

Working with words

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

care deliver expect loyal produce (x2) require satisfy serve

- In a recent survey we found that callers' levels of _____ with the call centre were below average.
- The _____ was rather slow at that new restaurant, but the food was good when it arrived.
- If a company does not provide good service, then customer _____ is likely to be low.
- I find mornings the most _____ part of the day. I always get the most done before lunch.
- With over 300 products in stock, we're sure you'll find something to meet your _____.
- We not only want to meet the _____ of our customers, but we also want to exceed them.
- I expect the television to be _____ on Tuesday. I hope I don't have to wait all day for it to come.
- Our customer _____ policy is there to provide a high-quality service.
- The company sells a wide range of _____, everything from computers to kitchen appliances.

Language at work

Confirm a meeting with a customer by email. Write each line of the email using the words below. (2 marks per sentence)

- write – confirm – our meeting – Friday 4th

- we – meet – 10 a.m. – my office

- your train – arrive – 9.15 – bus to our company – leave – from train station – 9.30

- please note – our head of sales – also – join – us

- look forward – see – you

Business communication

James calls Alison to arrange a meeting. Complete this conversation with the missing words.

- A Hi Alison, it's James from Top Line. I'm calling to
¹⁵ _____ our mid-year account review. Can we
¹⁶ _____ a date to meet sometime this month?
- B Hi, James. Yes, of course. ¹⁷ _____ about sometime this week?
- A Sorry, that's a bit too soon. Next week would be better.
- B OK. Does Wednesday 2nd ¹⁸ _____ you?
- A Sorry, I can't ¹⁹ _____ Wednesday, but I'm free on Thursday afternoon.
- B Yes, that ²⁰ _____ me ...

Later the same day, James calls Alison again. Complete this conversation with the missing words.

- B Hello, Alison speaking.
- A Hello, Alison. It's James again. It's ²¹ _____ our meeting next Thursday afternoon.
- B Oh yes. Is there a problem?
- A Well, I'm very sorry, but can we ²² _____ it forward to the morning?
- B Well, I'm quite busy on Thursday morning. Could we move it ²³ _____ to Friday morning?
- A That's fine. 10 o'clock is ²⁴ _____ for me.
- B Fine. ²⁵ _____ that's next Friday at 10 o'clock. I'll see you then.

Result _____ / 30 marks

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

----- cut along this line -----	
<p>Student A</p> <p>Call 1</p> <p>You need a venue for your company's annual Sales convention. Call a hotel in Dallas (Student B) and find out more information about:</p> <ul style="list-style-type: none"> • location (distance to stations, airports) • number of rooms • meeting rooms • relaxation facilities <p>When you have the information, arrange a meeting. Here are dates you can (✓) and can't (X) make:</p> <p>25th May (✓)</p> <p>26th May (morning) (✓)</p> <p>26th May (afternoon) (X)</p> <p>27th May (X)</p> <p>28th May (morning) (X)</p> <p>28th May (afternoon) (✓)</p>	<p>Student B</p> <p>Call 1</p> <p>You are in charge of a hotel in Dallas which often hosts conventions for businesses. Answer a call (from Student A). He/she will want some of this information about the venue.</p> <p>Location</p> <p>30 minutes from airport, shuttle bus every fifteen minutes, ten minutes from train station</p> <p>Number of rooms</p> <p>200</p> <p>Meeting rooms</p> <p>one main room with 300 seat capacity, 20 seminar rooms, and restaurant area</p> <p>Relaxation facilities</p> <p>pool, sauna, fitness gym, karaoke bar, and basement nightclub</p> <p>Afterwards, arrange a meeting. Here are dates you can (✓) and can't (X) make:</p> <p>25th May (X)</p> <p>26th May (morning) (X)</p> <p>26th May (afternoon) (✓)</p> <p>27th May (X)</p> <p>28th May (✓)</p>

Role-play 2

----- cut along this line -----	
<p>Student A</p> <p>Call 2</p> <p>You are in charge of a conference centre in Zurich. Answer a call (from Student B). He/she will want some of this information about the venue.</p> <p>Location</p> <p>twelve minutes from airport, shuttle bus every twenty minutes, fifteen minutes from train station</p> <p>Centre facilities</p> <p>main auditorium has seating for 1,500 delegates, 20 lecture rooms with capacity of 50–200 per room, bars, snack bar, two restaurants</p> <p>Audio-visual</p> <p>all lecture rooms fitted with projectors, audio, and flexible seating</p> <p>Afterwards, arrange a meeting. Here are dates you can (✓) and can't (X) make:</p> <p>1st March (X)</p> <p>2nd March (morning) (X)</p> <p>3rd March (afternoon) (✓)</p> <p>4th March (X)</p> <p>5th March (morning) (✓)</p>	<p>Student B</p> <p>Call 2</p> <p>You are looking for a suitable conference centre in Switzerland. Call a centre in Zurich (Student A) and find out more information about:</p> <ul style="list-style-type: none"> • location (distance to stations, airports) • size/rooms/refreshments • audio-visual facilities <p>When you have the information, arrange a meeting. Here are dates you can (✓) and can't (X) make:</p> <p>1st March (✓)</p> <p>2nd March (afternoon) (X)</p> <p>3rd March (afternoon) (✓)</p> <p>4th March (morning) (✓)</p> <p>5th March (✓)</p>

Unit 5 Speaking test

Unit 5 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)
introduce and explain the purpose of the call			
ask for all the information about the venue			
suggest different dates and times for a meeting			
make an appointment			
thank the speaker and say goodbye			

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)
introduce and explain the purpose of the call			
ask for all the information about the venue			
suggest different dates and times for a meeting			
make an appointment			
thank the speaker and say goodbye			

Result _____ / 10 marks

----- cut along this line -----