

Working with words

- Put the letters in brackets in the correct order to make words that match the definitions.
 - something available to exploit and use: *resources* (ESCRORUSE)
 - timetable of activities: _____ (CSEHDLUE)
 - news on how something is progressing: _____ (UTEPAD)
 - money spending plan: _____ (BDTUGE)
 - the last day for finishing a piece of work or project: _____ (ADENDELI)
 - working together: _____ (EAWKTMRO)
 - practical abilities: _____ (LSIKLS)
- Match 1–8 to a–h to make sentences.
 - It's always difficult to allocate a
 - You need to learn how to delegate _____
 - What I like about my boss is she always lets me get _____
 - We're falling _____
 - It's difficult to stay within _____
 - If we continue like this, we should meet _____
 - Hi, Melinda, it's Hanna, I need to get an _____
 - I'm sure we'll be able to catch _____
 - ~~resources~~ – skilled staff are in short supply.
 - behind schedule, so we all need to work this weekend.
 - update on how the project is progressing.
 - tasks – you can't possibly do everything yourself.
 - up – there are three more weeks left.
 - on with my work on my own.
 - budget – we always overspend.
 - the deadline without too much trouble.

- Complete the email with the correct form of words from 2.

Dear Jan,

I'm afraid it looks like we are not going to be able to meet the ¹ _____ next Friday. We've fallen behind ² _____ because we were not ³ _____ sufficient ⁴ _____. We need more ⁵ _____ with the appropriate skills to be put on the project immediately. Of course, this does mean that we won't be able to stay within our ⁶ _____ either. I will send you an ⁷ _____ after our team meeting this afternoon to let you know what is decided.

Very best wishes,

Graham

Business communication

- Complete the conversation with the words from the list.

~~on track~~ happening with anyone else so far
we're currently let's check help with update me
let's meet where are

Henry Right, so everything's ¹ *on track* with accommodation. What's next on the list? Ah yes, before I forget, Melinda, can you contact the car hire people for the VIPs?

Melinda I'd prefer not to if that's OK. I'd do it but I'm really busy with the caterers.

Henry Oh really? What's ² _____ them?

Melinda The usual problems with menu changes – which is why I can't take anything else on.

Henry As Melinda's busy, is that something you can ³ _____, Martin?

Martin Sure, no problem.

Henry Thanks, Martin.

Martin You're welcome.

Henry And ⁴ _____ we with replies to the invitations, Rebecca?

Rebecca I've sent them out but ⁵ _____ waiting for replies from 70 people.

Henry That many? Can ⁶ _____ help you check if they're coming?

Rebecca No, I can manage. I'll ring them individually over the next two days.

Henry Thanks, Rebecca. OK Ralph. Can you ⁷ _____ on briefing the media?

Ralph ⁸ _____ so good. I've sent out a press release and a few journalists have already confirmed.

Henry Good, so ⁹ _____ we all know what we're doing. Melinda is dealing with the caterers, Rebecca is handling the invitations, Martin is handling the car hire firm and Ralph has volunteered to deal with the media. OK, if that's everything, ¹⁰ _____ again in a week to review progress.

- Put the words in *italics* in the correct order to complete the conversation.

Kevin Express Printers, Kevin speaking.

Ludo Hi Kevin, it's Ludo here. *everything / going / 's / How* ¹ *How's everything going* with our brochures?

Kevin So far so good. *almost / we / finished / 've* ² _____.

Ludo Great, so *track / everything / on / is* ³ _____?

Kevin Yes, but we need somebody to deliver them.

Ludo Well, *something / I / is / can / that* ⁴ _____ help with? Call me when they're ready and I can come and collect them.

Kevin OK. Great.

Ludo Good. So to sum up, you're going to make sure they're completed *I / going / 'm / to / and* ⁵ _____ collect them.

Language at work

GRAMMAR REFERENCE

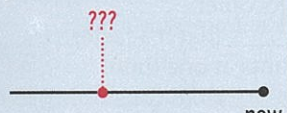

Present perfect and past simple

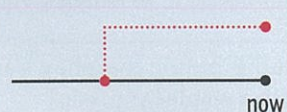

Form

Present perfect	Past simple
has/have + past participle <i>I have worked here for five years.</i>	verb + -ed <i>I worked here two years ago.</i>

Use

Use both the present perfect and the past simple to talk about the past in different situations.

