory \_\_\_\_\_ (produce) cars and trucks from 2010 to 2018.

### B Complete the sentences with the Past Simple form of the verbs in the box.

build grow have not be not hit not win

- They \_\_\_\_\_ their customer base from ten to twenty corporate customers.
- We \_\_\_\_\_ strong relationships with important clients.
- There \_\_\_\_\_ a complaint about the service.
- Some customers \_\_\_\_\_ problems with the website.
- We \_\_\_\_\_ any new business in Canada.
- You \_\_\_\_\_ your target of \$10,000.

## Functional language

### ★ 5 Choose the best response to each question (a-c).

- How did it go generally?  
a We changed to a different factory.  
b Not very well.  
c Improve our design.
- What went well in particular?  
a We met each deadline.  
b It was OK.  
c We had a problem with quality.
- What didn't go well?  
a It went well.  
b The teamwork was good.  
c We had a problem with quality.
- What did you do?  
a We changed to a different designer.  
b The budget was good.  
c We need to improve our design.
- What was the problem?  
a We had serious problems.  
b We grew the business.  
c We didn't meet the deadline.
- What do we need to change?  
a We changed to a different material.  
b I think we need to improve our teamwork.  
c We didn't explain the change.

## Vocabulary

### ★ 1 Choose the correct word to complete the sentences.

- When I travel for work, I usually *book / stay at / go by* a flight online.
- The team *stay at / go by / rent* a hotel near the office.
- My boss rarely *rents / stays at / goes by* coach when she travels for work.
- I sometimes *go by / rent / stay at* a car at the airport.
- Our clients usually *book / stay at / go by* an apartment before they travel.
- You always *stay at / go by / rent* plane when you travel.

### ★ 2 Complete the sentences with the words in brackets.

- Her train was \_\_\_\_\_, so she \_\_\_\_\_ in Paris four hours \_\_\_\_\_. (arrived / cancelled / late)
- My coach \_\_\_\_\_ from Zurich. I \_\_\_\_\_ at Basel, but that coach was \_\_\_\_\_ by thirty minutes. (changed / delayed / departed)
- Their train to the airport arrived at \_\_\_\_\_ four. They checked in, went through \_\_\_\_\_, and went to \_\_\_\_\_ seventeen for their flight. (gate / platform / security)
- The fast train was \_\_\_\_\_, so we took the slow train. It \_\_\_\_\_ at every station, so we \_\_\_\_\_ about an hour late. (arrived / cancelled / stopped)

## Grammar

### ★ 3 Complete the conversations with *be* and the correct form of the verbs in the boxes.

fly meet stay

A: When <sup>1</sup> \_\_\_\_\_ you \_\_\_\_\_ to Beijing?

B: Next week.

A: <sup>2</sup> \_\_\_\_\_ you \_\_\_\_\_ customers there?

B: Yes, I <sup>3</sup> \_\_\_\_\_.

A: Where <sup>4</sup> \_\_\_\_\_ you \_\_\_\_\_?

B: In a hotel.

get go meet visit

A: <sup>5</sup> \_\_\_\_\_ David \_\_\_\_\_ Stella at the airport?

B: Yes, he <sup>6</sup> \_\_\_\_\_.

A: How <sup>7</sup> \_\_\_\_\_ Stella \_\_\_\_\_ to the hotel?

B: She and David <sup>8</sup> \_\_\_\_\_ by bus.

A: <sup>9</sup> \_\_\_\_\_ she \_\_\_\_\_ the factory on Tuesday?

B: Yes, she <sup>10</sup> \_\_\_\_\_.

### ★ 4 Write questions and sentences giving updates.

A: What / you work on right now?

1 *What are you working on right now?*

A: Is everything OK?

B: Everything / go well here.

2 \_\_\_\_\_

A: How is work?

B: It / not go well today.

3 \_\_\_\_\_

A: Gerard / write report?

4 \_\_\_\_\_

B: No / not be.

