Lesson
17

WORDS TO LEARN

diversify
enterprise
essentially
everyday
function
maintain
obtain
prerequisite
quality
smooth
source
stationery

Ordering Supplies

Study the following definitions and examples.

1. **diversify** v., to broaden, to make more varied
   a. The stationery department plans to diversify its offering of paper products.
   b. The consultant that we hired recommends that we don't diversify at this time.
2. **enterprise** n., a business; a large project
   a. The new enterprise quickly established an account with the office supply store.
   b. This enterprise has become unmanageable and is beginning to lose money.
3. **essentially** adv., necessarily, basically, finally
   a. Essentially, she wants to win the contract and put the competition out of business.
   b. After distributing all of the cartridges that were ordered, we were essentially left with none.
4. **everyday** adj., routine, common, ordinary
   a. Though they are more expensive, these folders will withstand everyday wear and tear.
   b. This everyday routine of having to check inventory is boring.
5. **function** v., to perform tasks; n., a purpose
   a. She functioned as the director while Mr. Gibbs was away.
   b. What is the function of this device?
6. **maintain** v., to continue; to support, to sustain
   a. I've been maintaining a list of office supplies that are in greatest demand.
   b. Trying to maintain two different stockrooms is too much work.
7. **obtain** v., to acquire
   a. I've been trying to obtain a list of supplies from the administrator for three weeks now.
   b. The employee obtained the report from her supervisor.
8. **prerequisite** n., something that is required or necessary as a prior condition
   a. One of the prerequisites for this job is competence in bookkeeping.
   b. Here are the prerequisites that you need to purchase before coming to class.
9. **quality** n., a distinguishing characteristic; a degree of excellence
   a. The most important qualities we look for in a supplier are reliability and quick response.
   b. The quality of their clothes has fallen ever since they started using cheaper fabrics to make them.
10. **smooth** adj., without difficulties; deliberately polite and agreeable in order to win favor
    a. Thanks to our smooth transition to the new supplier, there was no interruption in shipments.
    b. Her smooth manner won her the appreciation of the manager but not her colleagues.
11. **source** n., the origin
    a. I can't tell you the source of this information.
    b. The source of this rare pottery that we are selling in our shop is a small village in India.
12. **stationery** n., writing paper and envelopes
    a. We do not have enough stationery, so please order some more.
    b. The new stationery featured the company's logo in blue ink at the top of the page.

LIVEWORKSHEETS

WORDS IN CONTEXT

Read the following passage and write the words in the blanks below.

diverse	everyday	obtained	smooth
enterprise	functioning	prerequisite	source
essential	maintaining	quality	stationery

All businesses, large and small, must maintain an inventory of supplies. In most business offices, there are several essential (1) _____ items, including (2) _____, pens, staples, and folders. These are easily (3) _____ from office supply stores that provide the most commonly used items under one roof. Some of these stores will even take orders by telephone with free delivery.

However, some businesses require a more (4) _____ range of supplies. For example, businesses that ship their products usually need cartons, Styrofoam peanuts, mailing tape, and shipping labels on hand at all times. Though these items may be available from general office supply stores, there are other specialty stores that only sell packing and shipping supplies.

No matter what the type of business, the office administrator is in charge of ordering supplies and (5) _____ an inventory. Having the (6) _____ supplies on hand at all times is a (7) _____ for the (8) _____ and efficient (9) _____ of the (10) _____. The administrator should try to locate the cheapest (11) _____ of the supplies required, but also pay attention to the (12) _____ of the goods.

LIVEWORKSHEETS

WORD FAMILIES

verb	diversify	We are going to diversify our product line and start selling software as well as computers.
noun	diversity	The diversity of services that your company offers amazes me.
adjective	diverse	The wholesaler offered a more diverse range of computer accessories than I expected.

noun	enterprise	When she began this enterprise, she had no idea of the time it would require.
adjective	enterprising	The program gives enterprising young people a chance to test their entrepreneurial skills.
noun	enterpriser	Many enterprisers find themselves in daring and exciting ventures that lack the structure for long-term success.

adverb	essentially	Essentially, you will be sitting in a bath of mud for two hours.
adjective	essential	Having Ann on this team is essential if we are to win the contract.
noun	essence	The essence of the problem lies in Jeff's relationship with his manager.

verb	function	He is still functioning as administrator until they find a replacement.
noun	function	The function was attended by all the leading scientists.
adjective	functional	This machine is not functional; we need to purchase a new one.

verb	maintain	Don't worry, I'll maintain the good relationships that you've established with our clients.
noun	maintainability	The maintainability of our second office is called into question by next year's budget cutbacks.
adjective	maintainable	This level of performance will not be maintainable without increasing salaries.

verb	smooth out	In order to smooth out the process of ordering supplies, we're going to use this new software to keep track of purchases and deliveries.
adverb	smoothly	The meeting went smoothly, and the contract was signed without any disagreements.
adjective	smooth	The vendor was so smooth on the phone that he had no difficulty in obtaining an appointment with the busy executive.

LIVEWORKSHEETS

WORD PRACTICE

LISTENING COMPREHENSION

CD1
Track 17

Part 1 Photo

Look at the picture and listen to the sentences. Choose the sentence that best describes the picture.



