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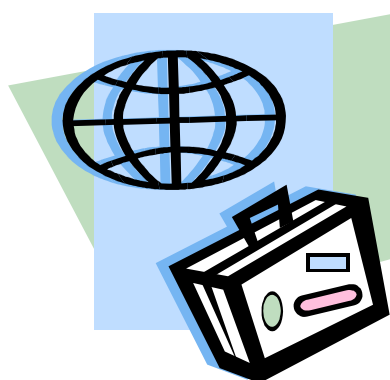
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# **BUSINESS GRAMMAR**

(for pre-intermediate students)

Учебно-методическое пособие  
по деловому английскому языку  
для студентов экономических специальностей

*Учебное электронное издание*



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# 1. Present Simple

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## 1.1. Mission statements

A mission statement talks in general terms about a company's overall policies and objectives. Read the two mission statements below and use the verbs to complete them, paying attention to the verb endings. The first one has been done for you in both cases.

*Admit*      *introduce*      *lead*      *welcome*      *mean*  
*Work*      *depend*      *improve*      *stay*      *come*      *spend*

Restless? Yes. Dissatisfied? True. We cheerfully.....*admit*..... it. We always ..... change and continuous improvement. Today consumers .....more than \$25 billion a year on our products. We .....-or..... a very close second-in all our business segments, which.....that vigorous growth.....on our own imagination, commitment and skill. So we regularly .....new products distribution channels and .....round the clock to be more efficient. Most of all, we.....absolutely, and unequivocally, 100% geared towards the customer, who's definitely No. 1 in our book!

*Believe*      *strive*      *deliver*      *enable*      *help*  
*give*      *endeavour*      *acknowledge*      *foster*

Eastman Kodak Company *believes* that a diverse group of highly skilled people, in an organisational culture which ..... them to apply their collective talents to shared objectives, ..... the greatest value to customers and shareowners alike. The company and its employees ..... to support an inclusive Kodak culture that ..... unique thinking in the context of teamwork and common business goals. Kodak ..... to provide a flexible, supportive work environment that ..... employees as partners in the business and community. To this end, it ..... employees access to a multitude of work/life resources and programs that ..... individuals balance their commitment to meeting business needs with their personal, family, and community responsibilities.

## 1.2. General truths. Complete these sayings appropriately, using these verbs.

*buy believe believe tend promise say put mean talk*

1. 'Every time we ..... a foreign car we ..... someone else out of work.(Woodrow Wyatt)
2. 'Money ..... they .....; all it ever said to me was "Goodbye" (Cary Grant)
3. 'Democracy ..... government by discussion but it is only effective if you can stop people talking.' (Clement Attlee, British Prime Minister)
4. 'Politicians are the same all over. They ..... to build a bridge even where there's no river.' (Khrushchev)
5. 'In a hierarchy every employee ..... to rise to his level incompetence.' (L. J. Peter)
6. 'Not all Germans ..... in God, but they ..... in the Bundesbank.' (Jacques Delors)

## 1.3. Underline the correct words.

1. Violet work/works at our Head Office in Paris now.
2. Violet doesn't to work/doesn't work in Spain any more.
3. Our company produce/produces parts for the automobile industry.
4. Our company doesn't have/doesn't have a factory in Europe.
5. Where does you/do you live?
6. Where does he/do he live?
7. Increased competition often causes/causes often a fall in prices.
8. Increased competition always is/is always bad for profits.
9. I'll let you know as soon as I hear/I'll hear from him.
10. When you'll get back/you get back from Madrid, send me an email

## 1.4. Complete the article about Wal-Mart by using these verbs in the present simple: close, dominate, employ, open, not/pay, rule.

**Wal-Mart Number**

**1 in**

**retailing**

Wal-Mart is the biggest corporation in the world. It (1) dominates retailing in the US, with sales of more than \$250 billion a year, and it (2) ..... three times more people than General Motors. Of the ten richest people in the world, five are Waltons - the family which (3) ..... the Wal-Mart empire. But the success of Wal-Mart has its controversial side. Wal-Mart (4) ..... very good salaries, and when a big store (5) ..... in an out-of-town location, the local shops often (6) .....

### 1.5. Complete the dialogue by putting the verbs into the present simple.

HELMUT: It's a good conference, isn't it?

