

Answer key

Unit 1

Language focus

- 1 1 will be able to 9 weigh
2 believe 10 are orbiting
3 will benefit 11 looks
4 Are you planning 12 do you intend
5 went 13 will you do
6 you are taking 14 will not have (do not have)
7 does it feel 15 don't have
8 feel

- 2 1 ✓, hear
2 ✓
3 look
4 am trying, ✓
5 will get
6 ✓, are thinking
7 ✓, will send
8 asked

- 3 1 T 2 T 3 F 4 T

Wordpower

- 1 unaware, uneconomic, inefficient, unfair, uninteresting, illegible, unlikely, immature, irregular, unreliable, antisocial, disconnect, deconstruct, misinform, mismanage, unpack, devalue

2

F	A	U	L	T	A	S	S	E	S	S
P	U	E	V	A	L	U	A	T	E	H
J	E	F	E	E	D	B	A	C	K	O
Q	U	R	O	C	M	O	B	C	X	R
J	U	R	F	O	U	T	O	H	Q	T
Z	W	I	A	O	N	T	O	A	K	C
R	S	S	C	J	R	Q	S	L	D	O
E	A	K	H	K	Q	M	T	L	E	M
W	W	T	I	J	F	L	A	E	F	I
A	Y	I	E	L	D	I	B	N	E	N
R	X	Z	V	L	L	N	X	G	C	G
D	O	O	E	D	G	E	E	E	T	E

- 3 1 boost 5 reward
2 edge 6 performance
3 bottom line 7 shortcomings
4 feedback 8 yield

Skills focus

- 1 ascertain – find out
consider – think about
contact – get in touch
examine – look at
increase – go up
perform – carry out
prepare – put together
reply – get back to
resolve – sort out
return – give back
advise – tell
assist – help
commence – start
dispatch – send
emphasize – stress

endeavour – try
permit – let
purchase – buy
receive – get
rectify – fix

- 3 1 1, 2, 8
2 3, 6
3 2
4 List points in separate paragraphs and number them.
5 It could give a negative image of company.

- 4 1 let you know
2 to contact / email / call me if you
3 hear from you
4 my regards
5 find attached my curriculum
6 if you could

Focus on functions

- 1 1 speaking 6 I'm calling you
2 I help 7 I'd better be
3 This is 8 my regards
4 actually spoken 9 talk to you
5 Good to talk

- 2 a 5, 6, 9 c 2, 10, 11 e 1, 3
b 8 d 4 f 7

Unit 2

Language focus

- 1 1 advertised 9 have also gained
2 graduated 10 have attended
3 obtained 11 have also been giving
4 have worked 12 took
5 worked 13 have travelled
6 began 14 attended
7 have developed 15 had reached
8 have been developing

2 Possible answers

- 1 The company has been doing very well.
2 They have been working long hours.
3 She has been studying / speaking a lot.
4 She has been changing the cartridge in the printer.
5 It has been raining a lot.

- 3 1 have experienced, ✓
2 called, tried, ✓
3 have left, ✓
4 ✓
5 ✓ aren't, ✓
6 has left, has been working
7 ✓
8 ✓
9 had, ✓
10 hit

- 4 1 a 2 c 3 c 4 b 5 a

Wordpower

1 1 e 2 a 3 d 4 f 5 c 6 b

- 2 1 mission statement 4 business strategy
2 boosting morale 5 corporate culture
3 job satisfaction 6 job security

- 3 1 enthusiasm motivated satisfactory
enthuse motivation satisfaction
enthusiast motivate satisfy
enthusiastic satisfying satisfied
motivator
motive
motivating

- 2 enthusiasm enthusiastic enthuse
enthusiast motivated motivate
motivation satisfied satisfy
satisfaction satisfying
motive satisfactory
motivator motivating

- 3 unenthusiastic
demotivating
demotivated
unsatisfactory
dissatisfied
dissatisfaction
unsatisfying
demotivate

- 4 1 enthusiast
2 satisfying
3 motivator
4 satisfaction
5 enthusiasm
6 satisfied

Skills focus

- 1 1 lumberjack 2 biologist 3 accountant
2 actually, like, and stuff, if you know what I mean, you know, basically, or something like that
3 A lot of people think my job is boring. / They say it is not tangible / in same way as engineering or biology / where you have to hold instruments, appliances, / and such like. They say it is not adventurous / as there is no travelling involved and you don't have to go out into the field. / It doesn't have any particular thrills or new challenges / such as those involved in medicine or research. / But I love it / It suits my analytical mind / I love dealing with numbers / I love working with computers / I love balancing the books. / I love finding ways for companies to save money. / and I find it a challenge to keep up to date with all the changes in the law.