1. Ⓐ Ⓑ Ⓒ Ⓓ

Part 2 Question–Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. Ⓐ Ⓑ Ⓒ

3. Ⓐ Ⓑ Ⓒ

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best response.

4. What is the man looking for?
   (A) A diverse range of applicants.
   (B) A glassware merchant.
   (C) A pair of eyeglasses.
   (D) A warehouse.

5. How will he obtain more information about what he needs?
   (A) He'll write a letter.
   (B) He'll make a phone call.
   (C) The woman will tell him.
   (D) He'll visit a web site.

6. When does the woman want to speak to the man again?
   (A) Today.
   (B) Tuesday.
   (C) Next week.
   (D) On the weekend.

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

7. Who is listening to this talk?
   (A) Upper management at a stationery supplier.
   (B) Employees at a stationery supplier.
   (C) Upper management at Margatel.
   (D) Employees at Margatel.

8. What is the problem?
   (A) There was an order with a mistake.
   (B) The company lost a $50,000 client.
   (C) Employees got locked out of the office.
   (D) A worker slipped and fell.

9. When did Carla take the order?
   (A) January 14.
   (B) January 19.
   (C) January 21.
   (D) January 30.

LIVEWORKSHEETS

READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. Many customers find that product _____ is confusing and deceptive.
    (A) diversify (C) diversity
    (B) diverse (D) diversified

11. For the _____ designer, this job is full of rewards and opportunities.
    (A) enterprise (C) enterprising
    (B) enterpriser (D) enterpriseless

12. Your full participation is _____ to our timely completion of this project.
    (A) essence (C) essential
    (B) essences (D) essentially

13. We need to have a spare copier since the only one that is _____ is on its last leg.
    (A) functioned (C) functional
    (B) functions (D) function

14. In order to _____ our lead in the market, we'll have to find a cheaper source of industrial supplies.
    (A) maintainable (C) maintaining
    (B) maintain (D) maintainability

15. She _____ changed the topic of conversation, thus preventing a disagreement between her colleagues from turning into an argument.
    (A) smoothly (C) smooth
    (B) smooth out (D) smoothed

Part 6 Text Completion

Memo

To: All office staff
From: Luis Mendez, Office Manager
Re: Ordering office supplies

There has been a lot of confusion recently regarding the ordering of office supplies. In order to maintain a consistent stock of __16__ supplies, from now on all supply orders must go through me. There are forms in my office that you may use to order the supplies that you need. I can __17__ supplies for you within three days of receiving your order form if it is filled out properly. By following this procedure, the office will function more __18__, and we can be sure that we will always have quality supplies on hand when we need them. We will also avoid the problem of ordering supplies that we already have. Thank you for your cooperation.

16. (A) essence
    (B) essential
    (C) essentials
    (D) essentially

17. (A) obtaining
    (B) to obtain
    (C) obtains
    (D) obtain

18. (A) smooth
    (B) smoothly
    (C) smoother
    (D) smoothness

LIVEWORKSHEETS

Part 7 Reading Comprehension

Questions 19–23 refer to the following letter and memo.

April 12

Dear Business Owner,

The Supply Closet, Inc., is a new office supply store in your neighborhood. We opened last month right across the street from the post office. We are your local source for quality office supplies, including all office stationery, packing materials, folders, pens, note pads, and more. We provide you with the everyday items you need to keep your business functioning smoothly. In order to introduce ourselves to you, we are enclosing a coupon for 20 percent off your entire purchase during your first visit to the Supply Closet. Please visit us soon.

Sincerely yours,

Martha and Bill Heywood
Owners

Coupon expires June 30.

Memo

To: Gisela Freeman
From: James Riley
Re: New supply store

Please see the attached letter from the Supply Closet, Inc. I think we should try them out. I know we maintain an account with the Riverdale Supply Company, but I am not completely satisfied with them as a source for supplies. I would like to find a supplier with more diverse merchandise. I'd like you to visit the Supply Closet sometime this week and purchase some stationery. We need to do a big mailing at the beginning of May, so we'll need some manila envelopes and letter paper. You can use the coupon that came with the letter. Look at the items they have for sale and see how it compares with the Riverdale Supply Company. If it looks like they're a better source for supplies, we can start ordering from them regularly. Thank you.

19. When did the Supply Closet open?
    (A) March.
    (B) April.
    (C) May.
    (D) June.

20. What can a customer get during his first visit to the store?
    (A) A free pen.
    (B) An introduction.
    (C) A discount.
    (D) A stamp.

21. Why doesn't James Riley like the Riverdale Supply Company?
    (A) It's too near the post office.
    (B) It doesn't function smoothly.
    (C) It's far from the neighborhood.
    (D) It doesn't have a variety of merchandise.

22. The word *smoothly* in line 8 of the letter is closest in meaning to
    (A) easily
    (B) quickly
    (C) profitably
    (D) carefully

23. The word *maintain* in line 3 of the memo is closest in meaning to
    (A) open
    (B) pay
    (C) apply
    (D) keep

LIVEWORKSHEETS