Present perfect	Past simple
To talk about finished actions or events when the speaker does not say, ask or know when it happened. (The time is <u>not</u> specified.) <i>We've already done this.</i> <i>I haven't seen him, I'm afraid.</i>	To talk about finished actions or events when the speaker says, asks or knows when something happened. (The time is <u>specified</u> .) <i>I met him last Saturday.</i> <i>When did he leave?</i>
	

To talk about actions or events that took place in a time period that has not finished, e.g. <i>up to now, today, this year.</i> <i>We've manufactured this product for over three years.</i> <i>How long have you been here?</i>	To talk about actions or events that took place in a finished time period. <i>She worked here for five years, from 1999 to 2004.</i>
	

We often use the adverbs <i>just, yet</i> and <i>already</i> with the present perfect. We use <i>just</i> to show an action happened in the very recent past. We use <i>yet</i> in negative sentences and questions to talk about something that hasn't happened but you expect will happen. We use <i>already</i> to emphasize an action happened sooner than expected or planned.	We usually use time words and phrases with the past simple, e.g. <i>yesterday, last week, last year, in 2011, three years ago, when I arrived.</i>
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- Underline the correct words in *italics* to complete the sentences.
 - I *booked* / *have booked* the hotel yesterday.
 - Have* / *Did* you ever been to India?
 - I live in London now, but I *have lived* / *lived* in Paris from 2010 to 2012.
 - I *haven't seen* / *didn't see* him recently.
 - Last year, I *have changed* / *changed* jobs.
 - Have* / *Did* you go to the meeting last week?
 - He *hasn't arrived* / *didn't arrive* yet.
 - I *asked* / *I've asked* for this report three times already this week!
- Complete the sentences with the past simple or present perfect form of the verbs in brackets.
 - Anna _____ *has worked* (work) here for ages. She still does the same job.
 - The sales office _____ (close) down over a month ago.
 - The Managing Director _____ (just / organize) a meeting with all line managers.
 - _____ (you / call) him back yet?
 - What time _____ (she / arrive)?
 - I don't think we _____ (ever / meet) before, have we?
 - We _____ (not / take) the opportunity when we had the chance.
 - Things _____ (not / improve) that much since he took over.
 - _____ (you / ever / speak) to the CEO?
 - You know a lot about this company. How long _____ (you / work) here?

- Complete the conversation with the words from the list.

already just yet

A The presentation is in two minutes and I still haven't seen Caroline ¹ _____.

B Actually, she's ² _____ arrived – I saw her car arrive a few minutes ago.

A Great. And our speaker has ³ _____ set up in the conference room, so I think we're ready to start once Caroline comes up ...

C Sorry I'm late. The traffic was terrible!

Working with words

- 1 Replace the words in *italics> in 1–8 with the words from the list and rewrite the sentences.*
- secure user-friendly handy up-to-date accurate time-consuming poor quality efficient*
- Everything about this app is really *easy* to understand and operate.
Everything about this app is really user-friendly.
 - The new café round the corner is a bit expensive, but it's so *convenient* for lunch.
 - How *correct* are these figures? They don't appear to add up.
 - All your information is stored on state-of-the-art servers, so it's very *safe* from identify thieves.
 - You take a numbered ticket at the bank now instead of queuing. It's really *good* for reducing the time.
 - I'd like a report on the situation which is detailed and *says what's happening now!*
 - This new software seems to have made doing the monthly payroll *take up more of my day* compared to the old system.
 - The graphics on this new version are really *not very good given the price.*

- 2 Complete the sentences with the phrases from the list. Then underline the correct verbs in *italics*.
- Having a financial adviser Flying business class Hiring a consultant Online banking*
- _____ *helps / allows* the company look at problems objectively and consider all the possibilities.
 - _____ *makes / allows* me to concentrate on earning the money and not on what to do with it.
 - _____ *lets / makes* it so much faster than going to a building and waiting with everyone else.
 - _____ *lets / allows* me get a decent night's sleep and saves the cost of a hotel room.

