

# Working with words

## 1 Match 1–8 to a–h.

- 1 They'll be easy to work with – they certainly have b
- 2 She's quite shy, but sometimes she comes \_\_\_\_
- 3 As a financial adviser, I have to build \_\_\_\_
- 4 I thought he was arrogant, so I took \_\_\_\_
- 5 To attract younger customers, you'll have to project \_\_\_\_
- 6 If your office is clean and tidy, it creates \_\_\_\_
- 7 Your company needs to manage \_\_\_\_
- 8 I'm afraid that these faults might mean our customers start to form a bad \_\_\_\_

- a across as being a bit unfriendly.
- ~~b a reputation for good communication with clients.~~
- c an impression of efficiency and professionalism.
- d an instant dislike to him.
- e a more modern image.
- f a good relationship with clients so they trust me.
- g opinion of us.
- h its online profile more carefully.