

UNIT 10

Language focus

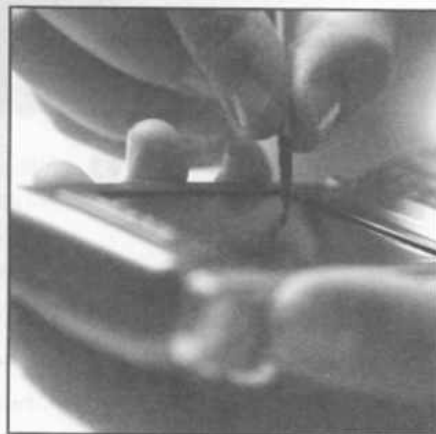
1 Passives

- 1 Complete the text by putting the verb in brackets into the passive and the correct tense.

Is it safe?

Commercial espionage (consider)¹ one of the biggest risks facing corporations. It is an old crime which (give)² a new form by advances in technology. Company security systems can (penetrate)³ in a variety of ways. One of the most common ways is for corporate spies to (employ)⁴ by competitors to obtain business intelligence such as intranet passwords and confidential documents. The information can (download)⁵ onto small devices, for example USB memory sticks which can store large amounts of data. Information can then (sell)⁶ on to a rival company. Sensitive information which (store)⁷ on employees' laptops and PDAs can also (obtain)⁸ by the more straightforward theft of the devices themselves. Obtaining this sort of information (also facilitate)⁹ by the lack of access controls on such devices.

Corporate spies fall into three main categories. Disaffected employees (find)¹⁰ to be one source of information leakage. Employees who feel that they



(treat)¹¹ unfairly by their employers take revenge by passing on information which can (use)¹² against the company. Another source which is becoming more common is the 'hactivist'. This is a hacker who is also an activist. Organizations such as animal research laboratories (target)¹³ by such politically motivated individuals who wish to find information or evidence which can discredit the organization. Finally, there are the professional criminals who (motivate)¹⁴ simply by money.

- 2 Answer these questions about the *Is it safe?* text.

T/F

- 1 Commercial espionage is a new type of crime. _____
- 2 Information can only be downloaded through the Internet. _____
- 3 Employees' laptops are often not protected against unlawful access. _____
- 4 There are basically three types of people who spy on companies. _____
- 5 Hactivists work for organizations such as research laboratories _____

- 3 Rewrite the sentences so that the parts in bold are in the passive. Only use an agent where necessary.
- At the airport last week **some security officials stopped her** just after she had gone through passport control.
 - Our bosses are carefully monitoring us** with regard to the way we use the Internet at the moment.
 - They will install the firewall** next week.
 - They hadn't made any back-up** copies on their computer.
 - We have made a lot of errors** during this project.
- 4 Complete the sentences with the correct form of *to be* to make passives.
- The hacker **arrested** last week.
 - Because our department hasn't reached its sales target, we **evaluated** at the moment.
 - By the time I arrived, he **fired**.
 - The cheque **sent** next week.
 - The minutes of the meeting **amended** to show the changes you requested.

Wordpower

1 Easily confused words

- 1 Choose the correct definition of the words.

	Definition A	Definition B
1 actually	at the moment, currently	in reality
2 agenda	diary, appointment book	points for discussion in a meeting
3 comprehensive	including everything	understanding, sympathetic
4 economic	good value, cheap,	connected with the supply of money, business, etc.
5 eventually	if necessary	in the end
6 library	place to borrow books	place to buy books
7 sensible	sensitive	following one's good sense
8 sympathetic	nice	compassionate
9 stranger	someone you don't know	someone from another country
10 ultimately	recently	most importantly, in the end

- 2 Complete the sentences with one of the words from exercise 1.

- Jan is a really good listener. She's very _____.
- I finished the report _____, but I didn't leave the office until 10 o'clock.
- Please take care with your personal belongings, as a _____ has been seen in the offices.
- Does everyone have a copy of the _____?
- No, I'm not Australian. _____, I'm from New Zealand.
- Well, I can give you some advice, but _____ it's your decision.
- Sales have fallen in some markets due to an unstable _____ situation.
- Staff may borrow books and magazines from the company _____.
- The report is very _____ and is an overview of the current situation.
- I don't think expanding into new markets would be _____ in the current climate.

- 2 Underline the spelling mistakes in the first email, and punctuate the second.

A

Thanks for your mail, it was nice to hear form you. I was glad to know that you are still whit ABC and that they still sue that tool that I made for them. Do they need any spare prats for it? I am feeling quite tried – 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 tow weeks. That's all fro now.