Business communication

- 1 Complete the sentences with words from the list.
- allow convinced find happens problems question seem*
- One of the biggest _____ is that the Wi-fi signal is very weak.
 - That's a good _____.
 - What _____ if I press this flashing button?
 - I'm not _____ that the new motor is faster. To me, it seems slower.
 - Even though it's automatic, will it _____ me to save my work manually?
 - It might _____ complicated now but, in fact, it'll become clear when you start using it.
 - I'm sure you'll _____ it much easier to use once you get used to it.
- 2 Complete the conversation with the phrases from the list.
- another useful feature is it'll let the main benefit is it's also a lot less makes things easier make your life easier will it let that's probably true*
- A So, this is the new photocopier.
- 1 _____ that it's faster and can do larger amounts at one time.
- 2 _____ time-consuming to use because it's programmable.
- B 3 _____ me copy on both sides of the paper?
- A Yes, of course. 4 _____ you copy on two sides, put two pages on one side and reduce and enlarge pages. Everything really. I'm sure you'll find it will
- 5 _____.
- B 6 _____, but it still looks rather complicated.
- A It might seem like that at first but, in fact, it's very user-friendly and 7 _____.
- B What happens if I select this button that shows a double-sided option with a staple?
- A Well, 8 _____ that the photocopier can staple pages together.
- B Really?
- A Yes, try it.

Language at work

GRAMMAR REFERENCE

Comparative forms and modifiers

- Form
- Add *-er* to one- and some two-syllable adjectives and to adverbs with the same form as adjectives.
small → smaller fast → faster
If the adjective or adverb ends in *-y*, change the *-y* to an *-i* and add *-er*.
happy → happier
 - Double the consonant after a vowel at the end of short adjectives.
hot → hotter big → bigger thin → thinner
 - Some adjectives and adverbs are irregular.
good/well → better, bad/badly → worse
 - Add *more* to adjectives and adverbs with two or more syllables.
accurate → more accurate quickly → more quickly
 - Add *than* after the comparative form to compare two things.
Carole is more sociable than Vincent.

- Use
- Use the comparative to compare two or more things or people.
This new system is better than the old one.
 - To say something is the same, use *as + adjective + as*.
It's as accurate as the old system.
 - To say something is different, use *not as + adjective + as*.
It is not (isn't) as efficient as the old system.

Modifying comparative adjectives and adverbs

- Use modifiers to talk about differences in the size of the comparison.
- Big differences: *much, far, a lot, a great deal*.
Sales are far bigger this year than last year.
We sold out much more quickly this year.
Before *as + adjective + as*, use *not anything like*.
Sales weren't anything like as big as last year's.
 - Small differences: *a bit, a little, slightly, marginally*.
Sales were a bit better this year.
Overall, we did a little better this year.
Before *as + adjective + as*, use *nearly* or *almost*.
There were nearly as many customers last night as there were at Christmas.

- 1 Complete the guidelines for designing a website with the correct form of the adjectives in brackets. To be effective, websites must always score much ¹ *higher* (high) in what 'usability guru', Jakob Nielsen, calls 'the three Fs'.
- Functional**
- First of all, a website must be as ² _____ (easy) to use as anyone else's. Badly-designed sites don't function as ³ _____ (good) as their competitors' and so they lose a lot more business. Another point is that sites which are successful are continually looking at how they can be even ⁴ _____ (friendly) to the user.
- Fast**
- The second F is to be ⁵ _____ (fast) than the rest. Customers won't want to use the website if downloading pages on the site is ⁶ _____ (slow) than on other sites.
- Familiar**
- The final F is familiarity. A site which is ⁷ _____ (original) than its competitors' may look good, but in the end it will be ⁸ _____ (popular) if it's similar to other websites and users know how it works and what it does.
- 2 Adrian Sewell's company is looking for a new website designer. He is discussing the options with two members of his team. Read this information and underline the correct words in *italics* in their conversation.

