

Name:

Datum:

Unit 9: Words & phrases for negotiations (Part A)

A Talking about conditions. Complete the phrases with words from the list.

write • collaborate • protect • match • support • summarize

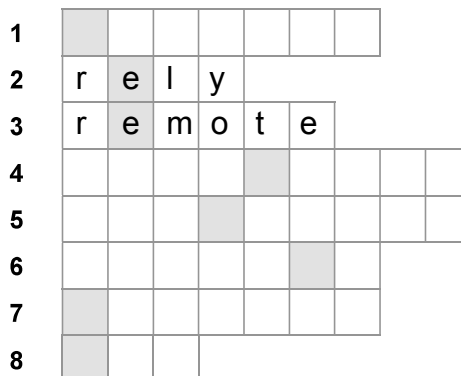
- 1 match features to requirements
- 2 collaborate on documents
- 3 support a file format
- 4 match the requirements
- 5 write a follow-up email
- 6 _____ data security

B Finding out about customer requirements. Complete the questions that are often used when talking to a customer.

- 1 _____ a bit further?
- 2 _____ what problems this causes you?
- 3 _____ some more details?
- 4 _____ you'd like to mention?
- 5 _____ what you think the best solution is?
- 6 _____ most of your customers feel?

C Complete the puzzle with words that have a similar meaning as the underlined word(s). Then use the letters in the grey boxes and write the solution word below.

- 1 ask for additional information (adjective)
- 2 if you need something you ... on it (verb)
- 3 access to the company network when you are out of the office enables ... working (adjective)
- 4 instant action or response (adjective)
- 5 to go into detail about something (verb)
- 6 a file format that many people like and use is a ... file format (adjective)
- 7 collect and compare emails (verb)
- 8 most important requirements (noun)

Solution word: