



Business Communication unit 7

Instruction: Complete the extracts from a presentation about **outsourcing and costs** using the phrases from the list.

Phrases

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

Presentation

Recent internal research, 1 _____ customer service outsourcing, shows that relocating our call centre overseas

2 _____ significant savings for the company.

Let's 3 _____ the figures on this slide.

As you can see, operating costs have fallen by nearly 20%.

I'd now like to 4 _____ you some background on our decision-making process.

5 _____ rising labour costs locally, outsourcing became a realistic option.

If you 6 _____ the data carefully, you'll see that customer satisfaction has remained stable.

We analysed several alternatives and finally 7 _____ outsourcing part of our operations.

OK, we've 8 _____ production costs — now let's discuss quality control.