Focus on functions

- 1 1 f 2 j 3 h 4 b 5 c 6 d 7 e 8 g
9 i 10 a
2 1 Actually, we haven't begun it yet.
2 Who's calling please?
3 Is there anyone specific that you'd like to speak to?
4 Yes, speaking.
5 Really busy, actually. How about you?
6 Sorry, where did you say you were calling from?
7 Sure, any particular day in mind?
8 By who, sorry?
9 Sure, fire away.
10 I see, and what exactly is it that you need to know?
3 1 e 2 a 3 b 4 c 5 d

Unit 3

Language focus

- 1 1 1 the 10 a 19 a
2 - 11 The 20 the
3 a 12 a 21 -
4 the 13 the 22 their
5 - 14 the 23 a
6 a 15 a / the 24 the
7 - 16 the 25 their
8 - 17 the 26 their
9 - 18 A

2 1 a 2 an 3 a 4 an 5 an 6 a

- 2 1 It's time consuming and expensive.
2 There's no economic and technological infrastructure.
3 You need to be able to read a high level of English.
4 Because these countries will not have access to the information found on the Internet.
5 By making access to medical journals cheaper or free.
6 Simple, cheap computers which are easy to maintain should be more available. There should also be online learning materials and teachers could be contacted by video technology.
3 1 remember ✓
2 have had, have been
3 are coming, ✓
4 hear, ✓

Wordpower

- 1 to 5 as 9 at
2 to 6 by 10 by
3 said 7 to 11 from
4 says 8 told 12 tells

Skills focus

- 1 1 a 2 d 3 g 4 j 5 f 6 b 7 e 8 h
9 c 10 i
2 1 Three minutes
2 Who puts it in the rubbish bin
3 b
4 Because CVs are read by programs that search for key words.
5 b
6 Positive: *achievement, active, impact, and planning*.
Negative: *always and never*
7 90 seconds
8 Making bad initial impression, not knowing enough about job/company
3 1 But these days aren't a lot of CVs read automatically, I mean, by a computer program?
2 So, let's assume that you manage to get an interview.
3 What stops you from actually getting the job?
4 You may not know that although the normal tactic is to highlight your good points and brush over the more negative ones, whether you are actually successful comes down to specific words and phrases.
5 You should use positive words such as achievement, active, impact, and planning.
6 On the other hand, you should avoid words like *always* and *never* since they suggest you are exaggerating their abilities.
7 Presumably, it will be very difficult to get them to change that initial impression.

Focus on functions

- 1 1 No, it depends on the host.
 - 2 Send objectives and documentation beforehand; stress the importance of calling in on time.
 - 3 Make sure that everyone introduces themselves at the beginning; run through any ground rules.
 - 4 Make new participant wait for a gap in the conversation before recapping for them.
 - 5 Hi, who's on the call?
 - 6 Tell the listeners which slide you are up to and that you are moving on to another slide.
 - 7 Because everyone will talk at once and it will be difficult to hear properly.
 - 8 Check that people are still there, by directing a question or comment to them.
- 2 1 enter 6 goal 11 here
 - 2 press 7 Thanks 12 recap
 - 3 picking up 8 that 13 thoughts
 - 4 begin 9 at once 14 moving
 - 5 remind 10 This 15 up to

Unit 4

Language focus

- 1 1 Because the other person will still understand you in any case.
 - 2 Those that might cause confusion.
 - 3 Learning examples.
 - 4 Because by listening to lots of examples, you will understand how grammar is really used and you can imitate this usage.
 - 5 Cut and paste words and phrases into your own emails.
- 2 1 A So, how will work be affected? Will people have access to more jobs, will people work more at home?
 - B I think work will change in three or four ways, and by the way, we can't predict precisely how work will have changed in, say, fifty years' time. We always get that wrong. But the sort of thing that will happen is that most people will be able to work wherever they are. Our factories will become more automated and all the human endeavour will go into designing and marketing the products. But we will still want to go into offices because we will still want to meet other human beings.
 - A Yep. The social aspect will still be very important, won't it?
 - B Indeed. The social aspects are going to become more important. That's one change. Something else is that we'll be using new technology to eliminate a lot of the boring repetitive aspects of work. At the moment, an awful lot of energy in companies goes into just keeping the thing running, making sure that people know what other people are doing, making sure meetings happen on time, that decisions are taken, and so on.
 - A So, that's going to change is it?
 - B It has to, and I think it's going to become possible to do this much more efficiently. So that you shouldn't have to go to so many meetings ...
 - A Right. That's got to be a good thing. A lot of people are going to be happy to hear that!
 - B You'll find ways of organizing peoples' activity much more efficiently. Now I can't tell you precisely how that is going to happen, but I can see little glimpses of it already, and it won't be long before it becomes a reality.

