

Business Problems & Solutions

eslflow.com



13. _____



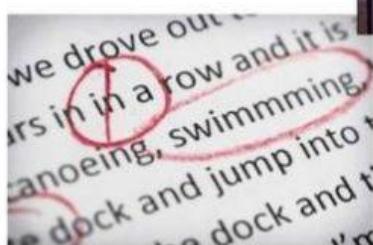
12. _____



11. _____



10. _____



9. _____

Match the vocabulary to the pictures.
Listen to the audioto check your answers.



1. _____



2. _____



3. _____



4. _____



6. _____



8. _____



7. _____



5. _____

Give solutions to the following problems.

- 1 What should you do if you forget an important meeting?
- 2 What should you do if you receive a damaged package?
- 3 What should you do if the service is too slow?
- 4 What should you do if you make a lot of mistakes in a report?
- 5 What should you do if everyone disagrees with you?