TATIANA: Yes, it is. (1) ..... (you/come) every year?

HELMUT: Not every year. It (2) ..... (depend) on whether I have the time.

I (3) ..... (work) in technical support in the IT area and we often have to deal with a crisis at short notice. We (4) ..... (not/know) our job schedule from one week to the next. But I (5) ..... (come) to the conference whenever I can. What about you? What (6) ..... (you/do)?

TATIANA: I'm an information systems manager. I (7) ..... (direct) the work of systems analysts, computer programmers and support specialists like you. Listen, can I ask you something? (8) ..... (you/plan) to stay in your company forever?

HELMUT: Well, I like my work, but of course if someone (9) ..... (make) me a more attractive offer, I'll consider it. Why? What (10) ..... (you/have) in mind?

TATIANA: Our company often (11) ..... (need) IT technicians, and we pay well. Here's my card. Give me a call next week. We (12) ..... (not/have) any vacancies at the moment, but we're a big organization and we may be recruiting more people soon.

### 1.6. Choose a word from box A and a word from box B to describe what these people do, making any necessary changes to the verbs.

**A**

**B**

<b>Personnel officers</b>	<b>Management consultants</b>	<b>Invest</b>	<b>Advise</b>
<b>An architect</b>	<b>A stockbroker</b>	<b>Design</b>	<b>Look after</b>
<b>A journalist</b>	<b>An air steward</b>	<b>Write</b>	<b>Arrange</b>
<b>Venture capitalists</b>	<b>Auditors</b>	<b>Check</b>	<b>Buy and sell</b>

1. An air steward looks after passengers on a plane.
2. \_\_\_\_\_ stocks and shares
3. \_\_\_\_\_ houses
4. \_\_\_\_\_ in small, high-risk companies
5. \_\_\_\_\_ the accounts of a company
6. \_\_\_\_\_ companies on how they should be run.
7. \_\_\_\_\_ articles for a newspaper
8. \_\_\_\_\_ interviews



### 1.7. Write down some similar information about the business activities of your company using Present Simple.

## 2. Present Continuous

---



### 2.1. Read these extracts about projects that various companies are currently involved in. Match the extracts in column A with those in column B

- |  |  |
|--|--|
| 1) Ford is aiming to corner 10 % of car sales in the Asia-Pacific region within the next 10 years                            | a) The chief reforms are the elimination of 900 jobs and the reduction of sales, general and administrative expenses.  |
| 2) IBM in Europe chooses schools with the technology to teach collaboration, writes Delia Bradshaw                           | b) The firm is opting for external management training in a big way and is using its purchasing power to push the business schools involved into adopting the very latest technology to deliver their course |
| 3) Showa Shell Sekiyu and Cosmo Oil are stepping up plans to cut costs and improve cash flow                                 | c) After a slow start, the compact disc version of the video cassette is now selling well in North America   |
| 4) The New Zealand government has decided to sell the country's second-biggest electricity generator                         | d) It currently has about 1 % of the region's market but hopes to significantly expand its operations in China, Japan, Thailand and India.   |
| 5) Sales of DVD video should take off in Europe next year when nearly 500,000 players will be sold, according to a new study | e) It is seeking commercial advisers for the sale of Contact Energy, which produces 27 % of the country's energy supply  |

### 2.2. Complete this article by using these verbs in the present continuous: *become, continue, co-operate, move*.

#### Japan and China: the connections get stronger

The economies of South East Asia (1) are becoming more and more connected. Panasonic, a Japanese company, (2) \_\_\_\_\_ But many of these robots are then sold to Chinese companies. So Panasonic benefits from access to China in both cases. China and Japan have been

production of low-end products like televisions from Japan to China. At the same time it (3) \_\_\_\_\_ to manufacture high-end products like industrial robots in Japan. rivals in the past, but these days they (4) \_\_\_\_\_ more and more. Who knows? One day there may be a common currency: the Asian dollar.

### 2.3. Complete the conversation by putting the verbs into Present Continuous.



**FRANK:** Hello, Jackie, what (1) are you doing (you/do) here in Hamburg?

**JACKIE:** I (2) \_\_\_\_\_ (visit) someone at Axel Springer, the publisher. We (3) \_\_\_\_\_ (develop) a project together to share digital media content.