2 1 F 2 F 3 T 4 F 5 T 6 F

- 3 1 will be doing 4 ✓ / will
- 2 leaves 5 am, will have saved
- 3 arrive, ✓

Wordpower

- 2 The experts believe that all the predictions in Exercise 1 are likely to come true.

- 3 1 forecast 4 foreseeable
- 2 anticipating 5 unpredictable
- 3 envisage 6 foreseen

4 1

H	M	A	G	N	E	T	E	R	R	O	R
Q	Y	I	G	A	L	L	E	R	G	Y	Y
R	T	P	V	E	Q	N	U	M	B	E	R
C	J	H	O	S	O	B	L	Y	A	I	S
Z	U	A	X	T	V	G	T	T	C	D	U
P	X	B	L	R	H	H	R	R	I	I	R
R	M	E	E	A	A	E	A	A	D	O	G
O	U	T	T	T	T	T	S	R	P	T	E
B	S	P	H	E	R	E	O	I	H	H	R
L	I	M	A	G	I	C	U	M	S	E	Y
E	C	Y	Y	N	B	N	Z	X	R	R	
M	Z	P	E	R	I	O	D	B	N	O	

- 2 acidic, allergic, alphabetical, atomic, cubic, geographical, heroic, hypothetical, idiotic, magical, magnetic, musical, numerical, periodic, problematic, spherical, strategic, surgical, ultrasonic

Skills focus

- 1 1 T 2 T 3 T 4 F 5 T 6 T
- 2 2 They all contain the schwa sound except: *family, curve*.
- 3 a 2 b 2 c 1
- 4 I hadn't realized that tea is actually dinner.

Focus on functions

1	phrase used to make the invitation	phrase used to accept / decline the invitation	activity	time and place
1	I was just wondering whether you'd like to...	That would be great, thanks.	sampling local food at restaurant	7.30, hotel
2	Do you fancy coming?	I'm really sorry but...	drink	6.15, pub
3	Would you like to join us?	Yes, I'd love to.	coffee	now / 5 minutes, bar

- 2 1 A would very much like, would very much appreciate an early reply. (Formal)
- B Thank you for your kind invitation to deliver a speech. I would be delighted to attend. (Formal)
- C How are you doing? Do you fancy, coming up, pick your brains, a couple of things, asap (Informal)
- D make it cuz the kids, I'm OK for, Say hello to (Informal)

Unit 5

Language focus

- 1 1 was getting 9 met
2 came 10 was just going
3 asked 11 stopped
4 had sold 12 offered
5 replied 13 filled
6 said 14 had finished
7 had already bought 15 did the man sell / had the man sold
8 did not buy

2 1 F 2 F 3 F 4 T 5 T
1 T 2 F 3 F 4 T 5 T

2 Man

I actually met my wife-to-be on a Greyhound bus, going from my hometown to the airport, which was about a 350-mile journey. I got on at a small stop right near my house, and it was the only seat available. And we probably wouldn't have met except that I was wearing a Walkman at the time and I put the things in my ears – I was sitting down and I didn't really want to sit and talk to anybody. So I sat down next to her, and then the batteries failed, so we started talking. And she was laughing her head off even at that time, and it set the tone for our entire relationship. And when we got a little bit farther down the road, we started to go into smaller towns and I knew the route very well because I had done it many times before, and we got into this town and I said, 'This must be Carameras.' And she said, 'No, it isn't.' And again, it's been the same ever since.

Woman

I met my husband in my brother's bedroom, which is quite nice. I just dropped in. I had been very busy all day, doing all sorts of things and I was a real mess. So anyway, when I got there, my father was ironing in the sitting room and I asked him if my brother was in and he said 'Yes. He's got some friends here. They're all in the bedroom.' And I walked in and there he was. He was an Aussie backpacker that my brother had met somehow, somewhere. I think they were working in a shop together or something, and he was just sitting there on the bed. And instantly I knew he was going to be my husband.

