

# 1 | Practice file

## Working with words

### 1 Match 1–8 to a–h.

- 1 They'll be easy to work with – they certainly have b
  - 2 She's quite shy, but sometimes she comes \_\_\_\_
  - 3 As a financial adviser, I have to build \_\_\_\_
  - 4 I thought he was arrogant, so I took \_\_\_\_
  - 5 To attract younger customers, you'll have to project \_\_\_\_
  - 6 If your office is clean and tidy, it creates \_\_\_\_
  - 7 Your company needs to manage \_\_\_\_
  - 8 I'm afraid that these faults might mean our customers start to form a bad \_\_\_\_
- a across as being a bit unfriendly.  
b ~~a reputation for good communication with clients.~~  
c an impression of efficiency and professionalism.  
d an instant dislike to him.  
e a more modern image.  
f a good relationship with clients so they trust me.  
g opinion of us.  
h its online profile more carefully.

### 2 Complete 1–8 with the adjectives from the list.

~~favourable~~ trustworthy simple ineffective  
functional wary successful modest

- 1 Our new product got good press and favourable reviews.
- 2 We can speak freely – my assistant is very \_\_\_\_\_.
- 3 The advertising campaign was \_\_\_\_\_ – our sales actually fell slightly.
- 4 The design is simple and \_\_\_\_\_ so the product is very easy to use.
- 5 Fortunately our bid was \_\_\_\_\_ so we now have funds to develop the new department.
- 6 It is natural to be \_\_\_\_\_ of a company that has a poor reputation for customer service.
- 7 Don't be too \_\_\_\_\_ about your achievements at the interview. You need to let them know how much you've done.
- 8 Remember the golden rule when presenting: keep it short and \_\_\_\_\_.

## Business communication

### 1 Complete the follow-up call from Pierre to Samir with these phrases.

would you like to meet    I wondered if you'd  
let's say    can you tell me how    I'll email you a map  
let me know where    in from France, won't you  
see you    I suggest we meet to    I'm calling about  
responding so quickly    whatever's best

Pierre Good morning. This is Pierre Jouet.

<sup>1</sup> \_\_\_\_\_ the email I sent you last week in response to your enquiry.

Samir Oh yes. Thanks for <sup>2</sup> \_\_\_\_\_.

Pierre <sup>3</sup> \_\_\_\_\_ had time to look at the brochure I sent you.

Samir Yes – it looks very interesting.

<sup>4</sup> \_\_\_\_\_ discuss things further.

Pierre That would be fine. When

<sup>5</sup> \_\_\_\_\_?

Samir <sup>6</sup> \_\_\_\_\_ next Wednesday at 10.00.

Pierre Fine. <sup>7</sup> \_\_\_\_\_ for you.

Samir You'll be travelling

<sup>8</sup> \_\_\_\_\_?

Pierre That's right. I'm planning to drive and stay overnight in Bilbao. <sup>9</sup> \_\_\_\_\_  
I get to your office?

Samir Are you familiar with Bilbao?

Pierre Not really.

Samir <sup>10</sup> \_\_\_\_\_ you're staying and <sup>11</sup> \_\_\_\_\_ and directions from your hotel.

Pierre Thanks. OK. <sup>12</sup> \_\_\_\_\_ next Wednesday at 10.00.

Samir I'll look forward to meeting you. Bye.

### 2 Put the words in 1–5 in the correct order.

1 and / work / name's / UB / for / my / James Sims / I .

2 given / Jill Sander / your / by / I / details / was .

3 I / interested / offer / in / if / to / our / see / are / you / still / wanted .

4 is / taxi / public / transport / by / best / or / it ?

5 you / later / I'll / my / confirm / call / assistant / to / today / get / to .



## GRAMMAR REFERENCE

## Present simple

## Use the present simple

- to talk about routines  
*I usually **arrive** at work at about 8.30.*
- to talk about things we think of as permanent  
*I **work** for IBM.*
- to talk about states  
*Paris **lies** on the River Seine.*
- (with future reference) to talk about timetabled events  
*The next train **leaves** at 11.15.*
- to talk about future time introduced by *when, as soon as, after, if*, etc.  
*When I **see** Margaret tomorrow, I'll give you a ring.*

Common phrases used with the present simple are: *as a rule, generally (speaking), on the whole, once (a week / in a while), every (winter), most of the time.*

## Present continuous

## Use the present continuous

- to talk about an action happening at the moment of speaking  
*Mr Takashi **is waiting** for you in Reception.*
- to talk about a project that is ongoing and unfinished  
*I **am writing** a report on the takeover, and I should finish in a few days.*
- to talk about things we think of as temporary  
*I **am staying** with my brother while my house is being redecorated.*
- to talk about a gradual change or development  
*Because of global warming, sea levels **are rising** slowly.*
- (with future reference) to talk about an appointment or arrangement  
*I **am seeing** Mrs Langer next Tuesday.*

Common phrases used with the present continuous are: *currently, for the moment, at the moment, for the time being, tomorrow (afternoon), right now.*

## Stative verbs

Verbs that describe states rather than actions are normally only used in the simple form, i.e. verbs of thinking (e.g. *know, agree*), verbs of appearance (e.g. *look, seem*), feeling (e.g. *prefer, want*), possession (e.g. *own, belong*), the senses (e.g. *taste, sound*). Some stative verbs can sometimes be used in the continuous form, but with a change in meaning.

simple: *I **see** the Eiffel Tower on my way to work.*

continuous: *I **'m seeing** Bob on Monday.*

(= *I am meeting Bob*)

## Language at work

- 1 Complete 1–8 with the present simple or present continuous form of the verbs in brackets.

- A stockbroker is someone who \_\_\_\_\_ (buy) and \_\_\_\_\_ (sell) shares.
- The M40 \_\_\_\_\_ (go) from London to Birmingham.
- What time \_\_\_\_\_ (the last flight to New York / leave)?
- Because of the roadworks, it \_\_\_\_\_ (take) me much longer to get to work.
- I'm afraid Leon is out at the moment. He \_\_\_\_\_ (have) lunch with a client.
- I can give Anne your letter. I \_\_\_\_\_ (see) her tomorrow afternoon.
- Tell Heinrich I'll get in touch when I \_\_\_\_\_ (get back) next week.
- We \_\_\_\_\_ (develop) a new anti-malaria drug, and hope to start trials in a couple of years.

- 2 Write an appropriate question for these answers, using the stative verbs from the list. More than one correct question is possible.

*belong taste look own prefer sound*

- Q: *Does the car sound OK to you?* \_\_\_\_\_  
A: I think so – I can't hear anything wrong with it.
- Q: \_\_\_\_\_?  
A: He's about 2 m tall, with dark hair and blue eyes.
- Q: \_\_\_\_\_?  
A: Tea – I don't like coffee at all.
- Q: \_\_\_\_\_?  
A: It's delicious.
- Q: \_\_\_\_\_?  
A: It's mine.
- Q: \_\_\_\_\_?  
A: No, I rent it.

- 3 Choose the correct words in *italics*.

- As a rule, I *catch* / *'m catching* the 8 a.m. train.
- Right now I *design* / *'m designing* a new company website.
- I *stay* / *'m staying* with Clare for the time being.
- On the whole I *complete* / *'m completing* most tasks quite quickly.
- I generally *check* / *am checking* my emails twice a day.