**FRANK:** That sounds interesting. Where (4) \_\_\_\_\_ (you/stay)?

**JACKIE:** At the Crown Plaza. And what about you? How (5) \_\_\_\_\_ (business/go)?

**FRANK:** As you know, the advertising industry (6) \_\_\_\_\_ (not/do) very well at the moment. Luckily our agency is OK, but the market (7) \_\_\_\_\_ (become) very fragmented -digital TV channels, films, specialist magazines. Internet sites. A lot of advertisements (8) \_\_\_\_\_ (not/reach) the target audience like they used to. and our clients know it.

**JACKIE:** I can see the problem, but I'm sure you'll be OK in the long term. After all, business can't survive without advertising.

### 2.4. Write about the changes the government of your country is currently making in the following sectors, as in the example.

Example:

business and finance **The government is setting up new enterprise schemes**

1. the environment \_\_\_\_\_
2. taxation \_\_\_\_\_
3. the law \_\_\_\_\_
4. transportation \_\_\_\_\_
5. education \_\_\_\_\_



# 3. Present simple vs Present continuous

---

## 3.1. Decide if uses a)-h) are usually associated with the present simple (PS) or present continuous (PC).

- a) facts and permanent situations
- b) habits and routines
- c) actions and events in progress now
- d) temporary situations
- e) arrangements for the future
- f) fixed timetables
- g) verbs of thinking and feeling
- h) current trends and changes

## 3.2. Match sentences 1-8 below with uses a)-h) from exercise 3.1.

1. She's talking on another line right now, can I ask her to call you back?
2. We offer a networking solution that is customised, reliable and secure.
3. We release figures for total sales and net earnings every quarter.
4. I'm arriving in Munich at 10.30.
5. The plane arrives in Munich at 10.30.
6. I'm working in our customer services department this month.
7. Internet fraud and cybercrime is increasing all over the world.
8. OK, I understand what the problem is now.

## 3.3. Decide if the speaker is talking about routine activities or activities going on at the moment of speaking. Put the verbs into the present simple or the present continuous.

A: How <sup>(1)</sup> do you usually organize (you/usually organize) the delivery of milk to the factory? <sup>(2)</sup> \_\_\_\_\_ (the farmers/bring) it here themselves?

B: No, <sup>(3)</sup> \_\_\_\_\_ (we/always collect) the milk ourselves, and the tankers <sup>(4)</sup> \_\_\_\_\_ (deliver) it to the pasteurization plant twice a day.

A: What sort of safety procedures <sup>(5)</sup> \_\_\_\_\_ (you/have)?

B: As a rule we <sup>(6)</sup> \_\_\_\_\_ (test) samples of every consignment, and then the milk <sup>(7)</sup> \_\_\_\_\_ (pass) down insulated pipes to the bottling plant, which <sup>(8)</sup> \_\_\_\_\_ (operate) 24 hours a day. I'll show you round a bit later, but the production line <sup>(9)</sup> \_\_\_\_\_ (not work) at the moment because the employees <sup>(10)</sup> \_\_\_\_\_ (change) shifts

**3.4. Decide whether the verbs refer to general activities or current projects. Put the verbs into the present simple or present continuous.**



Our company was founded fifteen years ago, and we <sup>(1)</sup> manufacture (manufacture) and <sup>(2)</sup> \_\_\_\_\_ (supply) clothing to large organizations such as the police, hospitals, and so on. We always <sup>(3)</sup> \_\_\_\_\_ (spend) a long time talking to the customers to find out their needs. At the moment we <sup>(4)</sup> \_\_\_\_\_ (produce) an order for 18,000 shirts for the police.

The next order is for a local electronics factory, and our head designer <sup>(5)</sup> \_\_\_\_\_ (have) discussions with them to find out what sort of clothes they <sup>(6)</sup> \_\_\_\_\_ (require).

**3.5. In the following exercise, decide whether these situations are permanent or temporary. Put the verbs into the present simple or present continuous.**

- 1 He joined the company 25 years ago and he still works (work) for us.
- 2 We \_\_\_\_\_ (not/send) out any orders this week because we're waiting for the new lists.
- 3 I \_\_\_\_\_ (deal) with Mr. Jarman's clients this week because he's away.
- 4 Go down this road, turn right, and the road \_\_\_\_\_ (lead) straight to the industrial estate.
- 5 Because of the high cost of sterling, exports \_\_\_\_\_ (not/do) very well.
- 6 The stock market can be risky because the price of shares \_\_\_\_\_ (vary) according to economic conditions.
- 7 She would be excellent as a European sales rep because she \_\_\_\_\_ (speak) French fluently.
- 8 I'm Heinrich Brandt, I'm German, and I \_\_\_\_\_ (come) from a small town near Munich.
- 9 We \_\_\_\_\_ (spend) a great deal on phone calls due to a postal strike.