Fritz Neff	Experience: 5 years Salary expectation: very high Style: modern Sickness record: 1 day last year
Maria Mendes	Experience: 4 years, 6 months Salary expectation: medium Style: traditional Sickness record: 0 days last year
Jean Petit	Experience: 2 years Salary expectation: medium / low Style: experimental Sickness record: 11 days last year

- Adrian So, Katie, Guy – what do you think of our candidates?
- Katie Well, I think we should choose Maria. She is ¹ *a lot / more* experienced ² *as / than* Jean, and she didn't take any days off due to sickness last year.
- Guy Yes, but I think Jean would be better ³ *than / that* Maria. He's more dynamic and his salary expectations are also ⁴ *a bit / a lot* lower than hers.
- Adrian Well, I disagree with both of you. I think we should go for Fritz. His designs are ⁵ *slightly / more* up-to-date than Maria's and that's important for our image. And his sickness record is ⁶ *a little / much* better than Jean's and only ⁷ *a bit / a great deal* worse than Maria's.
- Katie Yes, but Maria is ⁸ *almost as / not nearly as* experienced as Fritz, and her salary expectations are ⁹ *far / a bit* lower.
- Adrian I think we can talk to Fritz about salaries ...

Working with words

- 1 Complete the sentences with the correct form of the words from the list.

care serve require *loyal* expect satisfy

- Once you've built good customer *loyalty*, they keep coming back year after year.
- First of all, I need to find out about your _____. What exactly do you need?
- I'll just put you through to customer _____. They should be able to help you.
- In this company we really _____ about our customers and we're always thinking of how we can keep them happy.
- The results show that we're not always matching up to people's _____.
- We regularly do market research to find out about levels of customer _____ with our products.

- 2 Underline the correct words in *italics* to complete the sentences.

- It's a *caring* / *loyal* company which wants to make customers happy.
- Our aim is to exceed your *expectations* / *satisfaction* every time.
- Whatever you *require* / *satisfy*, we can supply it within 24 hours.
- Is there a way to *produce* / *deliver* this in a smaller size?
- If you are not 100% *expected* / *satisfied* with the item, we will replace it or give you your money back.
- Note that *delivery* / *care* times may vary during the holiday period.
- I've had a highly *required* / *productive* week and done everything on my list.

- 3 Match the words from the list to definitions 1–6.

expect loyalty satisfy require services care

- something companies supply – not products _____
- giving or showing strong support for a company or brand _____
- to believe something will happen _____
- to need something for a particular purpose _____
- looking after somebody or something _____
- to make someone feel pleased and contented _____

Business communication

- 1 Underline the correct words in *italics* to complete the conversation.

A It's ¹*about* / *around* our IT seminar next year. I'd like to ²*do* / *fix* a date for it.

B Didn't we ³*attend* / *arrange* it for January?

A Yes, we did, but not many of our staff can ⁴*arrive* / *come* then. They say it's too soon after Christmas.

B OK. Well, the second half of February is ⁵*well* / *good* for me. How does that ⁶*suit* / *convenient* you?

A Actually, can we ⁷*make* / *bring* it later in the year?

B Of course. But when?

A Most people seem to think that late in March is ⁸*any good* / *OK*. How about Friday 27th?

B I'm not ⁹*confirmed* / *free* on that day. Can we ¹⁰*fix* / *bring* it forward to the Wednesday of that same week?

A The 25th? Sure.

B So that's the IT seminar arranged for Wednesday March 25th.

- 2 Complete the sentences with the prepositions from the list.

about at back for forward in on ~~to~~

1 Hello, I'm calling to arrange a meeting at your hotel.

2 It's _____ our appointment at four today. Something's come up.

3 Is Tuesday any good _____ you?

4 Sorry, but I'm not free _____ one. Maybe later in the day?

5 I'm afraid I can't come _____ Thursday.

6 I'm busy next week, so can we move it _____ to the week after?

7 Instead of the afternoon, why don't we bring it _____ to the morning?

8 Can we make it later _____ the week?

Language at work

GRAMMAR REFERENCE

Present tenses for future reference

Form

See page 107 for the present simple and present continuous.

See page 109 for verbs + *to* + infinitive.

Use

Present simple

We often use the present simple with the verbs *arrive*, *leave*, *come back*, *go*, *start*, *finish* to talk about a scheduled or timetabled event in the future.

The flights arrives at six in the evening.

Does this train leave at midday?

No, it doesn't leave until three in the afternoon.

Present continuous

We often use the present continuous to talk about an arrangement for the future.

She's joining us at one for lunch.

We aren't meeting anyone until later this afternoon.

What time are you arriving at the conference centre?

Verbs + *to* + infinitive

We use present tense verbs such as *plan*, *hope*, *intend*, *want*, *expect* + *to* + infinitive for future plans, hopes and expectations.

Let's plan to meet everyone at the airport and take a taxi together.

I hope to schedule the presentation for three so that everyone can attend.

He doesn't intend to let the discussion last too long.

Do you expect to be late home tonight?

be + adjective

We use the present tense of *be* with adjectives such as *free*, *busy*, *available*, *tied up* to talk about future availability.

We're busy next week but the week after is good for everyone.

I'm afraid I'm not available until the fifth.

Are you free for a breakfast meeting tomorrow?

- 1 Complete the phone call with the present simple or present continuous form of the verbs in brackets.

Enrico Hello, Sophie. It's Enrico. I'm calling to check the details for tomorrow's visit.

Sophie Hello, Enrico. Yes, everything's organized.

What time ¹ does your flight arrive (flight / arrive)?

Enrico It ² _____ (get in) at 9.15 a.m.

Sophie Oh yes, that's what I have written here on the schedule, and John ³ _____

(meet) you at the airport. Then he ⁴ _____ (bring) you back to the office.

Enrico Oh good. And ⁵ _____ (we all / have) lunch together?

Sophie Yes, and then we ⁶ _____ (show) you around the factory.

Enrico Great. And what ⁷ _____ (we / do) after that?

Sophie Then we ⁸ _____ (have) a meal at an Italian restaurant and after that you have to go back to the airport. What time ⁹ _____ (your flight / leave)?

Enrico It ¹⁰ _____ (leave) at 10.30 p.m.

Sophie Oh, that's fine. We can order a taxi to pick you up at 8.00 p.m.

- 2 Complete the email using the prompts in *italics*.

Dear Maria,

1 *you / free / on / Thursday / evening?*

Are you free on Thursday evening?

2 *Our team / go out / to celebrate / Torsten's birthday.*

Would you like to come?

3 *We / plan / meet / in reception / around five.*

4 *We haven't booked anywhere yet, but*

I / hope / try / that new Greek restaurant.

5 *We could go home together afterwards.*

The last train / leave / at midnight.

6 *If you / not / busy, it'd be great to see you.*

All the best,

Mounir

Working with words

- 1 Read these comments from people talking about their places of work. Match the adjectives from the list to the comments.

fully-equipped ~~open-plan~~ comfortable spacious
old-fashioned state-of-the-art futuristic fun

- 'With the old offices everyone was in separate rooms with closed doors. Now you can see everyone.' open-plan
- 'The architect must have liked science fiction. The new headquarters looks like a spaceship has just landed!' _____
- 'Our new factory has the most modern equipment in the world.' _____
- 'Since we replaced the old computers with laptops, there's so much more room to work in.' _____
- 'I complained about my chair because I kept getting a sore back. This new one is so much better for sitting in for long periods.' _____
- 'I have everything I need in my office. A computer, a photocopier, a fax and a coffee machine.' _____
- 'We have a room for staff with lots of computer games, a pool table and even a trampoline. I believe that adults need to behave like children sometimes.' _____
- 'We don't have many computers in our office. A lot of work is still done using pens and paper!' _____

- 2 Underline the correct words in *italics* to complete the sentences.

- That bright red colour on the walls *isn't exactly* / *is very* relaxing. I was thinking of a light green or something instead.
- It's going to be difficult to change the dates. They're *fairly* / *not very* flexible.
- My flight was 12 hours overnight. I'm *really* / *exactly* tired.
- We've had some *extremely* / *pretty* good ideas so far but I think we can do better. Let's keep brainstorming.
- The negotiations went *fairly* / *extremely* well. We didn't get everything we wanted, but neither did they. I still think we might get what we want in the end, though.
- This new software is *very* / *not very* easy to use. I learnt all the basic functions in less than an hour.
- We're all *not exactly* / *extremely* happy with your performance this year, so I see no need for you to make any changes.

Business communication

- 1 Complete the second sentences so that they have the same meaning as the first sentences.

