

Vocabulary

★ 1 Choose the correct words to complete the texts.

I'm a Sales Manager. I have a team of ten people. We always ¹have / make a meeting on Monday morning. The sales team usually ²do / go to meetings with their customers on Tuesdays, Wednesdays and Thursdays. Everyone works in the office on Fridays. We ³write / call customers by phone, process orders and ⁴do / go to research about the competition. I sometimes ⁵start / analyse sales data and ⁶call / write reports for my manager.

I'm an Office Assistant. I usually ⁷have / answer the phone, and I sometimes ⁸do / make calls. I call hotels and restaurants and plan business travel for the sales team. I never ⁹travel / process for work because my job is here, in the office. I sometimes ¹⁰go to / write meetings. I ¹¹travel / start work at 8.30 a.m. in the morning and ¹²finish / call work at 5.30 p.m.

★ 2 Complete the dialogue with the words in the box.

available book calculate fine
have how about meet send out

- A: We need to ¹_____ a budget meeting.
B: Are you ²_____ on Friday?
A: Yes. ³_____ Friday afternoon?
B: Friday afternoon is good. Shall we ⁴_____ in your office?
A: Yes, that's ⁵_____.
B: I need to ⁶_____ the production costs before the meeting.
A: OK. And I need to ⁷_____ the agenda and ⁸_____ a meeting room.

Grammar

★ 3 Put the words in the correct order to make sentences.

- always / He / starts / at / work / o'clock / eight / .

- work / for / I / other / often / travel to / countries / .

- Fridays / We / on / usually / meetings / have / .

- with me / They / work / sometimes / on projects / .

- excellent, / Her / is / English / she / but / studies / never / !

- meetings / We / go / often / to / customers / with / .

★ 4 Complete the sentences with the correct form of the verb.

- Jon _____ (be) a Sales Assistant.
- I _____ (not be) a Finance Officer.
- They _____ (not finish) work before seven o'clock.
- Jo and I _____ (work) in an office.
- We _____ (start) work at nine o'clock.
- I _____ (travel) for work a lot.
- Hal _____ (not be) a Sales Manager.
- They _____ (be) Admin Assistants.

★ 5A Choose the correct word to complete the sentences.

- What *are* / *do* their working hours?
- How long *is* / *does* your lunch break?
- How *are* / *do* you get to work?
- Is* / *Does* there a canteen?
- Are* / *Do* you go to the gym?
- Is* / *Does* your work space have a window?

B Write questions.

- Where / their office / ?

- Why / Helena need a computer / ?

- Who / book meeting rooms / ?

- When / your meetings / ?

- Who / manage the sales team / ?

- How / he get to work / ?

Functional language

★ 6 Complete the dialogues with the phrases (a-f).

- He analyses sales data
- This is Josh from Boston
- Nice to meet you, too
- and work with the local sales teams
- I work in IT
- What do you do

- A: ¹_____ ?
B: I'm a Project Manager. I visit the markets ²_____.
A: Which department do you work in?
B: ³_____.
A: ⁴_____. He's a Sales Rep.
B: Nice to meet you.
A: ⁵_____.
A: Do you know Leo? He's in sales. ⁶_____.
B: Nice to meet you, Leo.

Vocabulary

★ 1 Choose the correct word to complete the sentences.

- The transport company don't make *deliveries* / *orders* / *suppliers* on Sundays.
- Customers can *deliver* / *order* / *supply* their food on our website or app.
- Our company *deliveries* / *order* / *supplies* printers and other office equipment.
- They *delivered* / *ordered* / *supplied* the products to our warehouse yesterday.
- We work with hundreds of *delivers* / *orders* / *suppliers* in twenty-five different countries.
- The supermarket placed a big *delivery* / *order* / *supply* for fresh bananas.

★ 2A Put the words in the correct order to make questions.

- can / help / you / How / I / ?

- office desks / I'd / order / like to / some / .

- product reference number / have / you / the / Do / ?

- small boxes / do / How / need / you / many / ?

- are / much / large boxes / How / the / ?

- delivery / much / cost / does / How / ?