**3.6. Make up sentences using the following prompts. The first verb should be in the present simple, and the second verb in the present continuous.**

1. come from/but/live I come from Austria, but at the moment I'm living in Switzerland.
2. speak/and/learn \_\_\_\_\_
3. normally/like my work/but/not enjoy \_\_\_\_\_
4. go on a lot of training courses/and/do a course in CAD \_\_\_\_\_
5. work from 9 to 5/but/stay late \_\_\_\_\_
6. travel a lot/and/visit Australia \_\_\_\_\_
7. have several subsidiaries in Europe/and/set up another one in Brussels \_\_\_\_\_
8. normally/export a lot to Greece/but/not get many orders \_\_\_\_\_

**3.7. Complete the sentences by putting each verb into the present simple or present continuous. Use contractions (*I'm* instead of *I am*, *don't* instead of *do not*, etc.) where possible.**

1. I (look) for a file.
2. Can you help me? I (not understand) Spanish.
3. Can I call you back? I (talk) with a client.
4. This product (not sell) as well as we hoped.
5. I'll get in touch with you as soon as I (know) the results.
6. I (stay) at the Marriott Hotel. I'll be there until Friday.
7. ... you (offer) any special deals over the summer?
8. Our company (make) parts for the automobile industry.
9. When (you usually arrive) at work in the morning?
10. Jack (come) to work with us on the NBC project for a few weeks.
11. Jack (come) from Leeds in the north of England.

**3.8 Some of the following sentences are right and some are wrong. Put a tick next to the right ones, and correct the wrong ones.**

1. I'm supplying you with everything on your last order.
2. I'm agreeing with you completely.
3. Our chocolates are containing only the finest ingredients.
4. Our chocolates are winning prizes all over the world.
5. We're setting up subsidiaries in Peru and Bolivia.
6. We're owning subsidiaries in Peru and Bolivia.
7. I'm thinking they will make a decision this week.
8. I'm thinking about what they will decide this week.
9. At first sight, it's seeming to be a sensible suggestion.
10. At first sight, he's making a sensible suggestion.
11. We're having a lot of trouble with our suppliers.
12. In these circumstances we're having no alternative.

**3.9. Complete the sentences by putting each verb into a form of the present simple or present continuous. In each sentence the verbs may be in the same or different tenses.**

1. Every time inflation (go up), people (demand) higher wages.
2. Inflation (fall) quite quickly, which (mean) that the government can keep interest rates low.
3. (you/wait) for Victoria Chambers? I (not/think) she'll be long.
4. What exactly (our customers/want)? Nobody around here (seem) to know.
5. Carlo doesn't have much experience of this situation. I (hope) he (know) what he (do).
6. What exactly (you/mean)? I (not/understand).
7. What exactly (you/say)? ... (you/want) to renegotiate the whole contract?
8. (your chicken/taste) OK? The food here is usually very good. Put of course it all (depend) on which particular chef (work) in the kitchen on that day.

## 4. Past Simple vs Past Continuous

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### 4.1. Write the Past Simple form of these irregular verbs.

---

become	grow
fall	shut
meet	buy
begin	keep
find	spend
pay	choose
break	lead
forget	understand
send	eat
bring	lend

---

### 4.2. Use the given verbs to complete the sentences. Some of the sentences are positive statements, some are negative, and some are questions.

*accept complain hire place realize study visit*

1. Oh, I'm sorry to disturb you. I *didn't realize* you had a visitor.
2. \_\_\_\_\_ you \_\_\_\_\_ economics when you were at university?
3. She \_\_\_\_\_ the job because the salary was too low.
4. Last week a number of customers \_\_\_\_\_ about slow service.
5. \_\_\_\_\_ you \_\_\_\_\_ the Acropolis when you were in Greece?
6. I am writing with reference to the order I \_\_\_\_\_ with you last week.
7. At last year's launch party, who \_\_\_\_\_ you \_\_\_\_\_ to do the catering?