- I'm not sure it's a good idea to do this.
I have a few reservations about doing this.
- How about changing the colour?
Why don't we _____?
- Let's ask them to make a better offer.
I think we should consider _____.
- I don't think we'll be able to convince them of our proposals.
It might prove _____.
- Perhaps we could provide some chairs.
Couldn't _____?
- We could always have music in the factory.
Have you thought about _____?
- Do you mind if I don't come?
I'd rather _____.
- I'd recommend looking at this again tomorrow morning.
I'd recommend that _____.

- 2 Complete the missing words in the conversations.

- A What do you think of this idea?
B Great. I *really like* it.
- A It seems like a bad plan to me.
B No! It's a g_____ i_____.
- A Maybe we should change the office round so that everyone shares desks.
B Sorry, but I don't think that w_____ w_____.
- A This new system seems slower than the old one.
B I agree. Replacing the old one m_____ p_____ to be a bad idea!
- A These new meeting rooms are very large but I don't like the colour.
B We c_____ a_____ repaint them.
- A Let's cancel the order for new desks.
B Yes, I like the old ones. B_____, we can't really afford them.

Language at work

GRAMMAR REFERENCE

Quantifiers

Form

Quantifiers (e.g. *much, many, some, any, a little, a lot of, a few*) come before nouns.

There are **a few problems** with the order.

We don't have **much time**.

Use

The quantifier you use depends on the type of noun (countable or uncountable) that follows it.

- Countable nouns have a singular and plural form (usually ending in -s, but some plurals are irregular). Uncountable nouns only have one form.

Countable nouns: *chair (chairs), employee (employees), man (men), child (children)*

Uncountable nouns: *time, money, information, coffee*

- Use *some, any, a lot of* with countable AND uncountable nouns.

There are **a lot of employees** in this factory.

There's **a lot of money** in my bank account.

- Use *many* and *a few* ONLY with plural countable nouns.

How **many** employees are there? Only **a few**.

- Use *much* and *a little* ONLY with uncountable nouns.

How **much** information do you have? Only **a little**.

- Any, much* and *many* are mostly used in questions or negative statements.

How **much** money do you need?

Do you have **any** problems?

There aren't **many** employees in this company.

- Some* is mostly used in questions or positive statements.

Could you give me **some** help?

I've got **some** work for you to do.

- A lot of* can be used with questions, negative statements and positive statements.

He gets / doesn't get **a lot of** support in his job.

Do you get **a lot of** emails every day?

- To make a comparison with countable or uncountable nouns you can use *more*.

I need **more** time to work on this!

We need **more** clients!

- To make the comparative of *little* / *not much* with uncountable nouns, use *less*.

My new boss has **little** time for my questions.

My new boss has **less** time for my questions than my old boss.

- To make the comparative of *few* / *not many* with countable nouns, use *fewer*.

The company doesn't deal with **many** clients.

The company deals with **fewer** clients than ours.

- 1 Correct the sentences which have mistakes. Tick (✓) the correct sentences.

- Do you have any ~~informations~~ about these people? *information*
- How many people do you employ? _____
- Sorry, I don't have much time. Let's be quick. _____
- A little customers have complained about the increase. _____
- I'm afraid we don't have many paper in stock. _____
- There isn't much demand for this line any more. _____
- Give him any more time to finish this. _____
- I've got fewer space in my new office than in my old one. _____
- A lot of people said they preferred the taste of this one. _____
- I'd like a little help with that, please. _____

- 2 Two people are checking the store cupboard at work. Complete their conversation with a suitable quantifier.

- A So, how ¹ many boxes of paper clips do we have in stock?
- B Well, we only have a ² _____, so we should probably order some more.
- A How about ink cartridges? I don't think there are ³ _____ left.
- B Well, there's an extra box of them here, but we'll need ⁴ _____ more, sooner or later.
- A OK. What about the coffee machine? How ⁵ _____ coffee is there?
- B There's a ⁶ _____ of that, but there aren't ⁷ _____ packets of tea.
- A Right, so that's paper clips, ink cartridges and tea. Anything else?
- B Well, we don't have ⁸ _____ at the moment, but a ⁹ _____ people in the office have asked me if we can have biscuits for the tea breaks.