7 | Practice file

SURNAME NAME GROUP

Working with words

1 Complete 1–7 with the words from the list.

process home activities facility
growth location workers

1 If we outsource the administrative tasks, our European centres can focus on their core _____.
2 If the business _____ outsourcing goes ahead, all our filing, etc. will be done in China.
3 In the next few years, we plan to move many of our operations closer to _____.
4 R-IT is a new training _____ for students, focusing on all aspects of information technology.
5 Karnataka has 77 engineering colleges producing more than 29,000 graduates a year so there is a large group of skilled _____.
6 We are selling more and more of our products abroad, so our export _____ is rising steadily.
7 We decided to outsource software development to an offshore _____ rather than to one in our own country.

2 Rewrite the words in *italics* in 1–7 using the phrases from the list. Change the form if necessary.

take cost-cutting measures lead to job losses
improve the quality of life for
create new jobs streamline our operation
free up resources gain a competitive edge

1 Some politicians argue that BPO *results in a substantial reduction in employment* _____ at home.
2 Outsourcing has led to the building of new roads and housing in Bangalore and has subsequently *increased personal satisfaction in life experienced by* _____ many local people.
3 Our budget deficit has increased again this year so we need to *do something to make savings* _____ and reduce our office costs.
4 RGM's help desk outsourcing services have helped us to *make the way we work simpler and more efficient* _____.
5 We decided to outsource our back office work in order to *make money and personnel more available* _____ for our core activities.
6 Thirty new offices were opened in the area last year – this *generated 980 additional positions* _____ in the IT industry.
7 We want to *achieve an advantage* _____ over our competitors so we aim to increase production by 10%.

Business communication

1 Complete the extracts from a presentation about outsourcing with the phrases from the list.

due data have a move on looked at
notice on look at the facts has resulted in
leave a result turn our attention to

Recent [1] _____ shows that outsourcing of office cleaning, catering for the staff restaurant and the customer helpline [2] _____ financial benefits for the company.
Let's have a [3] _____ this slide. On the left you can see our expenditure five years ago …
I'd like to [4] _____ to give you some background about each sector we've outsourced. Firstly, cleaning.
[5] _____ to increasing personnel costs, outsourcing seemed to be our only option. You will [6] _____ this chart savings other companies achieved. We analysed these carefully and as [7] _____ decided to do the same.
OK, we've [8] _____ cleaning, so let's [9] _____ the staff restaurant.
After careful research, [10] _____ were clear: employing staff to run a restaurant was too expensive and not cost-effective.
[11] _____ look at these figures …
Finally, I'd like to [12] _____ you with some interesting statistics regarding the customer helpline …

2 Choose the correct prepositions in *italics*.

1 Due *for / to / from* the recent large increase …
2 A knock-on effect *of / to / on* this was …
3 This relates back *for / at / to* the point I made earlier.
4 To illustrate this, let's have a look *on / at / to* this chart.
5 This resulted *to / for / in* huge financial losses.
6 You will notice *on / to / by* this chart how big our market share has become.
7 Let's turn our attention *from / to / on* the drawbacks involved.
8 As a result *from / to / of* public criticism, we stopped our ad campaign.
9 Let's consider financing the project, which I referred *to / about / of* earlier.
10 To conclude, I'd like to leave you with some food *for / to / in* thought …

LIVEWORKSHEETS

GRAMMAR REFERENCE

The passive

Form

1 Verbs in sentences can either be active or passive. To make the passive, use the verb *be* in the appropriate tense and a past participle.

Tense	Active	Passive
Present simple	*We do the job.*	*The job is done.*
Present continuous	*We are doing the job.*	*The job is being done.*
Past simple	*We did the job.*	*The job was done.*
Past continuous	*We were doing the job.*	*The job was being done.*
Present perfect	*We have done the job.*	*The job has been done.*
Past perfect	*We had done the job.*	*The job had been done.*
Future and other modals	*We will do the job.*	*The job will be done.*
Infinitives	*We need to do the job.*	*The job needs to be done.*
-ing forms	*We object to someone doing the job.*	*We object to the job being done.*

2 Make questions and negatives in the same way as in active sentences.

***Was** the email **sent** to Mr Jordan?*

*The email **wasn't sent** this morning.*

Use

1 To change the focus of a sentence from who does something to what happens to something.

*My assistant **has prepared** the contract.* (The focus is on my assistant, the subject of the active sentence.)

*The contract **has been prepared**.* (The focus is on the contract and what has happened to it.)

2 To describe processes or how something is done.

*When the grapes **have been picked**, they are taken to the factory.*

3 When the person who does the action is unimportant, unknown or we want to avoid saying who it is.

*My secretary **has lost** the order form.*

*The order form **has been lost**.*

Use *by* after the passive verb to say who does the action.

*The decision **has been made** by the CEO.*

4 To talk about reputation and with phrases like *is said to be, is believed to be*. These phrases are used in news reports and make the information more impersonal.

*California is **said to be** warm and sunny.*

*The Prime Minister **is believed to be** in talks with …*

Language at work

1 Change the phrases in *italics* to the passive.

1 *Somebody has lost all my important files.*

_____

2 When I returned from holiday, I found that *somebody had broken into my flat.*

_____

3 My colleague is expecting *somebody to promote her.*

_____

4 I don't like *people telling me* what to do.

_____

5 *Somebody must have hacked into our computer system.*

_____

6 I feel that *somebody is not telling us* the whole story.

_____

7 *They are sending me* to Shanghai for three months.

_____

8 When I finally arrived at the conference, *someone was putting away the chairs.*

_____

9 *Somebody unveiled Microsoft's latest operating system* last month.

_____

10 After the Games, *they will close the Olympic Village.*

_____

2 Complete the article with the active or passive form of the verbs in brackets. Use these tenses for each paragraph A–D:

A present simple
B past simple
C present perfect
D *will* future

A A report today [1]_____ (accuse) leading stores of exploiting workers in Bangladesh: 'Workers in factories there [2]_____ (pay) low wages; the employers [3]_____ (not / recognize) unions, and workers [4]_____ (often / force) to work seven days a week.'

B The author of the report [5]_____ (visit) several factories: 'On one occasion, the owner [6]_____ (tell) in advance of our visit. That time, there [7]_____ (be) 30 workers in the factory and they [8]_____ (give) regular breaks. When we [9]_____ (make) a surprise visit a few days later, the same room [10]_____ (pack) with over 100 workers.'

C A spokesperson for one of the stores said: 'We [11]_____ (have) factories in Bangladesh for years and are proud of the real improvements in working conditions that [12]_____ (make). The factories [13]_____ (always / produce) high-quality goods, and customers in Europe [14]_____ (benefit) from low prices.

D The report says: 'We expect this issue [15]_____ (raise) in boardrooms over the next few weeks, and we [16]_____ (get) lots of promises. But we need more than this – so we [17]_____ (keep up) the pressure. We hope that something [18]_____ (finally / do).'

LIVEWORKSHEETS