- deliver / morning / you / by Monday / Can / ?

B Match the questions (1-7) in Exercise 2A with the responses (a-g).

- | | |
|---|-------|
| a One euro each, or ten for €8.50. | _____ |
| b I'd like to order 5,000, please. | _____ |
| c Yes, I have it here. It's JX12045GE. | _____ |
| d I'd like to order some of your boxes. | _____ |
| e I'm very sorry, we can't deliver until Tuesday. | _____ |
| f It's free of charge for orders over €100.00. | _____ |
| g Yes, of course. How many would you like? | _____ |

Grammar

★ 3 Complete the sentences with *much* or *many*.

- We don't have _____ orders today.
- How _____ time do we have for the meeting?
- Do you have _____ work this week?
- How _____ does this smartphone cost?
- Do you have _____ customers in this country?
- How _____ people are in the office today?
- We don't get _____ deliveries at the weekend.
- The store doesn't have _____ fresh food on Friday.

★ 4 Choose the correct option.

- We are expecting _____ deliveries this morning.
a a b any c some
- She has _____ of meetings this week.
a a lot b any c some
- We don't have _____ suppliers in that country.
a a b any c some
- I have _____ important work to finish.
a a b any c some
- He doesn't have _____ time to visit the client today.
a any b a lot c some
- They sell _____ of food to the European market.
a a lot b any c some

★ 5 Complete the sentences with the correct form of *there is/there are*.

- _____ any paper in the photocopier?
- _____ a lot of people in the canteen.
- _____ any coffee. Can you buy some?
- _____ any cold water in the fridge?
- _____ many deliveries today.
- _____ a problem in the warehouse.
- _____ any refunds on orders?
- _____ much time to prepare the order.

Functional language

★ 6A Complete the sentences for making agreements about a service.

- How _____ offices are _____ ? _____
- How _____ days _____ you need a cleaner? _____
- What _____ you want the designer to do? _____
- How _____ time does the engineer need? _____
- What time _____ you want the consultant to come? _____
- How _____ is that? _____
- _____ the price include VAT? _____
- _____ a place for the equipment? _____
- When _____ the caterers start? _____

B Who asks questions 1-9 in Exercise 6A, the *Service Representative* (S) or the *Client* (C)? Write S or C for each question.

Vocabulary

★ 1 Choose the correct words to complete the timeline.

- 1975 Teenage brothers Jun and Kenji Yamada ¹move / expand from Osaka to San Francisco with their parents.
- 1982 Aged 20 and 22, they ²hire / start a tea company and ³hire / produce Japanese tea for local restaurants.
- 1984 They ⁴open / move a tea house called Yamada Tea.
- 1988 Jun leaves the business and ⁵moves / creates a different company.
- 1990 Yamada Tea opens more shops and ⁶hires / produces more employees.
- 1994 Yamada Tea ⁷expands / starts its market to Canada.
- 1998 Kenji ⁸opens / launches a new brand: Yamada Coffee.

★ 2 Complete the email with the phrases (a-d).

- a please do the following
- b We appreciate your cooperation
- c To all staff
- d Best wishes

ES <

New canteen cards

1 _____
Next week, the new canteen opens. In preparation for this,

- 2 _____
- Get your new canteen card from Martin (Admin Assistant).
 - Use the machine outside the canteen to add money to the card.
 - From next Monday, pay in the canteen with your card.

3 _____ Have a great weekend!

4 _____

Leon Dupuy
Office Manager

Grammar

★ 3 Complete the questions with the correct form of the verbs.

- A: When ¹_____ the company ²_____?
- B: It expanded in 2009.
- A: When ³_____ they ⁴_____ to Brazil?
- B: They moved in 2018.
- A: Who ⁵_____ the company?
- B: The Zheng sisters started it.
- A: What ⁶_____ Joe ⁷_____ in 2015?
- B: He created a different company.
- A: ⁸_____ you ⁹_____ new employees?
- B: No, I didn't hire new employees.
- A: ¹⁰_____ they ¹¹_____ new products often?
- B: Yes, they launched new products every month.