5 \_\_\_\_\_

A: They / give presentation?

6 \_\_\_\_\_

B: Yes / be.

7 \_\_\_\_\_

A: What / Lisa do at the moment?

8 \_\_\_\_\_

B: She / prepare the price list.

9 \_\_\_\_\_

## Functional language

### ★ 5 Match the sentences with the best responses (a-d).

1 Good morning! Are you ready?

a Hang up. I'll call you back.

2 Sorry, the connection isn't very good.

b Yes, I said I'm adding Bill to the call.

3 I'm sharing my screen.

c Yes, I'm here.

4 Can you repeat that, please?

d Yes, I can see it.

5 Can you see me?

a OK, great.

6 You're breaking up.

b Yes, no problem.

7 I'm adding Jo to the call.

c Try turning off your video.

8 My internet connection is slow. The screen is frozen.

d Then let's have an audio call.

9 Are you there?

a My camera isn't working.

10 I can't hear you.

b OK, I did that. Can you hear me now?

11 Sorry, I can't see you.

c Oh, sorry. I was on mute!

12 Try unmuting your microphone.

d Yes, I'm here.

## Vocabulary

- ★ 1 Complete the sentences with the words in the box. There are **two** extra words you do not need.

attend badge brochures exhibition exhibitors  
launch meet provide show stand

- We go to this trade \_\_\_\_\_ every year.
- We're having the same exhibition \_\_\_\_\_ this year.
- \_\_\_\_\_ come from hundreds of countries.
- We're designing new \_\_\_\_\_ to give to visitors.
- Remember to wear your \_\_\_\_\_ at all times in the conference centre.
- We often \_\_\_\_\_ conferences in Europe for work.
- The \_\_\_\_\_ centre was an old train station in the city centre.
- They want to \_\_\_\_\_ their new electric car at the motor show in Frankfurt.

- ★ 2 Choose the correct option to complete the phone conversation.

- A: Good morning, Finlay Engineering. <sup>1</sup>What / How can I help you?  
B: Hello this is Georgios Papadakis at Doyle's Conference Centre. It's <sup>2</sup>about / for next week's conference. Can I speak to Mr Finlay?  
A: <sup>3</sup>I / I'm sorry, he's not available right now. Can I <sup>4</sup>give / take a message?  
B: Yes, please. Can you tell him Georgios Papadakis <sup>5</sup>phoned / phoning?  
A: Certainly. Could you <sup>6</sup>have / spell your surname for me, please?  
B: Yes, it's P-A-P-A-D-A-K-I-S.  
A: And can I <sup>7</sup>have / say your phone number?  
B: Yes, it's 690276335.  
A: Sorry, could you <sup>8</sup>say / tell that again, please?  
B: Sure, it's 690276335.  
A: Thank you. <sup>9</sup>I'll / I give him your message.

## Grammar

- ★ 3 Choose the correct option.

- We \_\_\_\_\_ to have a stand in the main hall this year.  
a 's going    b isn't going    c 're going
- They \_\_\_\_\_ stay in the conference hotel.  
a isn't going    b aren't going to    c 're going
- When \_\_\_\_\_ set up the exhibition stand?  
a 's going    b are you going to    c are you going
- She \_\_\_\_\_ to send you more brochures soon.  
a 's going    b going    c 're going to
- I \_\_\_\_\_ attend the trade fair this year. I'm very busy.  
a 's going    b aren't going to    c 'm not going to
- How many people \_\_\_\_\_ attend the exhibition?  
a is going to    b going to    c are going to

- ★ 4 Use **would like** to make these sentences and questions more formal.

- I want to speak to the manager.  
\_\_\_\_\_
- He wants to join us for the meeting.  
\_\_\_\_\_
- We want to order more computers.  
\_\_\_\_\_
- A: Do you want to join us at the restaurant?  
B: Yes, I want to.  
\_\_\_\_\_
- What time do you want to have lunch?  
\_\_\_\_\_
- A: When do you want to see the factory?  
B: I want to see it this afternoon.  
\_\_\_\_\_

## Functional language

- ★ 5 Put the word in brackets in the correct position to complete the phrases for socialising with clients.

