10 At the office

Aims: Spelling | Describing actions and processes | Paraphrasing
Completing tables | Classification | Completing sentences/summaries

Part 1: Vocabulary



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1 In the IELTS Listening exam, it is important to know how to spell key words in the recordings. If you misspell a word in your answer, you will not get a mark.

Listen and underline the correct spelling of the words you hear (1–8).

1	reveniew	revenew	revenue
2	thrive	thraive	threive
3	comision	comission	commission
4	colaborate	collaborate	collaborrate
5	franchise	francise	franchaise
6	restructer	restructeur	restructure
7	ordit	awdit	audit
8	subsidury	subsidiary	subsidery

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Exam tip: When you record your answers, make sure your handwriting is clear. If it is not clear what word you have written, your answer will be marked incorrect.

2 **Match the words in Exercise 1 with their definitions a–h below.**

a to do well and be successful, healthy, or strong _____

b to change the way an organisation or system is organised, usually in order to make it work more effectively _____

c money that a company, organisation, or government receives from people _____

d to work together with a person or group, especially on a book or on some research _____

e a sum of money paid to a salesperson for every sale that he or she makes _____

f a company which is part of a larger and more important company _____

g an official examination of the accounts of a company by an accountant in order to make sure that they have been done correctly _____

h an authority that is given by an organisation to someone, allowing them to sell its goods or services or to take part in an activity which the organisation controls _____

3 **Verbs which describe actions and processes are common in the IELTS Listening exam, and many of them have synonyms, which means they can be tested in many of the question types.**

Match the verbs related to business 1–8 with their synonyms a–h.

1 optimise _____	a continue
2 facilitate _____	b choose
3 recruit _____	c allow
4 proceed _____	d settle
5 interact _____	e maximise
6 opt _____	f include
7 resolve _____	g cooperate
8 incorporate _____	h employ

4 **Complete the text with words from Exercises 2 and 3, making sure the word form is grammatically correct. More than one answer may be possible.**

So on today's programme, Business Matters, I'm talking about ways in which you can impress your boss and hopefully get that elusive promotion. Well, obvious as it may sound, demonstrating leadership skills and the ability to work in a team and are two of the main ways to get yourself noticed. Your manager will be impressed if you can (1) _____ with others on projects, especially if this (2) _____ the company's profits or (3) _____. If you make sure your manager is aware of your strong points and the effort you have put into helping the company, you may be first in line for a promotion when your bosses decide to (4) _____ a department or the company. Another skill you should try to demonstrate to your boss is that of being able to (5) _____ problems or difficult situations. Many people naturally shy away from problems. If you can tackle them head-on, you make yourself valuable to your manager.

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5 What is the difference between the pairs of words/phrases 1–6? Use a dictionary if necessary.

1 takeover, merger
2 turnover, profit
3 gross profit, net profit
4 copyright, trademark
5 marketing, advertising
6 go bankrupt, make someone redundant

6 The words 1–8 are all people who have some connection with business. Match the words with the definitions a–h.

1 stakeholder ___	a a person who is responsible for running part of or the whole of a business organisation
2 entrepreneur ___	b the person who got an institution, organisation, or building started or caused it to be built, often by providing the necessary money
3 founder ___	c a person who helps another person in their work
4 auditor ___	d the person or organisation that you work for
5 employer ___	e a person who has an interest in a company's or organisation's affairs
6 employee ___	f an accountant who officially examines the accounts of organisations
7 manager ___	g a person who sets up businesses and business deals
8 assistant ___	h a person who is paid to work for an organisation or for another person

7 Complete the sentences 1–6 with the correct form of the words 1–8 in Exercise 6.

1 Many _____ set up Internet businesses in the 1990s.
2 The _____ of Microsoft are Bill Gates and Paul Allen. They started the company in 1975.
3 The company has recently expanded and hired more _____.
4 Last week the _____ came to look at the financial records of the company.
5 In large organisations, people normally have their appraisal with their line _____ and a representative from Human Resources.
6 To set up a meeting with the director, please contact her _____ via email.