### 4.3. Complete each sentence with a suitable time expression from the list below.

*at on in when while/when*

1. The computer crashed ..... I was loading up the new software.
2. .... did you first notice the fault?
3. We sent you the invoice ..... the end of last month.
4. Central Europe was changing very rapidly ..... the nineties
5. We sent the goods ..... the fifteenth. Haven't you received them yet?
6. .... they raised interest rates the euro recovered against the dollar.
7. .... she was checking the invoices, she noticed a small mistake.
8. The two companies merged.....1998.
9. We met ..... eight for a business breakfast.
10. What were you doing ..... I called you this morning?
11. We changed our advertising campaign ..... the beginning of the year.
12. I'll check my files and call you ..... the morning.

#### 4.4. Complete this article about Vivendi by putting each of the verbs in brackets into the past simple Most of the verbs are irregular.

##### VIVENDI: 150 YEARS OF HISTORY

Vivendi, the French utilities and communications group, has a long history going back to 1853. In that year the Government (1) *created* Compagnie Generale des Eaux. The founders (2) (have) two objectives: to irrigate the countryside for farming and to supply water to towns and cities in France. In 1880 a treaty (3) (give) Generale des Eaux the right to supply water to Venice, and then Constantinople and Oporto (4) (come) soon after. By the time of the centenary celebrations in 1953 Generale des Eaux (5) (supply) water to eight million people in France. In the 1960s and 1970s the company (6) (begin) activities in the area

of civil construction and (7) (build) a large tower block in the La Defense business district of Paris. During the 1980s Generale des Eau (8) (join) with the Havas media group to create Canal Plus, a pay TV channel. They also (9) (take) a controlling stake in the civil engineering giant, SGE. In the 1990s they (10) (win) major contracts in the Asia Pacific region and in Latin America. Jean-Marie Messier (11) (become) CEO in 1996 and (12) (run) the company along American lines. He (13) (sell) \$5 billion in assets and (14) (cut) the workforce by 10%. All this (15) (mean) that an annual loss of \$600 million (16) (turn) into a profit of \$320 million. In 1998 he (17) (change) the name of the group to Vivendi and soon

after (18) (make) a series of partnerships and acquisitions in the telecommunications industry. Operations in North America (19) (grow) very quickly after this and in 2000 Vivendi (20) (buy) Seagram to become a truly international media and communications company.



#### 4.5. Write in the missing form of each of the irregular verbs below. Each verb can be used with the expressions on the right.

<u>BARE INFINITIVE</u>	<u>PAST TENSE</u>	<u>EXPRESSIONS</u>
<b>Run</b> <b>Do</b> <b>Make</b> <b>Write</b> <b>Pay</b>	<b>Ran</b> <b>Went</b> <b>Had</b> <b>Sold</b>	... a business,... out of something,... up a bill ... a job well, ... your best, ... business (with) ... a profit, ... a mistake, ... a complaint ... abroad, ... out for a meal, ... bankrupt ... a letter, ... a report, ... out a cheque ... lunch, ... a meeting, ... problems ... by credit card, ... cash, ... in advance ... something at a profit,... at a loss, ... out

**4.6. Choose a past tense form and one of the expressions above to complete the following sentences.**

1. He made some calls from his hotel room and *ran up* a large phone *bill*.
2. We \_\_\_\_\_ with that company a few years ago, but then we stopped dealing with them.
3. The company lost money in its first year, but last year it \_\_\_\_\_ of J2.5m.
4. He couldn't find a suitable job in his own country, so he \_\_\_\_\_ to look for work.
5. When the consultants had finished their study they \_\_\_\_\_ for the directors, giving a list of recommendations.
6. The engineers \_\_\_\_\_ with the gearbox, so they made some modifications to it.
7. They didn't want cash or a cheque, so I \_\_\_\_\_.
8. The product was very popular. We \_\_\_\_\_ on the first day and ordered more stock.

