

Working with words

Complete these sentences with verbs from the list. Change the form of the verb if necessary.

act comply share reduce take donate stay

- We've always _____ true to our principle of fairness to the customer and the supplier.
- Companies in the 21st century which don't _____ responsibly are likely to receive bad publicity.
- How about _____ more time to helping a charity?
- All our employees _____ an active part in our fund-raising activities.
- If we did more videoconferencing and less flying, we'd _____ the impact we have on the environment.
- Currently, this factory doesn't _____ with regulations on the disposal of waste water.
- All our subsidiaries _____ a strong commitment to supporting the local community.

Each headline refers to ethical or unethical behaviour. Choose the noun from the list which describes the action.

bribery generosity greed fairness discrimination

- Company agrees to pay workers from other countries an equal amount. _____
- CEO paid colleagues to take part in illegal financial activities. _____
- Woman to prosecute company for paying her less than male colleagues doing the same job. _____
- Business owner leaves fortune to charity. _____
- Shareholders take profits while workers receive no pay rise. _____

Decide if the word in each sentence is an adjective or noun and complete the word.

- We are not involved in the corrupt _____ scandal.
- Customers will ask questions about our credib _____ if we don't do something quickly.
- He says he isn't prejud _____ against older applicants, but he never employs anyone over 40.

- We want to be described as an ethic _____ business.
- Appearances can be deceitful _____ - he seems friendly, but be careful!

Business communication skills

Complete the conversations with phrases a-g. Write the letters in the spaces.

- a we'd be delighted to see you e You're welcome
b it would be a good idea to f That would
c That sounds really g That makes sense
d It's well worth a visit

- A We'd like to invite you to the theatre this evening.
B ¹⁸ _____ be great. What's on?
A It's a Russian theatre company performing *Hamlet*.
B ¹⁹ _____ interesting.
- A If you're free, ²⁰ _____ at dinner this evening.
B Sorry, but I'm meeting someone for drinks at six.
A Oh well. ²¹ _____ to come later if you change your mind.
- A While you are in Italy, ²² _____ visit our supplier in Salerno. It will save time and money later on.
B ²³ _____
A Ask them to show you round their factory. ²⁴ _____

Language at work

Choose the correct answer from the verb forms in *italics*.

- You can check the details with Amalie. She 's *coming* / *will come* in later this afternoon as arranged.
- One day, when I have enough money, I *start* / *'m going to start* my own business.
- A When are you back in the office?
B I'm not sure. I 'll *let* / *'m letting* you know before I leave.
- The flight from Jakarta *is going to land* / *lands* at 5 p.m. your time according to my e-ticket.
- We've booked places and we *stay* / *'re staying* at the Westin Hotel.
- Sorry about the late delivery. Let me call the warehouse to check and I 'm *calling* / *'ll call* you straight back.

Result _____ / 30 marks