- What do you think the conference? (of)  
\_\_\_\_\_
- Do you your hotel? (like)  
\_\_\_\_\_
- Did you the meal? (enjoy)  
\_\_\_\_\_
- I think are some very good new products. (there)  
\_\_\_\_\_
- The meeting was interesting. (very)  
\_\_\_\_\_
- I like some of the stands. (exhibitors')  
\_\_\_\_\_
- The hotel is beautiful and near the town centre. (it's)  
\_\_\_\_\_
- Yes, but it near our office. (isn't)  
\_\_\_\_\_
- You're but it's a very popular product. (right,)  
\_\_\_\_\_
- Did you the local music show? (see)  
\_\_\_\_\_
- I want to visit the old city. I it's beautiful. (hear)  
\_\_\_\_\_
- When you arrive? (did)  
\_\_\_\_\_

## Vocabulary

### 1 Choose the correct word to complete the sentences.

- Many people are buying *electric* / *energy* cars and motorbikes these days.
- There is a problem with air *environment* / *pollution* in our cities today.
- Our office has bins to *use* / *recycle* glass and paper.
- I think *electric* / *technology*, like smartphones, makes our lives easier.
- About 22 percent of our country's *energy* / *plastic* comes from natural gas.
- This *machine* / *energy* can work faster than ten people.
- We all use a lot of *technology* / *plastic*. It is a problem for our seas and oceans.
- If we want to protect the *environment* / *pollution*, we need to make many changes.

### 2 Choose the correct words to complete the dialogue.

- A: Good morning, Customer Services. Ernesto <sup>1</sup>*speaking* / *talking*. How can I help you?
- B: There's a problem <sup>2</sup>*with* / *in* the printer you delivered yesterday. It's not working.
- A: I'm sorry to <sup>3</sup>*hear* / *know* that. We'll send a technician.
- B: <sup>4</sup>*When* / *How* will the technician get here?
- A: On Thursday, but it <sup>5</sup>*can* / *might* be in the afternoon. They're very busy.
- B: We <sup>6</sup>*can't* / *might not* wait until Thursday.
- A: I'm sorry <sup>7</sup>*about* / *for* that but they're very busy.
- B: We need it as soon as <sup>8</sup>*urgent* / *possible*! Can someone come tomorrow morning, please?
- A: I understand. I'll <sup>9</sup>*talk* / *say* to my manager. Someone might come in the morning.
- B: Thank you <sup>10</sup>*for* / *with* your help.
- A: You're very <sup>11</sup>*sorry* / *welcome*. Goodbye.

## Grammar

### 3 Choose the correct words to complete the sentences. Which verbs are active? Which are passive?

- We *buy* / *are bought* all our tea from farms in China.
- Factory workers *are paid* / *pay* a fair wage.
- Most of them *work* / *are worked* eight hours a day, five days a week.
- The manager *visits* / *is visited* the suppliers every year.
- Our tea *sells* / *is sold* by specialist shops and online retailers.
- These swimsuits *are made* / *make* from recycled plastic.
- No chemicals *are used* / *use* in the production process.

### 4 Put the word in brackets in the correct position in the sentences. Do you agree with the speculations about the future?

- There be any cash in the future. (might not)
- I think everyone use their mobiles to pay for things. (will)
- The weather get hotter in the next few years. (might)
- Children go to school. They will study by computer at home. (won't)
- I don't think there be many shops. We will order everything online. (will)
- There be many jobs in offices. Robots will do our work. (won't)
- I be in the same job two years from now. (might not)

## Functional language

### 5 Put the phrases in order to make statements and questions about orders.

- to order / I'd / cotton shirts / 12,000 / like / .
- many / do you / How / order / white shirts / want to / ?
- price now / we talk / Can / about / ?
- a shirt / How / two dollars / about / ?
- you give / Can / a lower price / us / ?
- there / a large order / a discount / Is / for / ?
- pay / bank transfer / by / We'll / .
- I can't / I'm / to that / afraid / agree / .
- 25 percent on / we pay / signature / Could / on delivery / and 75 percent / ?
- afraid / 50 percent on / on delivery / it's / I'm / .
- can / When / you / this order / deliver / ?
- you / do / think / What / ?