**4.7. Complete the sentences by putting the verbs in brackets into either the past simple or past continuous. Sometimes the same tense is used twice; sometimes different tenses are used.**

1. What *did you eat* (eat) when you *went* (go) to Paris?
2. While I ... (negotiate) the contract, my boss (phone) me to say that he wanted completely different conditions
3. The last time something like this ... (happen), she ... (call) a press conference immediately.
4. Anne ... (explain) her proposal when Pedro ... (interrupt) her.
5. We never got the chance to interview him. While we ... (investigate) the incident, he ... (resign).
6. When he ... (finish) reading the article, he ... (give) it to me.
7. Everyone ... (wait) for the meeting to begin when he ... (call) to say that he was stuck in a traffic jam.
8. I ... (find) the missing file while I ... (look) for some other documents.
9. When Tim ... (arrive), we ... (tell) him what had happened.



#### 4.8 Choose the right form of the verbs.

I *met/was meeting* an old business colleague of mine while I *travelled/was travelling* to New York for a conference. She *noticed/was noticing me* while I *stood/was standing* in the queue at the airport check-in desk. We decided to travel together, and while we *waited/were waiting* for the flight to leave, we *realized/were realizing* that we were going to the same conference and staying at the same hotel. We talked about old times, and while we *had/were having* lunch on the plane, she *said/was saying* that she was going to look for a new job. I didn't think of it at the time, but later on when the plane *came/was coming* in to land, I suddenly *remembered/was remembering* that we had a vacancy for a lawyer. I told her about the terms and conditions, and later that evening, when we *had/were having* dinner, she *accepted/was accepting* the position.

#### 4.9 Underline the correct words.

1. When I got/was getting home, I heard/was hearing your phone message.
2. When I was at Norcom I used to claim/was claiming all my travel expenses.
3. When the computer crashed/was crashing I printed out/was printing out last month's figures.
4. While the plane took off/was taking off, I started/was starting to feel unwell.
5. We wanted/were wanting a reliable firm, so we chose/were choosing Phillips.
6. We used to have/were having an office in Latvia and Lithuania, but then we combined/were combining all our Baltic operations at our Estonia office.
7. When I arrived/was arriving at the office Jan waited/was waiting for me.
8. The door was open so I knocked/was knocking and came/was coming in.
9. They argued/were arguing about the merger when he suddenly lost/was losing his temper.
10. When I was/used to be in London last summer I visited/was visiting a different museum every day.



# 5. Present Perfect

5.1. Read this text about the performance of the Ford car company. Complete the text with the verbs from the list below, using the present perfect.

*Make fall launch be have cut withdraw  
spend take perform*

## ***Ford: the road to recovery***

Although Ford (1) operating profits of over \$7 billion in its American market this year, the story in Europe (2) very different. Its market share (3) from 12% six years ago to only 9% now. The truth is that rivals like Volkswagen and Renault (4) much better over recent years. They (5) costs and (6) exciting and highly successful new models. In contrast, Ford (7) its large saloon the Scorpio, which was not selling well. But Ford (8) a lot more success at the higher end of the market. Over the last few years it (9) a lot of money buying brands such as Jaguar, Aston Martin and Land Rover, and these models have much higher profit margins. It (10) some time to sort out the problems at Jaguar in particular, but it's now a successful part of the business.

5.2. Complete the dialogue by putting the verbs into the present perfect.

A: Good afternoon, Mr Jackson here. How you are getting on with the car I brought in this morning? *Have you finished it yet* (you/finish it/yet)?

B: Nearly. We \_\_\_\_\_ (already/do) most of the work on it. We (not/find any major problems/yet), but we \_\_\_\_\_ (already/fix) the things you mentioned.

A: \_\_\_\_\_ (you/check) the headlights? I think they need adjusting.

B: Yes, we \_\_\_\_\_ (already/fix) them. The only other thing is that you need two new tyres, but I \_\_\_\_\_ (not/order them/yet), because they're £50 each.

A: That's fine, go ahead with that. Do you know what the bill will be?

B: No, I \_\_\_\_\_ (not/work it out/yet), but it'll be about £180. Are you coming to get the car now?

A: No, I \_\_\_\_\_ (not/finish work/yet). I'll be there in about an hour



### 5.3. Complete these sentences. Use a verb in the present perfect to explain why the present situation has occurred.

*Example:* Our sales are improving because we have introduced some, new product lines.

1. Our agent wants the brochures delivered urgently because ...
2. Maria is off work for three months because ...
3. It is now much easier for us to export because ...
4. At the moment the government is very unpopular because ...
5. This year's coffee crop in Colombia will be very small because ...
6. I think it would be a good time to buy shares now because ...