★ 4A Complete the sentences with the Past Simple form of the verb in brackets.

- 1 Pierre _____ (work) in Germany last year.
- 2 I _____ (hire) two employees last month.
- 3 We _____ (stay) near the factory.
- 4 They _____ (study) in the USA in 2016.
- 5 You _____ (develop) new products in your last job.
- 6 The factory _____ (produce) cars and trucks from 2010 to 2018.

B Complete the sentences with the Past Simple form of the verbs in the box.

build grow have not be not hit not win

- 1 They _____ their customer base from ten to twenty corporate customers.
- 2 We _____ strong relationships with important clients.
- 3 There _____ a complaint about the service.
- 4 Some customers _____ problems with the website.
- 5 We _____ any new business in Canada.
- 6 You _____ your target of \$10,000.

Functional language

★ 5 Choose the best response to each question (a-c).

- 1 How did it go generally?
 - a We changed to a different factory.
 - b Not very well.
 - c Improve our design.
- 2 What went well in particular?
 - a We met each deadline.
 - b It was OK.
 - c We had a problem with quality.
- 3 What didn't go well?
 - a It went well.
 - b The teamwork was good.
 - c We had a problem with quality.
- 4 What did you do?
 - a We changed to a different designer.
 - b The budget was good.
 - c We need to improve our design.
- 5 What was the problem?
 - a We had serious problems.
 - b We grew the business.
 - c We didn't meet the deadline.
- 6 What do we need to change?
 - a We changed to a different material.
 - b I think we need to improve our teamwork.
 - c We didn't explain the change.

Vocabulary

★ 1 Choose the correct word to complete the sentences.

- When I travel for work, I usually *book / stay at / go by* a flight online.
- The team *stay at / go by / rent* a hotel near the office.
- My boss rarely *rents / stays at / goes by* coach when she travels for work.
- I sometimes *go by / rent / stay at* a car at the airport.
- Our clients usually *book / stay at / go by* an apartment before they travel.
- You always *stay at / go by / rent* plane when you travel.

★ 2 Complete the sentences with the words in brackets.

- Her train was _____, so she _____ in Paris four hours _____. (arrived / cancelled / late)
- My coach _____ from Zurich. I _____ at Basel, but that coach was _____ by thirty minutes. (changed / delayed / departed)
- Their train to the airport arrived at _____ four. They checked in, went through _____, and went to _____ seventeen for their flight. (gate / platform / security)
- The fast train was _____, so we took the slow train. It _____ at every station, so we _____ about an hour late. (arrived / cancelled / stopped)

Grammar

★ 3 Complete the conversations with *be* and the correct form of the verbs in the boxes.

fly meet stay

A: When ¹ _____ you _____ to Beijing?

B: Next week.

A: ² _____ you _____ customers there?

B: Yes, I ³ _____.

A: Where ⁴ _____ you _____?

B: In a hotel.

get go meet visit

A: ⁵ _____ David _____ Stella at the airport?

B: Yes, he ⁶ _____.

A: How ⁷ _____ Stella _____ to the hotel?

B: She and David ⁸ _____ by bus.

A: ⁹ _____ she _____ the factory on Tuesday?

B: Yes, she ¹⁰ _____.

★ 4 Write questions and sentences giving updates.

A: What / you work on right now?

1 What are you working on right now?

A: Is everything OK?

B: Everything / go well here.

2 _____

A: How is work?

B: It / not go well today.

3 _____

A: Gerard / write report?

4 _____

B: No / not be.

5 _____

A: They / give presentation?

6 _____

B: Yes / be.

7 _____

A: What / Lisa do at the moment?

8 _____

B: She / prepare the price list.

9 _____

Functional language

★ 5 Match the sentences with the best responses (a-d).

1 Good morning! Are you ready?

a Hang up. I'll call you back.

2 Sorry, the connection isn't very good.

b Yes, I said I'm adding Bill to the call.

3 I'm sharing my screen.

c Yes, I'm here.

4 Can you repeat that, please?

d Yes, I can see it.

5 Can you see me?

a OK, great.

6 You're breaking up.

b Yes, no problem.

