

Name: _____ Date: _____

VOCABULARY-READING

1. Match the name of the DEPARTMENT with its DUTIES.

DEPARTMENTS

1. CUSTOMER SERVICES d
2. FINANCE _____
3. HR _____
4. IT _____
5. LOGISTICS _____
6. MARKETING _____
7. R&D _____
8. SALES _____

DUTIES:

- a) contacts employees and organizes the recruitment of new staff.
- b) deals with the deliveries.
- c) develops new products.
- d) helps customers with their questions and problems.
- e) is in charge of the accounts.
- f) is responsible for all the computers in all the offices.
- g) looks for new customers.
- h) promotes the products.

2. Complete the sentences with the correct adjective from the box.

ENERGETIC	FRIENDLY	IMAGINATIVE	FOCUSED
PRACTICAL	CAREFUL	PATIENT	EXPERIENCED

A doctor must be careful about the medicine he gives to patients.

I sometimes have problems to deal with, but I am very _____ and solve them all.

It is difficult to stay _____ on something for a long time.

When you start working you are not very _____.

In most jobs you have to think quickly and be very _____.

People at Customer service have to stay _____ with the customer.

People working in marketing have to be very _____ and have a lot of ideas.

It is very difficult to explain things over the phone, you have to be very _____.

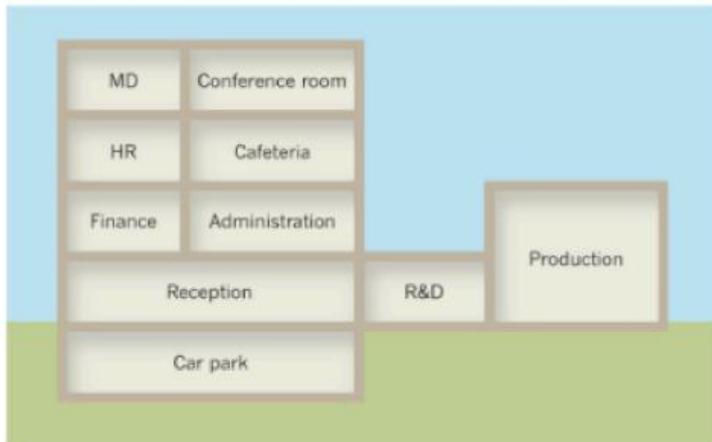
3. Select the NOUN that best fits each ADJECTIVE

1. friendly / low / up-to-date TECHNOLOGY
2. high / fast / bad PRICES
3. up-to-date / wide / high CHOICE OF PRODUCTS
4. slow / good / wide LOCATION
5. fast / expensive / good DELIVERY TIME
6. wide / bad / high QUALITY
7. modern / economy / low FACILITIES

GRAMMAR-WRITING

4. Look at the picture and complete the sentences with the correct PREPOSITION.

left / right / above / below / between / next to /



The car park is _____ Reception.

Production is on the _____ of Reception.

HR is _____ Finance, on the _____ of Cafeteria.

The MD's office is _____ the Conference Room.

R&D is _____ Reception and Production.

5. Complete the following exercise in the Present Continuous form.

1. We are working late _____ (work) late this week.
2. Peter _____ (sit) at his desk.
3. Jane _____ (not/work) this month.
4. What _____ they _____ (discuss)?
5. I _____ (not/work) working on this project.
6. How _____ you _____ (feel) today?
7. How many reports _____ you _____ (send) this week?
8. _____ Jane _____ (fill) in for Steve?
9. I _____ (do) a workshop all day today

6. Complete the sentences with the comparative of the adjective in the brackets.

1. A cheaper way to contact an online company is by email. (CHEAP)
2. My office is _____ than yours. (BIG)
3. We need a _____ policy. (GOOD)
4. The year 2020 was _____ than 2019 for our company. (BAD)
5. Our managing director is _____ than the Sales Manager. (YOUNG)
6. We have seven factories. The one in USA is _____ than one is in Palmeira. (IMPORTANT)
7. This year, their company was _____ than last year. (PROFITABLE)

8. My brochure is _____ than yours. (POPULAR)
9. We want to buy a _____ apartment. (WIDE)
10. This machine is _____ than the one in your factory. (EXPENSIVE)

LISTENING

7. Listen and complete the message.

MESSAGE FOR: Teresa Baum

FROM: _____

CALLING ABOUT: _____

PHONE NUMBER: _____

CALL BACK? YES / NO

URGENT? YES / NO

8. Listen and put the words from the box under the correct name.

FRIENDLY	ENERGETIC	WORKS IN PUBLISHING
GOOD AT EDITING WEBSITES	HAS QUALIFICATION IN IT	NO EXPERIENCE EDITING

MONICA	ROBERTO

9.