3 The following sentences need to be corrected.

- 1 had 10 said
4 had done 16 arrived
6 stole 20 had run
8 stopped

Wordpower

- 1 Score one point for every odd number (1, 3, 5, etc.) answered 'true', and one point for every even number (2, 4, 6, etc.) answered 'false'.

Score 15–20:

Your whole life revolves around constant change and stimulation. Your need for renewed challenges indicates that you are an uninhibited extrovert with considerable enthusiasm for life. You are also likely to have high levels of creativity.

Score 8–14:

You fall into the average in terms of how challenging you like your life to be. You are likely to be a reliable worker, but occasionally you feel it necessary to break the rules. Most people who score like you either have a fairly stimulating job coupled with a relaxed home life, or a more routine job with a reasonably exciting social life.

Score 0–7:

You tend to feel uncomfortable in unknown social situations, or when your boss asks you to do something out of the ordinary. Although your friends probably consider you easy-going, they might also find you rather dull.

- 2 1 h 2 g 3 b 4 a 5 c 6 f 7 e 8 i
9 d 10 j

- 3 hyper: critical, inflation, store
mega: bucks, star, store, volt
super: confident, natural, star, store

Skills focus

- 1 1 The result **obtained** shows that ...
2 The articles were written in **the English language**.
3 This was carried out for **a period of** three months in the first year and **for a period of** six months in the second year.
4 We identified **a number of** key factors that might affect, **at least in principle**, the performance.
5 **It is important to** note that one plus one is equal to two.
6 Several authors **in the past and also more recently** have shown that substantial improvements in performance can ...
- 2 1 than 5 formally
2 enabled 6 Hereafter
3 if 7 using
4 Thus
- 2 1 pronounce 4 do
2 I was born 5 graduate
3 do / am doing
- 3 1 This project **proposes** a systematic investigation of certain languages, and of how they compare under various scenarios.
2 Ten datasets **were generated** with the same grammar points but from different languages, along with several datasets just from European languages.
3 Table Two lists the main languages, along with all the differences in tense usage, and numbers of words.
4 Section Two **provides** a survey of the literature.

Focus on functions

- 2 1 Rules 1, 2, 3, 5, 9, 10
The other point they make is that the outcome of a meeting depends on all participants. Everyone is responsible and has to take control.
- 2 1 e 2 c 3 i 4 d 5 b 6 g 7 a 8 h 9 f
- 3 asking for updates about work in progress 3
clarifying 7
concluding 8
explaining aims 2
getting started 1
interrupting 4
passing from one item to another 5
summarizing 6
thanking 9
- 4 1 e 2 c 3 g 4 i 5 b 6 d 7 f 8 a 9 h
- 3 1 important 2 last 3 catch 4 name 5 getting

Unit 6

Language focus

- 1 1 can 5 must
2 having to 6 may
3 mustn't 7 could
4 are supposed to 8 are not supposed to
- 2 1 should have done
2 don't have to do it
3 can't
4 must not be parked
5 don't need to, needn't
- 2 1 mustn't / shouldn't let, ✓
2 could have avoided, ✓, should have just concentrated
3 needn't have done, ✓
4 ✓, ✓ I could have performed

Wordpower

- 1 According to the article all of the factors (1-5) affect how you shop.
- 2 psychology psychological D
science scientific D
secret secretive S
sophistication sophisticated D
impulse impulsive D
colour colourful S
unease uneasy S
technique technical D
complexity complex D

3

1		A	B	S	O	R	P	T	I	O	N
2			E	S	T	E	E	M			
3		I	N	D	U	L	G	E	N	C	E
4			S	A	T	I	S	F	I	E	D
5				A	W	A	R	E			
6				C	O	N	T	R	O	L	
7	S	U	F	F	I	C	I	E	N	C	E
8	C	E	N	T	R	E	D				

self reliance = the capacity to make use of one's own abilities and efforts rather than depending on those of others

Skills focus

- 1 1 c 2 b 3 a 4 b 5 b
- 2 1 1, 2, 5
2 They dominate conversation, have their own agenda, are unable to read body language, and unable to really hear what other person says. They have an uncurious nature, more interested in the familiar than the unknown.
3 To judge whether the listener is actually interested in what you are saying.
4 Feedback on someone's social performance; it is important because it means that talkers are under the illusion that it is OK to dominate a conversation.
5 Listeners are unable to get others to hear their ideas.
6 Listeners in terms of accuracy and speakers in terms of fluency.