B

andrea please can you **investigate** what happened to last months report which ive heard contained a lot of errors we have to get it right this time as we really need to **reduce** expenses if its ok with you id like the report back by 2 july if theres a problem i should be back in the office some time on monday and we can discuss it as soon as I **arrive**

3 Phrasal verbs

- 1 Match the verbs in bold in the email in exercise 2 with the phrasal verbs below:

a carry on b cut down (on) c deal with d get in e look into

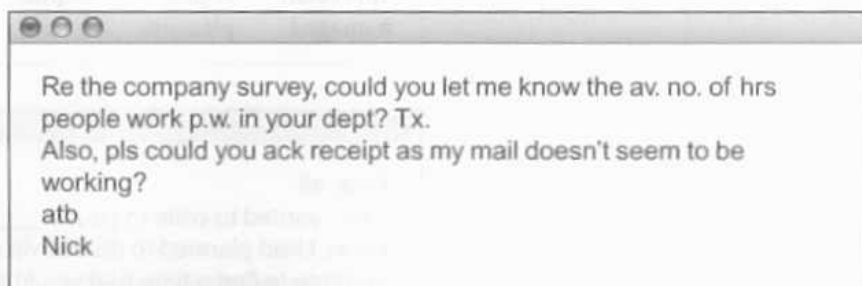
- 2 Complete the sentences with the phrasal verbs from exercise 1.

- 1 Can you _____ the arrangements for the staff party?
- 2 I have a doctor's appointment on Monday, so I won't _____ until 10.30.
- 3 John is so sick that he won't be in for the rest of the week. Are you happy to _____ looking after his clients?
- 4 I want to stop smoking, but it's so difficult. I'm going to start by just _____.
- 5 I need to buy a new car, but I don't know what kind I should buy. Will you help me _____ it?



1 Abbreviations

- 1 Rewrite the email by replacing any abbreviations or acronyms with their full forms.



- 2 10.1 Read the abbreviations used in text and instant messaging aloud, and work out what they mean. Then listen and check your answers.

- 1 bcnu
- 2 cya
- 3 how ru
- 4 ruok
- 5 thanq

2 Sentence stress

- 1 10.2 Listen to these phrases from a presentation. Which one word of the phrases in bold do you think is given the most stress?

- 1 Good morning, thanks very much for **coming here today**. My name is Anna Southern and **I am** responsible for software security at ABC.
- 2 This is **what I plan** to do today. Firstly, we're going to look at ...
- 3 The presentation should last **about 30 minutes**. Please feel free to ask me questions whenever you want and if I use any terms that **you don't understand**, raise a hand or something.
- 4 Have you all got the handout I **sent you** via email?
- 5 Does **anyone** have any questions at this point?
- 6 Sorry, I **still don't understand**. Would you mind asking me the **question again** in the break?
- 7 In this diagram, **double circles** mean that this item has the **highest priority**, whereas single circles mean low priority.
- 8 OK, so that's all I **wanted** to say about current security measures. Now let's move on to **some more new** developments.
- 9 OK, we're very close to the end now, but there are just a couple of **important things** that I still want to tell you.
- 10 Well, that brings me to the end of the presentation. Once again, **thanks for coming** – I hope it has been useful.

- 2 Listen again and note how the speaker's voice changes tone (e.g. in order to introduce a new topic or highlight a key idea). Then practise repeating aloud what the speaker says.

1 Finishing a project

Complete the email with the words and expressions below.


appreciate	coped	helpful	look back	on the whole
managed	pleasure	review	short notice	special thanks

Dear all

I just wanted to write to you to _____¹ at the whole project. As you know, I had planned to do this via a phone conference, but I didn't manage to find a time that would suit everyone. So here we go. This was a large and new project for us, and I think that it's very important that we _____² it thoroughly. You've all seen the reports and feedback and my personal feeling is that _____³ it went very well and I really _____⁴ what you've achieved.

I'd like to give _____⁵ to Silvia, who, as you all know, came out at _____⁶ and saved the day. Thanks Silvia, you were really really _____⁷ – I don't know how we would have _____⁸ without you. True, there were a few hiccups along the way, but we _____⁹ with them well and we've learnt a lot about how to run these projects in the future. All in all, it looks like we managed to come under budget, which is great. I'm fairly sure the final account will bear this out. I'd like to congratulate everyone involved in helping to keep to budget. Once again, thanks for all your help and it was a _____¹⁰ working with you.

2 Thanking

 10.3 Some people are thanking each other for work and favours done. Underline the most appropriate word or phrase. Then listen and check your answers.

1 (face to face)

- A I don't know how to thank / greet you.
 B Oh, that's OK / fine. It was nothing / wasn't anything.
 A Good / Well, I really appreciate it.

2 (face to face)

- A I just wanted to say / tell, you know, thanks again.
 B Well, it was a pleasure / pleasant.
 A OK / Right, well thanks.
 B You're welcome / grateful.

3 (in a conference call)

- A OK, Bob's going to leave us now as he has another call / phone. Thanks Bob.
 B Bye all. Take care / Stay well. And well done!





3 Concluding

10.4 Nicola and James are talking about how to conclude various business communications. Listen and answer the questions.

- 1 What examples of 'next moves' do they give?
 - a in emails
 - b in presentations
 - c meetings
- 2 Why is giving the 'next move' important in a presentation?
- 3 Why is it important to give people warning of when a phone call, presentation, etc. is going to stop?
- 4 What might be the problem with 'hitting the send button' too quickly when sending an email?
- 5 According to the experts, how should you end any business communication / encounter?