### 5.4. Complete the sentences with a suitable time expression from the list below.

*already yet ever never just for since always*

1. The goods will be with you soon. They've \_\_\_\_\_ left our warehouse.
2. I've \_\_\_\_\_ had a great idea! Why don't we launch a new range of colours?
3. We've \_\_\_\_\_ known each other \_\_\_\_\_ more than twenty years.
4. I've \_\_\_\_\_ used my credit card on the Internet. I don't think it's safe.
5. I haven't had a chance to speak to Magda \_\_\_\_\_, but I'm sure she'll agree.
6. I've \_\_\_\_\_ worked in insurance, ever since leaving university.
7. I'm sorry he hasn't called you back. He's been in a meeting \_\_\_\_\_ lunchtime.
8. Have you \_\_\_\_\_ been to Sao Paulo? It's completely different from Rio.
9. Orders have increased \_\_\_\_\_ the advertising campaign in June.
10. Our sales executives have used the same hotel \_\_\_\_\_ over 20 years.
11. Sorry, Mr Smith is not available. He has been in a meeting \_\_\_\_\_ 8.30.
12. \_\_\_\_\_ I joined the company, I have been to over twenty countries.
13. Car sales have gone up by 10% \_\_\_\_\_ the tax cuts in December.
14. Portugal has been a member of the European Union \_\_\_\_\_ 1986.
15. It isn't a new Mercedes. He has had it \_\_\_\_\_ years

### 5.5. Complete the sentences with a suitable time expression from the list below.

*yet for since often ever never already so far just always*

1. I've lived in my city-centre flat .... 1998. I love it there.
2. Thanks for the present! I've ..... wanted a gold Rolex!
3. I don't think I should drink any more. I've ..... had four whiskies.
4. Have you ..... been self-employed?
5. I've ..... heard that we've won the contract! Congratulations everybody!

6. Hurry up! Haven't you finished ..... ?
7. Nina has worked in this company ..... over five years now.
8. I've ..... been white-water rafting before. It's an interesting experience!
9. I've ..... passed this building, but this is the first time I've been inside.

### 5.6. In the dialogue, put the verbs into the simple past or the present perfect.



A: Can I have a word about your trip to Athens?

B: Yes, of course. Is everything OK?

A: Yes. Your tickets *have arrived* (arrive) and they're in my office now. And I \_\_\_\_\_ (just/had) a fax from the hotel confirming your reservation.

B: Thank you. What about money?

A: I \_\_\_\_\_ (already/order) some drachmas for you. I (ring) the bank yesterday, and they'll have them tomorrow. But there's a problem with your Eurocheque book. I \_\_\_\_\_ (ask) them to send one a week ago, but it \_\_\_\_\_ (not/arrive) yet.

B: That's all right. I \_\_\_\_\_ (never/need) a Eurocheque before. I normally use a credit card.

A: Really? Are you sure you can do that?

B: Yes, I think so. Certainly when I (go) to France last October I \_\_\_\_\_ (take) my Visa card and my Mastercard, and I \_\_\_\_\_ (not/have) any problems. But I'll check about Greece. \_\_\_\_\_ (you/ever/be) there?

A: No, but have a word with Alison Morgan in Production. She \_\_\_\_\_ (be) there a couple of times this year, so I expect she would know.

### 5.7. Complete the sentences by putting the verbs in brackets into either the present simple, past simple or present perfect.

VICTORIA: Hi, Sue. I (1) \_\_\_\_\_ (not/see) you for ages!

SUE: Hi. No, I'm sorry. I (2) \_\_\_\_\_ (not/be) in touch with anyone recently. I (3) \_\_\_\_\_ (be) really busy.

VICTORIA: Oh, what have you been up to then?

SUE: Well, you know I (4) \_\_\_\_\_ (leave) my job in January so that I (5) \_\_\_\_\_ (can) go freelance as a graphic designer?

VICTORIA: Yes, I remember, you (6) \_\_\_\_\_ (talk) a lot about that last year. How's it going?

SUE: Well, it (7) \_\_\_\_\_ (be) a really difficult year so far. I (8) \_\_\_\_\_ (never/do) anything like this before. It's much harder work than I (9) \_\_\_\_\_ (imagine). (10) \_\_\_\_\_ (you/ever/be) self-employed?

