

English for Commerce Units 4-6 Revision



Put the words in the correct order to make phrases:

1) give I'll your right him message

2) will I yes hold

3) busy line the is

4) you goodbye thank

5) a would to you message leave like ?

6) speak Tom Smith I to can ?

7) a just moment

8) you ask call him back me can to ?

9) him I get will call back to you

10) called will I him tell you

Put the appropriate phrases from the previous exercise into the dialogue:

R = receiver; C = caller

R: Smiths Ltd, good morning. Can I help you?

C: Good morning. This is Kate Brown. _____.

R: I'm sorry but Mr Smith is not in the office right now. _____.

C: Yes, please. Can you ask him to call me back?

R: _____. I think he will be back in a minute. Would you like to hold?

C: _____.

R: I'm sorry but unfortunately _____.

C: It's OK, thanks. In that case I will call back later.

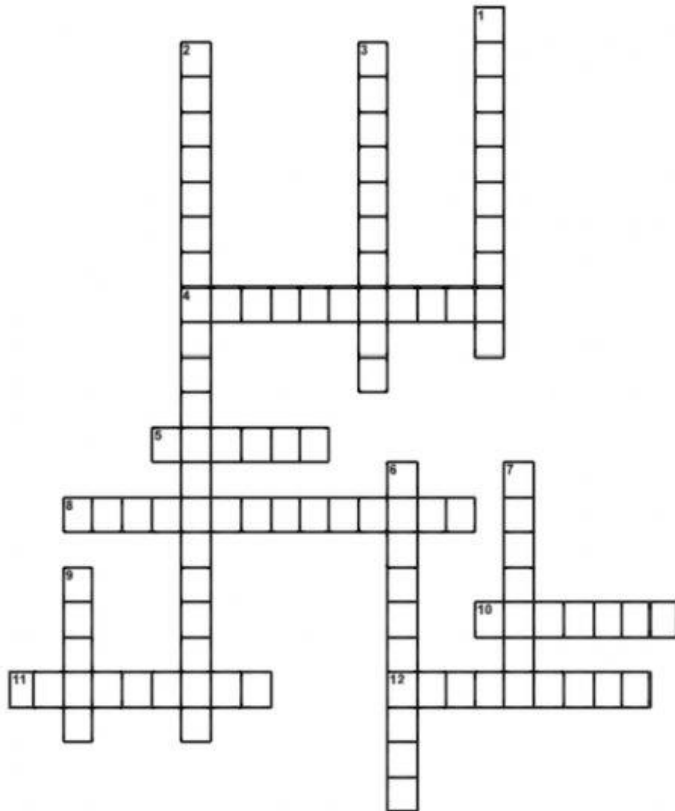
R: Thank you for calling.

C: _____.

Write an email following the tips:

14 listopada 2021 roku o godzinie 13.40 Maria Steward (m.steward@gmail.com) wysłała e-maila do jednego ze swoich klientów, Marka Paula (m.paul@gmail.com), aby podziękować mu za zamówienie z 30 października. W mailu Maria Steward załącza szczegóły warunków sprzedaży oraz prosi o potwierdzenie, czy wszystko się zgadza, zanim towar będzie wysłany.

The company



Poziomo:

4. the total amount of money that people or organizations spend during a period of time
5. the money that remains after paying costs
8. this department of a company looks after the company staff
10. a document showing how much you owe someone for goods or services
11. a meeting in which someone asks you questions to see if you are suitable for a job
12. name of a product that can't be used by any other company

Pionowo:

1. a small business owner who sells goods or services produced by a large company in exchange for some payment
2. it is formed by two or more owners who share the management and financial responsibility for the business
3. this department of a company buys all materials necessary for production
6. someone whose job is to keep and check financial accounts
7. this department of a company deals with the company's financial matters
9. sum of money that you have to pay