- 2 1 mean a 4 you're saying a
2 explicit b 5 what about b
3 Are there b 6 how a
- 3 1 no 2 yes 3 yes 4 yes 5 no 6 yes 7 no
- 4 1 S 2 D 3 D 4 D 5 D 6 S 7 D
- 5 1 thought 5 thirty
2 boat 6 there
3 part 7 thought
4 dare

Focus on functions

- 1 a 5 b 7 c 2 d 1 e 3 f 8 g 6 h 9 i 4
- 2 1 1 Tomorrow, Anna's office, 2.00.
2 Adrian can't leave his office.
3 Video conference at 3.00 tomorrow.
4 Check with Gianni.
5 b Their conversation is very informal.
- 2 1 it's 5 confirm, what, get back
2 call off 5 messed up
3 thing 6 worry
4 fine, planned

Unit 7

Language focus

- 1 1 1 second 2 first 3 zero 4 second
2 A 4 B 2 C 3 D 1
- 3 1 have, will 3 will do / unless you
2 Whether / come, won't 4 work hard, give

Wordpower

- 1 1 lay out 4 come up with
2 putting forward 5 come out of
3 break down
- 2 1 go into details
2 going over various
3 put some new ideas forward; put forward some new ideas
4 switch the video on, switch on the video
5 looking into it
6 figure this spreadsheet out
7 how to go about it
8 go through your ideas

Skills focus

- 1 1 1 A 2 A 3 B 4 A 5 B 6 A
- Speaker A
- 2 They use all the techniques.
- 2 1 I'm afraid she's not at her desk at the moment. I think she's just gone out to lunch.
2 Well she normally takes about half an hour. Shall I get her to call you as soon as she comes back?
3 I'm really sorry, but I am not authorized to.
4 Certainly, I can do that for you. Could I have your name, please.
5 Sorry. What was your surname again?
6 OK, Penny. I'll ring her straight away. Goodbye.
- 3 1 1 hope 4 great 7 could
2 getting back 5 wondering 8 do you reckon
3 saved 6 you are 9 bother
- 2 really, just, possibly, actually, please

Focus on functions

- 1 1 1 I'm sorry, could you speak up a bit? I can't hear you very well.
- 2 To the what manager, sorry. // The figure for what sorry?
- 3 Sorry, I didn't catch your last name.
- 4 Could you spell that for me, please?
- 2 Message:
Richard Gabbertas from Meta4 called regarding distribution problems in London area. His number is 020 8347 1254.
- 3 That's Thursday the seventh, right?
Is that one three or three zero?
Do you mean that you are or are not able to test the software?
- 2 1 So basically what you're saying is that twenty is not enough.
- 2 If I understand you correctly, what you mean is the colours are not clear enough.
- 3 I'm not sure what you mean by 'overdue'.
- 4 OK. I see what you're saying, but I still think that ..
- 5 Am I making myself clear?
- 6 You said there was no difference in price, right?
- 7 I see what you mean.
- 8 So, in that case, you will need them earlier.
- 9 Do you see what I mean?
- 10 Does that answer your question?

Unit 8

Language focus

- 1 1 If Coco Chanel hadn't gone to an orphanage, she wouldn't have learned how to sew.
- 2 If Arthur Capel hadn't lent her money, she wouldn't have bought the shop where she started making women's hats.
- 3 If Miuccia Prada hadn't inherited the business from her mother, the company wouldn't be worth billions of dollars.
- 4 If the position of creative director hadn't gone to Tom Ford, he wouldn't have designed the 1995 line which dazzled fashion critics and put Gucci back on the fashion map.
- 5 If Yves Saint Laurent hadn't been put in charge of saving the Dior house, the company might have faced financial ruin.
- 6 If Christian Dior hadn't introduced the New Look in 1947, fashion would have been different for the following ten years.
- 7 If Calvin Klein hadn't met Baron de Gunzburg, he wouldn't have become the toast of the New York elite fashion scene.

