

Working with words

Complete these sentences with compound words from the list.

*additional leave annual leave core hours flexitime
full pay home-working overtime paternity leave
statutory pay unpaid leave*

- 1 Simon is away for two weeks on _____. His wife has just had twins.
- 2 Sorry, but we'll never finish the project on time unless we all do a couple of hours _____ every day this week.
- 3 I find my job much easier now I can work _____. I can start after I take the children to school and finish later.
- 4 The _____ are 10.00 a.m. until 4.00 p.m. – everyone has to be in the office during these hours.
- 5 My company is very generous, everyone has eight weeks' _____. It means I can go on longer trips with my family.
- 6 Many people find _____ very convenient, especially if they have to commute a long distance to the office.
- 7 I've used all my holiday this year, so I had to ask for some _____ for my sister's wedding next week. It means next month's pay cheque will be a bit smaller.
- 8 If you are off work because of illness, you get _____ which is usually less than your normal salary.
- 9 Employees don't receive _____ if they are off work because of illness. The amount they get depends on how long they are off for.
- 10 I had to ask my manager for two weeks' _____ on top of my normal holiday when I went to Australia.

Language at work

Complete the sentences using *to + infinitive* or the *-ing* form of the verbs in brackets.

- 11 Can you tell me who is responsible for _____ (write and check) contracts?
- 12 Does your new job involve _____ (travel) abroad a lot?
- 13 Do you intend _____ (continue) your studies after you complete this course?
- 14 I really don't enjoy _____ (work) overtime. I'd rather start work very early and leave early.
- 15 I think it's difficult _____ (say) no to your boss when he or she asks you to do overtime.
- 16 Alice decided _____ (become) a designer when she was 16. She's always been very creative.
- 17 Mark is very ambitious. He plans _____ (be) a CEO by the time he's 35.
- 18 I'm really looking forward to _____ (move) into the new office. It's much more spacious than this one.
- 19 I'm very pleased _____ (tell) you that you've passed the exam. You are now fully qualified.
- 20 Mina left the office early _____ (make) sure she didn't miss the train.

Business communication

Complete these questions with the missing word.

- 21 Could I have her _____ in case we need to contact her urgently?
- 22 Could you _____ her name for me, please? It has to be correct on the form.
- 23 Sorry, is that with one L or _____ L?
- 24 Do you _____ her email so we can send through her itinerary today?
- 25 _____'s her company's web address?

Match answers in 26–30 to questions in 21–25. Write the question number next to the response.

- 26 It's Carole, C-A-R-O-L-E Hutchinson, H-U-T-C-H-I-N-S-O-N ____
- 27 Yes, it's 0131 119876. ____
- 28 Yes, that's a good idea, it's carole.hutchinson@pttransport.co.uk. ____
- 29 It's www.pttransport.co.uk/marketing. ____
- 30 It's one L, C-A-R-O-L-E. ____

Result _____ / 30 marks

Unit 2 Speaking test

Role cards

Copy this page and cut out the role cards for the students. In this test there are two role-play situations and students should do both. Then use the Speaking test results forms to evaluate each student's performance. You can then cut out the results and give them to the students.

Role-play 1

Student A

A client, Roger Smythe, is coming to visit your company for the first time. You want to know more about this client, so you call an old colleague who knows the client well.

- Ask about work in general.
- Explain the reason for calling.
- Find out the client's number and email address.
- Check spelling and numbers. Ask for repetition.
- End the conversation.

Student B

You have just come back from holiday. An old colleague calls you. Make conversation and answer questions about a client.

- The client's number is 0044 576 847 22.
- The client's email is r_smythe@langleyhills.com.
- Clarify the information if asked.

Role-play 2

Student A

Your colleague calls you to ask for some information. Make conversation and answer your colleague's questions.

- The student's email is Ivonna_76@POLnet.pl.
- Clarify the information if asked.

cut along this line

Student B

A student called Ivonna Pajak is coming to do a work placement at your company. You don't have her contact details so you phone your colleague.

- Ask about work in general.
- Explain the reason for calling.
- Find out the student's email address.
- Check the address. Ask for repetition.
- End the conversation.

Unit 2 Speaking test results

Use these forms to evaluate the students.

cut along this line

Student A Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
explain the reason for calling			
ask for contact details			
check spelling and numbers			
ask for repetition			
clarify information			

Result _____ / 10 marks

cut along this line

Student B Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
explain the reason for calling			
ask for contact details			
check spelling and numbers			
ask for repetition			
clarify information			

Result _____ / 10 marks