## Vocabulary

### ★ 1 Complete the sentences with the words in the box.

design features life point  
speed user value weight

- The new DX4 is beautiful. It is a modern car with a classic \_\_\_\_\_.
- The phone has a long product \_\_\_\_\_. It never breaks.
- How many special \_\_\_\_\_ does the TV have?
- Consider the \_\_\_\_\_ of their internet connection when you choose a provider.
- The design is the product's unique selling \_\_\_\_\_.
- This website is easy to use. It has a nice \_\_\_\_\_ experience.
- Expensive brands don't often offer \_\_\_\_\_ for money.
- My new laptop is very light. The \_\_\_\_\_ is less than two kilogrammes.

### ★ 2 Choose the correct word to complete the sentences.

- We *charge* / *pay* a fee to customers for our booking service.
- The *monthly* / *fixed* fee will be in 12 payments on the 1st.
- The fee *includes* / *pays* all paperwork and background checks.
- There is a small *administration* / *cancellation* fee for arranging the contracts.
- Customers need to *charge* / *pay* a fee for all money transfers.
- Please note: *annual* / *booking* fees apply for all reservations made by telephone.
- Our specialist doctors offer a number of *fixed* / *cancellation* fee options for patients.
- A *cancellation* / *booking* fee applies seven days before all reservations.

## Grammar

### ★ 3 Complete the sentences with the comparative form of the words in brackets.

- The Super Drive car is \_\_\_\_\_ than the Tornado. (expensive)
- The Tornado is \_\_\_\_\_ than the Super Drive. (fast)
- The Tornado has \_\_\_\_\_ seats. (big)
- The Super Drive is \_\_\_\_\_ to drive than the Tornado. (easy)
- The experience of driving the Super Drive is \_\_\_\_\_. (good)
- The Super Drive is \_\_\_\_\_ than the Tornado. (safe)
- The Tornado has a \_\_\_\_\_ engine than the Super Drive. (noisy)
- The Tornado is \_\_\_\_\_ than the Super Drive. (powerful)

### ★ 4 Complete the sentences with the superlative form of the words in brackets.

- That company has the \_\_\_\_\_ customer service. (good)
- We have the \_\_\_\_\_ database of candidates. (big)
- The online store sells the \_\_\_\_\_ range of products. (wide)
- Our staff are the \_\_\_\_\_. (friendly)
- Our internet provider has the \_\_\_\_\_ customer satisfaction rating. (high)
- Power Energy have the \_\_\_\_\_ customer service. (bad)
- Our team respond to customers the \_\_\_\_\_. (fast)
- They have the \_\_\_\_\_ customers. (happy)

## Functional language

### 5 Complete the presentation with the words in the box.

aim first morning move start talk about tell

So, good <sup>1</sup> \_\_\_\_\_, everyone. I'm Ray Wilson, the Finance Director.

The <sup>2</sup> \_\_\_\_\_ of today's presentation is to <sup>3</sup> \_\_\_\_\_ you about the company finances.

<sup>4</sup> \_\_\_\_\_, I'll explain this year's finances and then I'll <sup>5</sup> \_\_\_\_\_ next year.

Let's <sup>6</sup> \_\_\_\_\_ with this year. As you can see, we had a very good year.

OK, let's <sup>7</sup> \_\_\_\_\_ on to next year. We think our profits will grow ...