Wordpower

- 1 1 h 2 e 3 c 4 f 5 g 6 a 7 d 8 b
- 2 1 logo, slogan, advertising, commercials, product
- 2 It became an important part of the brand.
- 3 individualistic, creative, inspirational
- 4 Because of its groundbreaking design and its unique interface.
- 5 By using 'i' for its other products, iStore, and iTunes
- 3 1 f 2 j 3 a 4 h 5 b 6 c 7 d 8 g 9 e 10 i
- 4 a 2 b 3 c 4 d 6 e 8 f 1 g 9 h 5 i 7 j 10

6

a	p	s	e	l	f	y	t	o
t	r	e	n	d	r	e	a	q
t	o	t	e	v	e	r	y	n
r	i	t	m	a	k	i	n	g
u	h	i	t	t	i	n	g	r
m	o	n	e	y	r	e	s	o
a	r	g	r	a	u	n	d	u
d	a	y	b	r	e	a	k	n
e	t	h	a	r	d	g	h	d
b	r	e	a	k	i	n	g	b

self-made
trendsetting
moneymaking
hardhitting
groundbreaking
everyday

Skills focus

- 1 2 Laura: materialistic culture, penniless immigrant, big corporation
Richard: big corporations, money, jobs and success, farming
Ravi: middle class, getting enough to eat, driving a car
- 2 1 underlined words: sound not heard at all
italics: barely audible
normal script: reasonably audible
- 1 If you think *about* what America's supposed to *stand* for, it's supposed to *stand* for the fact that you can come from nothing.
- 2 Because farming's, you know, not as successful as it used to be, ...
- 3 So getting enough to eat is the most important thing, not what you might be wearing, or driving a car.

Focus on functions

- 1 1 1 a You can't see their reaction, so you will be more comfortable giving negative feedback and you won't simply have to be polite.
b Email can be so direct and you can't see or necessarily predict how the other person will react.
- 2 a boss
b someone you are going to fire
- 3 Be diplomatic, to say something positive before you say something negative, prepare the other person for what you are going to tell them, say it in a way that shows that you understand how the bad news is going to affect them.
- 4 a 'I'm sorry to have to tell you this but ...', 'I know this isn't really what you want to hear but ...'
b 'So, what I've thought of to resolve this is ...', 'In any case, I've come up with a couple of solutions to put by you.'
- 5 Gives the other person the time to think about how they are going to react.

- 3 Jo This is Jo Binns. I'm not at my desk right now please leave a message and I'll return your call as soon as I can.

G Hi, this Gunther. I'm sorry to have to tell you this, but my boss has just told me that I have to go to a ten-day conference in Berlin and it's exactly when you are coming to stay. I know this isn't what you want to hear, but there's nothing I can do about it. In any case, I've come up with a solution – maybe you could bring a friend with you, and use my flat as a base for visiting Germany, or other parts of Europe.

Unit 9

Language focus

- 1 1 who/that 6 which/that 11 which
2 which/that 7 who/that 12 where
3 which 8 where 13 who
4 who 9 which/that
5 which/that 10 which/that
- 2 1 neither of which
2 many of whom
3 both of which
4 both of whom
5 all of whom
6 all of which
- 3 1 had
2 'd read
3 hadn't
4 wasn't going
5 had learnt, have enjoyed
6 could
7 had got up
8 'd studied, have got

Wordpower

- 1 1 The authorities didn't permit us to go in.
2 She was prevented from crossing the border.
3 We were banned from going there again.
4 The number of people given work permits was restricted to 20,000.
5 The government made the use of any unregistered pain killers illegal.
6 The growing of GM crops was allowed by the ministry.
7 The children were permitted to drink in moderation.
- 2 Vending machines, in schools
Four-wheel drive vehicles, in cities
Cigarette smoking, in pubs
Drinking alcohol, in public places
Bicycles, on country paths
Cannabis, for medical purposes
Gambling, online
Excessive packaging, in supermarkets
Taking photographs, in airports
The use of mobile phones, in cars
- 2 1 to + infinitive: allow, force, get, enable, encourage, manage
from + ing: ban, prevent
- 2 1 to manufacture
2 from happening
3 to be transformed
4 from dropping
5 to improve

Skills focus

1 1

	Part of email	Email 1	Email 2
1	Subject	Promotional schedule	Info packs
2	Greeting	Hi Leo	Dear All
3	Opening / Previous communication	It was good to talk things through yesterday.	John has asked me to contact you
4	Background information	I've just had an email from Japan about the promotional schedule.	Please click on the link for an example of what is required.
5	Reason for writing	Not stated – to discuss the email from Japan.	To make sure that Aya has the current info on new products.
6	Action point/s	Call Caroline.	Check website. Inform Aya about publicity material.
7	Closing	Thanks	Best wishes