7 I'm adding Jo to the call.

c Try turning off your video.

8 My internet connection is slow. The screen is frozen.

d Then let's have an audio call.

9 Are you there?

a My camera isn't working.

10 I can't hear you.

b OK, I did that. Can you hear me now?

11 Sorry, I can't see you.

c Oh, sorry. I was on mute!

12 Try unmuting your microphone.

d Yes, I'm here.

Vocabulary

- ★ 1 Complete the sentences with the words in the box. There are **two** extra words you do not need.

attend badge brochures exhibition exhibitors
launch meet provide show stand

- 1 We go to this trade _____ every year.
- 2 We're having the same exhibition _____ this year.
- 3 _____ come from hundreds of countries.
- 4 We're designing new _____ to give to visitors.
- 5 Remember to wear your _____ at all times in the conference centre.
- 6 We often _____ conferences in Europe for work.
- 7 The _____ centre was an old train station in the city centre.
- 8 They want to _____ their new electric car at the motor show in Frankfurt.

- ★ 2 Choose the correct option to complete the phone conversation.

- A: Good morning, Finlay Engineering. ¹What / How can I help you?
- B: Hello this is Georgios Papadakis at Doyle's Conference Centre. It's ²about / for next week's conference. Can I speak to Mr Finlay?
- A: ³I / I'm sorry, he's not available right now. Can I ⁴give / take a message?
- B: Yes, please. Can you tell him Georgios Papadakis ⁵phoned / phoning?
- A: Certainly. Could you ⁶have / spell your surname for me, please?
- B: Yes, it's P-A-P-A-D-A-K-I-S.
- A: And can I ⁷have / say your phone number?
- B: Yes, it's 690276335.
- A: Sorry, could you ⁸say / tell that again, please?
- B: Sure, it's 690276335.
- A: Thank you. ⁹I'll / I give him your message.

Grammar

- ★ 3 Choose the correct option.

- 1 We _____ to have a stand in the main hall this year.
a 's going b isn't going c 're going
- 2 They _____ stay in the conference hotel.
a isn't going b aren't going to c 're going
- 3 When _____ set up the exhibition stand?
a 's going b are you going to c are you going
- 4 She _____ to send you more brochures soon.
a 's going b going c 're going to
- 5 I _____ attend the trade fair this year. I'm very busy.
a 's going b aren't going to c 'm not going to
- 6 How many people _____ attend the exhibition?
a is going to b going to c are going to

- ★ 4 Use **would like** to make these sentences and questions more formal.

- 1 I want to speak to the manager.

- 2 He wants to join us for the meeting.

- 3 We want to order more computers.

- 4 A: Do you want to join us at the restaurant?
B: Yes, I want to.

- 5 What time do you want to have lunch?

- 6 A: When do you want to see the factory?
B: I want to see it this afternoon.

Functional language

- ★ 5 Put the word in brackets in the correct position to complete the phrases for socialising with clients.

- 1 What do you think the conference? (of)

- 2 Do you your hotel? (like)

- 3 Did you the meal? (enjoy)

- 4 I think are some very good new products. (there)

- 5 The meeting was interesting. (very)

- 6 I like some of the stands. (exhibitors')

- 7 The hotel is beautiful and near the town centre. (it's)

- 8 Yes, but it near our office. (isn't)

- 9 You're but it's a very popular product. (right,)

- 10 Did you the local music show? (see)

- 11 I want to visit the old city. I it's beautiful. (hear)

- 12 When you arrive? (did)

Vocabulary

1 Choose the correct word to complete the sentences.

- Many people are buying *electric* / *energy* cars and motorbikes these days.
- There is a problem with air *environment* / *pollution* in our cities today.
- Our office has bins to *use* / *recycle* glass and paper.
- I think *electric* / *technology*, like smartphones, makes our lives easier.
- About 22 percent of our country's *energy* / *plastic* comes from natural gas.
- This *machine* / *energy* can work faster than ten people.
- We all use a lot of *technology* / *plastic*. It is a problem for our seas and oceans.
- If we want to protect the *environment* / *pollution*, we need to make many changes.