8 Match the verbs 1–8 with the nouns a–h to make common collocations to do with business.

1 restructure ___	a a contract
2 raise ___	b a team
3 file ___	c a department
4 minute ___	d a document
5 sign ___	e a meeting
6 send ___	f a point
7 close ___	g an email
8 lead ___	h a deal

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LIVEWORKSHEETS

9 **Complete the conversation with the correct form of the collocations in Exercise 8.**

Bob: Hi Sally, how are you?

Sally: Fine thanks, Bob. And you?

Bob: Fine. But I'm just a bit nervous today. I have to (1) _____ for an order worth hundreds of thousands. If I can get them to agree in general, all I'll have to do is work out a few details, and then we should be (2) _____ next week!

Sally: Oh, I'm sure you'll be fine. Just be your usual charming, persuasive self!

Bob: I'll try! As long as they don't (3) _____ which I haven't thought about.

Sally: I'm sure they won't. You should (4) _____ them _____ outlining all the points of the meeting before you arrive, just so there are no surprises. Oh, and make sure someone (5) _____ so that you have a clear record of everything that was discussed. And good luck!

Bob: Thanks!

Part 2: Practice exercises

1 **In Unit 6 we looked at paraphrasing by substituting synonyms and changing word forms. In this unit we will look at paraphrasing positive and negative sentences:**

Look at the following examples:

- Changing the verb from affirmative to negative or negative to affirmative:
  The meeting ***was difficult****.* → *The meeting* ***wasn't easy****.*
- *both ... and, neither ... nor*
  Both *Human Resources* ***and*** *the Finance Department* ***were unaffected*** *when the company was taken over.* → **Neither** Human Resources **nor** the Finance Department **were affected** *when the company was taken over.*
- *more than/less than*
  Bob earns ***more money than*** *Paul.* → *Paul earns* ***less money than*** *Bob.*

Paraphrase the sentences 1–5, but be careful not to change the meaning. Use the words in brackets to help you.

Example: The new software is more time-consuming than the old software. (time-efficient)
The new software is less time-efficient than the old software.

1 Working in a bank is less interesting than working in a hotel. (more interesting)

_____

2 Neither managers nor staff in the catering industry earn high salaries. (both / low)

_____

3 Most of the company's employees have little experience in IT. (only a few)

_____

4 The staff kitchen is usually dirty. (often / clean)

_____

5 The meeting was managed badly. (wasn't / well)

_____

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2 **Another way to paraphrase information is to change the order of the words in a sentence. This can be done in various ways. Look at the following examples:**

The company pays commission to its sales staff. → The sales staff are paid commission by the company.

Most people want to gain promotion at work so they can progress in their careers. → In order to progress in their careers, most people want to gain promotion.

Managing a team can be a rewarding experience. → Managing a team can be an experience which is rewarding.

Paraphrase the sentences 1–4.

1 An outside accounting company audits their finances.

_____ are audited _____.

2 Although the travel industry sounds glamorous, it involves working long hours.

_____ although it _____.

3 Designing modern office buildings is a challenging task.

Designing _____ which is _____.

4 The managers warned their employees about impending job losses.

Employees _____ by their managers.

Exam information: Table completion (3)

Tables often have headings which identify the information categories needed in the answers.

3 **In table-completion questions, accuracy is very important; your answers are likely to be marked incorrect if you write a singular noun instead of a plural noun, or an adverb instead of an adjective.**

Look at the tables and decide which of the options, a or b, are more likely to complete 1–6 correctly.

1 Company name	2 Product	3 Suitable for
a The Youthful Travel Company b The Youthfully Travel Company	a an adventure holiday b adventure holidays	a young people b young person

4 Department name	5 Main work	6 Location
a Finance b Financial	a responsible for company accounts b responsibly for company accounts	a in a city centre b in the city centre

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4 18 CD2 You are going to hear someone talking about a department restructure and the other changes in the company. Listen and complete the questions 1–3 in the table. Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

Sales Team	Human Resources Team	Product Development Team	IT Support Team
Gary Wilson	Linda French	Zoe Green	Ian Smith
• Increase business with existing clients • Find new clients	• Recruit 20 new sales staff • Appoint an internal **1** _____ to the manager of each team	• Research competitor products • Create 2 new product **2** _____ this year	• Ensure all clients receive follow up calls • Improve package for **3** _____

Exam information: Summary completion (3)

Summaries are shortened versions of information. They usually focus on key points and less on details.