- 2 a 7 g 5 m 6
b 3 h 3 n 5
c 6 i 3 o 6
d 5 j 5 p 6
e 3 k 7
f 7 l 3

Focus on functions

- 1 1 F 4 T
2 T 5 F (they are simply vegetarian)
3 T 6 T
- 2 1 To be honest,
2 thanks for
3 It's been a pleasure working with you.
4 No problem.
5 You're not kidding.
6 As you say, he seemed perfectly OK about it.
7 They're just like that.

Unit 10

Language focus

- 1 1 1 is considered
- 2 has been given
- 3 be penetrated
- 4 be employed
- 5 be downloaded
- 6 be sold
- 7 is stored
- 8 be obtained
- 9 is also facilitated
- 10 have been found
- 11 have been treated
- 12 be used
- 13 are targeted
- 14 are motivated

2 1 F 2 F 3 T 4 T 5 F

- 3 1 She was stopped by some security officials just after she had gone through passport control.
- 2 We are being carefully monitored (by our bosses) with regard to the way we use the Internet at the moment.
- 3 The firewall will be installed next week.
- 4 No back-up copies had been made on their computer.
- 5 Many errors have been made during this project.
- 4 1 The hacker was arrested last week.
- 2 Because our department hasn't reached its sales target, we are being evaluated at the moment.
- 3 By the time I arrived, he had been fired.
- 4 The cheque will be / is going to be sent next week.
- 5 The minutes of the meeting have been amended to show the changes you requested.

Wordpower

- 1 1 1 b 2 b 3 a 4 b 5 b 6 a 7 b 8 b
9 a 10 b

- 2 1 sympathetic
- 2 eventually
- 3 stranger
- 4 agenda
- 5 Actually
- 6 ultimately
- 7 economic
- 8 library
- 9 comprehensive
- 10 sensible

- 2 A Thanks for your mail, it was nice to hear from you. I was glad to know that you are still with ABC and that they still use that tool that I made for them. Do they need any spare parts for it? I am feeling quite tired - I just can't manage all this stress, I don't think I can continue doing this job much longer - but fortunately tomorrow I'm going away for two weeks. That's all for now.
- B Andrea
Please can you investigate what happened to last month's report, which I've heard contained a lot of errors. We have to get it right this time, as we really need to reduce expenses. If it's OK with you, I'd like the report back by 2 July. If there's a problem, I should be back in the office some time on Monday and we can discuss it as soon as I arrive.

- 3 1 a continue
b reduce
c manage
d arrive
e investigate
- 2 1 deal with
2 get in
3 carry on
4 cutting down
5 look into

Skills focus

- 1 1 Regarding the company survey, could you let me know the average number of hours people work per week in your department? Thanks.
Also, please could you acknowledge receipt as my mail doesn't seem to be working?
All the best
Nick
- 2 1 Be seeing you.
2 See ya.
3 How are you?
4 Are you OK?
5 Thank you.
- 2 1 1 coming, responsible
2 plan, Firstly
3 30, ask, understand
4 sent
5 anyone
6 still, again
7 double, highest
8 wanted, more
9 important
10 thanks, hope

Focus on functions

- 1 1 look back 6 short notice
2 review 7 helpful
3 on the whole 8 managed
4 appreciate 9 coped
5 special thanks 10 pleasure
- 2 1 thank, OK, was nothing, Well
2 say, pleasure, OK, welcome
3 call, Take care
- 3 1 a Telling them whether and when they have to send you something, call you some time, or talk to someone else. Also, what you are going to do.
b Making a follow up call in the near future, informing them that they can find further details of the product on the website, that they can email you for a copy of the presentation itself, or leave them notes on the presentation and tell them they can contact you for further details.
c Telling them when the next meeting is scheduled, when they will receive the minutes from the current meeting, and what has been decided that each participant should do next.
- 2 Because it is important to give people a reason as to why they have attended your presentation.
- 3 To get the audience's attention, to give them time to say anything important that they still have left to add.
- 4 You might regret it, and it is always best to maintain friendly relationships with the people you deal with.
- 5 Conclude in a positive way, and always find something that you can genuinely thank them for.