A. Vocabulary:

1. Complete sentences 1-7 with the words below.

customers	supplier	staff	consultant
colleague	employment agency	client	

1 If I have a lot of work, my _____ often helps me.

2 We always use the same _____ when we need new computers or printers.

3 The _____ say they have two people who are interested in the new sales job.

4 Our _____ buy from us because our prices are very good.

5 Over 200 members of _____ work in our New York office.

6 We use a Brazilian _____ to give us advice about the South American market.

7 I'm self-employed and am currently working for a _____ based in Paris.

2. A restaurant is researching new uniforms for its staff. Complete the report with the phrases below.

Finally	we recommend	We wanted
First	We did this by	showed
The purpose	Then we asked	the majority

_____ of our research was to find a company that creates original designs at a reasonable price. _____ to find a new uniform that was modern and attractive. _____ testing three different designs and then getting feedback from our customers and staff. _____ , we asked three different designers to produce a new uniform. _____ three of our staff to wear the uniforms for a week, and we asked customers what they thought of the designs. _____ , we asked the staff for their opinions. Our research _____ that the most popular uniform with customers and staff was from Fatima Fashion. However, _____ of customers found that the colours weren't right for our image. For this reason, _____ asking Fatima Fashion to provide two different colour designs.

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B. Reading: Read an email asking for help from another department then answer the following questions.

To:	James Forrester
Date:	6 November
Subject:	**Possible help with product design**

Dear James,

As you know, we have been working on the new perfume that we are launching in April and we are unsure about some of the packaging details. We have seen some of your creative work in the sales department and we think you have a very good eye for detail.

Do you have some time before close of business this Friday to sit down with us and talk through some of our designs? We would truly appreciate your advice on this. It shouldn't take longer than two hours of your time and we would be happy to clear it with Patricia, your department head, if necessary.

Best regards,

Sarah Ford

Head of Department
Product Design

Task 1: Circle the best answer.

1. What department does James work for?
a. Marketing
b. Product Design
c. Sales
d. Research and Development

2. Which department is working on the new perfume?
a. Marketing
b. Product Design
c. Sales
d. Research and Development

3. What is happening in April?
a. The company will introduce the new perfume to the public.
b. The product design department will finish their design of the new perfume.
c. The sales department will stop selling perfumes.
d. The marketing department will design advertisements for the new perfume.

4. What is Sarah requesting?
a. For James to design the perfume.
b. For James to have a meeting with the product design department to help them with the packaging of the perfume.

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c. For James to ask Patricia for permission to sell the perfume.
d. For James to move to the product design department.

5. Who is the head of the sales department?

a. James
b. Sarah
c. April
d. Patricia

6. When would Sarah like to sit down with James?

a. Today
b. Some time next week
c. Any time between today and the end of Friday
d. This weekend

Task 2: Write a number (1–6) to put the events in the order they are mentioned.

_____ James has a meeting with Sarah and her team.

_____ The product design department starts work on the design of the new perfume.

_____ Sarah asks Patricia for permission to use James.

_____ The product design department introduces the new perfume to the public.

_____ Sarah and her team finalise the details of the packaging for the new perfume.

_____ Sarah writes an email to James asking for help.

C: Listening: Listen to a team meeting about diversity and complete these following tasks. *You can listen 3 times.*

Task 1: Are the sentences true or false?.

	Answer	
1. The team has grown and become more diverse in the past year.	True	False
2. Everyone in the team respects and values everyone else.	True	False
3. They're going to create a workplace charter to encourage diversity, equality and inclusion.	True	False
4. They're going to involve the whole team when creating the charter.	True	False
5. They have already run some successful workshops this year.	True	False
6. Nina has already shared some positive research.	True	False

Task 2: Circle the best answer.

1. Stefano is going to …

a. talk to colleagues who feel isolated.
b. look for a trainer who specialises in running diversity workshops.
c. look for an unusual venue for the workshop and team-building event.

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2. Brenda is going to …

a. talk to people about their different opinions.
b. look for a trainer who specialises in running diversity workshops.
c. look for an unusual venue to run the workshop and team-building event.

3. Nina is going to …

a. write the workplace charter before the workshop.
b. also look for an unusual venue for the event.
c. research other organisations and their diversity.

D. Writing:

Write an email to introduce your company and express your appreciation of the opportunity to work with your partner.
The email should include:

- Your name
- Your position in the company
- Your company history/ products/ advantages, etc.
- Your appreciation of the opportunity to work with your partner

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