2 Choose the correct words to complete the dialogue.

- A: Good morning, Customer Services. Ernesto ¹*speaking* / *talking*. How can I help you?
- B: There's a problem ²*with* / *in* the printer you delivered yesterday. It's not working.
- A: I'm sorry to ³*hear* / *know* that. We'll send a technician.
- B: ⁴*When* / *How* will the technician get here?
- A: On Thursday, but it ⁵*can* / *might* be in the afternoon. They're very busy.
- B: We ⁶*can't* / *might not* wait until Thursday.
- A: I'm sorry ⁷*about* / *for* that but they're very busy.
- B: We need it as soon as ⁸*urgent* / *possible*! Can someone come tomorrow morning, please?
- A: I understand. I'll ⁹*talk* / *say* to my manager. Someone might come in the morning.
- B: Thank you ¹⁰*for* / *with* your help.
- A: You're very ¹¹*sorry* / *welcome*. Goodbye.

Grammar

3 Choose the correct words to complete the sentences. Which verbs are active? Which are passive?

- We *buy* / *are bought* all our tea from farms in China.
- Factory workers *are paid* / *pay* a fair wage.
- Most of them *work* / *are worked* eight hours a day, five days a week.
- The manager *visits* / *is visited* the suppliers every year.
- Our tea *sells* / *is sold* by specialist shops and online retailers.
- These swimsuits *are made* / *make* from recycled plastic.
- No chemicals *are used* / *use* in the production process.

4 Put the word in brackets in the correct position in the sentences. Do you agree with the speculations about the future?

- There be any cash in the future. (might not)
- I think everyone use their mobiles to pay for things. (will)
- The weather get hotter in the next few years. (might)
- Children go to school. They will study by computer at home. (won't)
- I don't think there be many shops. We will order everything online. (will)
- There be many jobs in offices. Robots will do our work. (won't)
- I be in the same job two years from now. (might not)

Functional language

5 Put the phrases in order to make statements and questions about orders.

- to order / I'd / cotton shirts / 12,000 / like / .
- many / do you / How / order / white shirts / want to / ?
- price now / we talk / Can / about / ?
- a shirt / How / two dollars / about / ?
- you give / Can / a lower price / us / ?
- there / a large order / a discount / Is / for / ?
- pay / bank transfer / by / We'll / .
- I can't / I'm / to that / afraid / agree / .
- 25 percent on / we pay / signature / Could / on delivery / and 75 percent / ?
- afraid / 50 percent on / on delivery / it's / I'm / .
- can / When / you / this order / deliver / ?
- you / do / think / What / ?

Vocabulary

★ 1 Complete the sentences with the words in the box.

design features life point
speed user value weight

- The new DX4 is beautiful. It is a modern car with a classic _____.
- The phone has a long product _____. It never breaks.
- How many special _____ does the TV have?
- Consider the _____ of their internet connection when you choose a provider.
- The design is the product's unique selling _____.
- This website is easy to use. It has a nice _____ experience.
- Expensive brands don't often offer _____ for money.
- My new laptop is very light. The _____ is less than two kilogrammes.

★ 2 Choose the correct word to complete the sentences.

- We *charge* / *pay* a fee to customers for our booking service.
- The *monthly* / *fixed* fee will be in 12 payments on the 1st.
- The fee *includes* / *pays* all paperwork and background checks.
- There is a small *administration* / *cancellation* fee for arranging the contracts.
- Customers need to *charge* / *pay* a fee for all money transfers.
- Please note: *annual* / *booking* fees apply for all reservations made by telephone.
- Our specialist doctors offer a number of *fixed* / *cancellation* fee options for patients.
- A *cancellation* / *booking* fee applies seven days before all reservations.

Grammar

★ 3 Complete the sentences with the comparative form of the words in brackets.

- The Super Drive car is _____ than the Tornado. (expensive)
- The Tornado is _____ than the Super Drive. (fast)
- The Tornado has _____ seats. (big)
- The Super Drive is _____ to drive than the Tornado. (easy)
- The experience of driving the Super Drive is _____. (good)
- The Super Drive is _____ than the Tornado. (safe)
- The Tornado has a _____ engine than the Super Drive. (noisy)
- The Tornado is _____ than the Super Drive. (powerful)

★ 4 Complete the sentences with the superlative form of the words in brackets.