Exam tip: In summary-completion questions, it can be difficult to listen and read the text at the same time. Remember that the summary will contain key points or main ideas rather than details, and that synonyms will often be used. This means that words and phrases in the summary text *and* on the recording are likely to be synonyms. Before you listen, it is a good idea to underline the words you think may be replaced by synonyms to prepare for the recording. As you listen, focus on the synonyms and the words between them which are likely to be the answers.

5 **Look at the words and phrases a–g in italics in the summary below and think of as many synonyms for them, words and/or phrases, as you can.**

Fire evacuation summary

If the fire alarm (a) *is activated*, all staff should (b) *make their way to* the main stairs unless it sounds at 11.00 a.m. on a Tuesday, in which case it is (1) _____. Do not waste time by picking up any bags or (2) _____. (c) *Once outside* the building, staff should follow the (3) _____, who will (d) *direct them to* the waiting area at the back of the building. Each department has an appointed fire safety officer (e) *who is responsible for* checking all their staff have (f) *left* the office. This person must then report any (4) _____ to the fire safety manager. The fire safety manager will notify people when it is (g) *safe to return.*

Exam tip: You need to listen and read the text at the same time in the IELTS Listening exam. Before you listen, it is a good idea to underline the words you think may be paraphrased. This will help prepare you to listen more efficiently.

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6 Listen and complete the summary.

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Fire evacuation summary

If the fire alarm is activated, all staff should exit the building using the main stairs unless it sounds at 11.00 a.m. on a Tuesday, in which case it is (1) _____. Do not waste time by picking up any bags or (2) _____. Once outside the building, staff should follow the (3) _____, who will direct them to the waiting area at the back of the building. Each department has an appointed fire safety officer who is responsible for checking all their staff have left the office. This person must then report any (4) _____ to the fire safety manager. The fire safety manager will notify people when it is safe to return.

Exam information: Classification (3)

Classification questions always have two sets of information: the classification groups, and the items to be classified.

Exam tip: Rephrasing the categories in the classification box and the numbered list to make a question can be useful. When you turn classification information into a direct question, it can help you focus on the key points in the recording.

7 **Look at the question below.**

Who in the office is responsible for the tasks in 1–4?

a Sarah	**1** Orders all stationery _____
b Brian	**2** Makes reservations for meeting rooms _____
c Helen	**3** Sends weekly email updates to all staff _____
	4 Liaises with the cleaning staff _____

Now look at the question based on the information in a, b and c, and number 1.

Example: Which person, Sarah, Brian or Helen, orders all the stationery in the office?

Make similar questions for 2–4.

8 **You are going to hear a marketing manager talking to his staff. Use the question-making technique you learned in Exercise 7 and prepare to listen to the recording.**

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Now listen and answer questions 1–4.

Which advertising methods will the company be using for its different products?

a Newspapers	**1** Children's toys _____
b Television	**2** Baby clothes _____
c Internet	**3** Maternity clothes _____
	4 Baby food _____

LIVEWORKSHEETS

Part 3: Exam practice

SECTION 2
QUESTIONS 1–3

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Complete the table below. **WRITE NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

Overview of Benchmark Consulting

2000	Founded by James Cox	First office in Melbourne	Established new **1** _____
2006	Fred Montgomery	Opened the Perth office	Increased revenue to **2** _____
2008	Sold to TFB Group Ltd for $10 million	Created new **3** _____ in Sydney	Contract with Australian government

QUESTIONS 4–6

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In which city **A–C** are the company's functions in 4–6 located?

A Sydney
B Perth
C Melbourne

4 Marketing _____

5 Staff training _____

6 Administration _____

QUESTIONS 7–10

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Complete the summary below. **WRITE NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

Benchmark Consulting – company vision for the future

Over the next five years, Benchmark Consulting will create two **7** _____ companies in order to increase business with European and Asian organisations. In all departments, more **8** _____ will be recruited over the next year, and to ensure Benchmark Consulting is a good choice for potential employees, salaries for staff will be raised by **9** _____. Staff who will have to move to a different city following the restructure will receive a **10** _____ to assist with expenses.

LIVEWORKSHEETS