## Vocabulary

## ★ 1 Choose the correct option.

- Nur is very \_\_\_\_\_. She always completes tasks on time.  
a analytical b motivated c organised
- Sandro has good \_\_\_\_\_ skills. He expresses his ideas well when speaking and writing.  
a analytical b communication c language
- Lucas speaks fluent English and Portuguese and some German. His \_\_\_\_\_ skills are excellent.  
a communication b IT c language
- Beatrice works well with other people. She's a good \_\_\_\_\_.  
a hard-working b team worker c communication
- Kelly understands statistics. She is very \_\_\_\_\_.  
a analytical b hard-working c organised
- Hugo wants to do well at work. He's very \_\_\_\_\_.  
a hard-working b motivated c organised
- Sakura is a \_\_\_\_\_ student. She always does her homework.  
a hard-working b motivated c organised
- Mohammad uses many software programs. He has good \_\_\_\_\_ skills.  
a communication b IT c language

## ★ 2 Complete the sentences with the words in the box.

advertisements candidates choose degree  
essential qualifications useful vacancy

- We're interviewing three \_\_\_\_\_ tomorrow.
- I'd like an assistant with experience, but it isn't \_\_\_\_\_.
- He's studying at university for a \_\_\_\_\_ in marketing.
- We can't decide which person to \_\_\_\_\_ for the job.
- She reads the job \_\_\_\_\_ online every day.
- Our customer service agents need good communication skills. It's \_\_\_\_\_ for the job.
- We have a \_\_\_\_\_ in the IT department at the moment.
- What \_\_\_\_\_ do you need to be an accountant?

## Grammar

## ★ 3 Write sentences using the Present Perfect Simple.

- She / write / many emails and reports in English / .  
\_\_\_\_\_
- I / never / manage / an international project / .  
\_\_\_\_\_
- you / ever / give / presentations to clients / ?  
\_\_\_\_\_
- He / not / have / much experience managing staff / .  
\_\_\_\_\_
- she / ever / be / to Japan for business / ?  
\_\_\_\_\_
- We / work / with many large manufacturers / .  
\_\_\_\_\_

## ★ 4 Complete the sentences with the Present Perfect Simple form of the verbs in the box.

be not go not buy make send take

- I \_\_\_\_\_ to head office once or twice.
- She \_\_\_\_\_ language courses before.
- We \_\_\_\_\_ many goods from this supplier. They are expensive.
- They \_\_\_\_\_ our order late again!
- This company \_\_\_\_\_ sofas and chairs for thousands of customers.
- Paul \_\_\_\_\_ to the sales conference. He's in the office.

## ★ 5 Complete the dialogues with the Past Simple or Present Perfect Simple form of the verbs in brackets.

- A: Have \_\_\_\_\_ (you/go) to the company's head office in Berlin?  
B: Yes. In fact, I \_\_\_\_\_ (go) there a week ago.
- A: Has \_\_\_\_\_ (she/ever/speak) to the new supplier in China?  
B: Yes, once or twice. In fact, she \_\_\_\_\_ (speak) to them yesterday.
- A: Have \_\_\_\_\_ (we/have) many international interns at the company?  
B: Yes, lots. For example, we \_\_\_\_\_ (have) an intern from the Netherlands last month.
- A: Have \_\_\_\_\_ (they/ever/sell) their products to other countries?  
B: Yes, I hear they \_\_\_\_\_ (sell) a lot of goods in China last week.

## Functional language

## ★ 6 Put the words in the correct order to make job interview questions and answers.

- about / Can / work experience / tell me / your / you / ?  
\_\_\_\_\_
- have / excellent / skills / I / communication / .  
\_\_\_\_\_
- good at / my team / motivating / I'm / .  
\_\_\_\_\_
- you / your / motivated / have / staff / How / ?  
\_\_\_\_\_
- want to / you / Why / our company / do / for / work / ?  
\_\_\_\_\_
- Where / years / see yourself / five / do / you / in / ?  
\_\_\_\_\_
- staff training / I've / a lot of / done / .  
\_\_\_\_\_