- That company has the _____ customer service. (good)
- We have the _____ database of candidates. (big)
- The online store sells the _____ range of products. (wide)
- Our staff are the _____. (friendly)
- Our internet provider has the _____ customer satisfaction rating. (high)
- Power Energy have the _____ customer service. (bad)
- Our team respond to customers the _____. (fast)
- They have the _____ customers. (happy)

Functional language

5 Complete the presentation with the words in the box.

aim first morning move start talk about tell

So, good ¹ _____, everyone. I'm Ray Wilson, the Finance Director.

The ² _____ of today's presentation is to ³ _____ you about the company finances.

⁴ _____, I'll explain this year's finances and then I'll ⁵ _____ next year.

Let's ⁶ _____ with this year. As you can see, we had a very good year.

OK, let's ⁷ _____ on to next year. We think our profits will grow ...

Vocabulary

★ 1 Choose the correct option.

- Nur is very _____. She always completes tasks on time.
a analytical b motivated c organised
- Sandro has good _____ skills. He expresses his ideas well when speaking and writing.
a analytical b communication c language
- Lucas speaks fluent English and Portuguese and some German. His _____ skills are excellent.
a communication b IT c language
- Beatrice works well with other people. She's a good _____.
a hard-working b team worker c communication
- Kelly understands statistics. She is very _____.
a analytical b hard-working c organised
- Hugo wants to do well at work. He's very _____.
a hard-working b motivated c organised
- Sakura is a _____ student. She always does her homework.
a hard-working b motivated c organised
- Mohammad uses many software programs. He has good _____ skills.
a communication b IT c language

★ 2 Complete the sentences with the words in the box.

advertisements candidates choose degree
essential qualifications useful vacancy

- We're interviewing three _____ tomorrow.
- I'd like an assistant with experience, but it isn't _____.
- He's studying at university for a _____ in marketing.
- We can't decide which person to _____ for the job.
- She reads the job _____ online every day.
- Our customer service agents need good communication skills. It's _____ for the job.
- We have a _____ in the IT department at the moment.
- What _____ do you need to be an accountant?

Grammar

★ 3 Write sentences using the Present Perfect Simple.

- She / write / many emails and reports in English / .

- I / never / manage / an international project / .

- you / ever / give / presentations to clients / ?

- He / not / have / much experience managing staff / .

- she / ever / be / to Japan for business / ?

- We / work / with many large manufacturers / .

★ 4 Complete the sentences with the Present Perfect Simple form of the verbs in the box.

be not go not buy make send take

- I _____ to head office once or twice.
- She _____ language courses before.
- We _____ many goods from this supplier. They are expensive.
- They _____ our order late again!
- This company _____ sofas and chairs for thousands of customers.
- Paul _____ to the sales conference. He's in the office.

★ 5 Complete the dialogues with the Past Simple or Present Perfect Simple form of the verbs in brackets.

- A: Have _____ (you/go) to the company's head office in Berlin?
B: Yes. In fact, I _____ (go) there a week ago.
- A: Has _____ (she/ever/speak) to the new supplier in China?
B: Yes, once or twice. In fact, she _____ (speak) to them yesterday.
- A: Have _____ (we/have) many international interns at the company?
B: Yes, lots. For example, we _____ (have) an intern from the Netherlands last month.
- A: Have _____ (they/ever/sell) their products to other countries?
B: Yes, I hear they _____ (sell) a lot of goods in China last week.

Functional language

★ 6 Put the words in the correct order to make job interview questions and answers.

- about / Can / work experience / tell me / your / you / ?

- have / excellent / skills / I / communication / .

- good at / my team / motivating / I'm / .

- you / your / motivated / have / staff / How / ?

- want to / you / Why / our company / do / for / work / ?

- Where / years / see yourself / five / do / you / in / ?

- staff training / I've / a lot of / done / .