VICTORIA: No, never, although I (11) \_\_\_\_\_ (often/think) about it. So, why has it been so difficult?

**SUE:** Well, at the beginning I (12) \_\_\_\_\_ (have) two or three good clients – and, you know, people that I (13) \_\_\_\_\_ (know) for many years, like Tom Pierce. And since then I (14) \_\_\_\_\_ (have) a lot of interest from different companies, but none of them (15) \_\_\_\_\_ (become) regular customers.

**VICTORIA:** What about advertising in the specialist magazines?

**SUE:** I (16) \_\_\_\_\_ (already/do) that. I (17) \_\_\_\_\_ (put) an advert in Design Monthly a couple of months ago, but I (18) \_\_\_\_\_ (not/ get) any replies.

**VICTORIA:** Oh, dear, well, (19) \_\_\_\_\_ (put) up a website with examples of your work?

**SUE:** Yes, I (20) \_\_\_\_\_ (just/finish) it. Would you mind having a quick look at it and tell me what you think of it?

### **5.8. Cross out the mistake in each sentence and write the correction at the end.**

1. She is sending emails all week but hasn't placed an order yet.
2. We have started this course three weeks ago.
3. A: 'What have you been doing all morning?' B: 'I've been written letters.'
4. When have you arrived in this city?
5. You have ever been to India?
6. Paula has been organised a press conference.
7. Sales have been rising since three months.
8. I live in this city since I was born.
9. I wait here a long time. Where have you been?
10. I didn't give a presentation before, so I'm a bit nervous.
11. I'm waiting for their reply to our letter for three weeks.
12. How long do you work in this company?

## 6. Future Tense

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### 6.1. Match sentences 1-8 below with uses a)-h).

- a) future facts
- b) fixed future arrangements
- c) instant decisions
- d) future plans and intentions
- e) predictions with present evidence
- f) general opinions about the future
- g) looking back from the future
- h) activities in progress in the future

1. We're going to launch the new model at the Bologna Show.
2. Sorry about this confusion. I'll look into it right away and I'll call you back.
3. I'm meeting my bank manager on Thursday. We're having lunch together.
4. I think we'll probably make a small loss this year.
5. Next year will be the tenth anniversary of our company.
6. During my presentation I'll be describing the key benefits of our new service.
7. Judging by these figures, we're going to make a small loss this year.
8. It's not a difficult job. We'll have to do it by lunchtime.

### 6.2. Fill in the blanks with the correct form of the future, using *will* or *going to*.

1. A: I'm afraid the fax machine isn't working.  
B: Don't worry, it's not a very urgent letter. I will post (post) it.
2. A: We've chosen a brand name for the new biscuits.  
B. Really? What \_\_\_\_\_ (you/call) them?
3. A: Why are you taking the day off on Friday?  
B: I \_\_\_\_\_ (look) at a new house.
4. I'm afraid there's no sugar. Do you want a coffee without any?  
B: No, I \_\_\_\_\_ (not have) one, thanks.
5. A: Have you decided what to do about improving the circulation of the magazine?  
B: Yes, we \_\_\_\_\_ (cut) the cover price by 10% as from October.
6. A: I'm afraid I can't take you to the airport. Something important has just come up.  
B: Never mind. I \_\_\_\_\_ (take) a taxi.
7. A: Do you need any help?  
B: Oh, yes please. \_\_\_\_\_ (you/carry) the display stand for me?
8. A: Could you make sure Mr Wilson gets my message?  
B: Yes, I \_\_\_\_\_ (tell) him myself when he gets in.

### 6.3. Underline the correct answers.

1. Wait for me. I'll be/I'll have been ready in a moment.
2. We'd better wait here until the rain stops/will stop.
3. That looks very heavy. Will I/Shall I help you?
4. We finish the course tomorrow so we're going out/we go out for a drink.
5. I've just heard the weather forecast, and it's/it's going to be sunny tomorrow.
6. A: 'Do you want me to phone them?' B: 'No, it's all right, I'll do/I'm doing it.'
7. Please don't leave until I come back/ I will come back.
8. Julie won't be here next week. She'll work/She'll be working at our other office.
9. They'll probably/They probably will cut back the training budget next year.

### 6.4 Rewrite each sentence with *will*, *shall* or *going to*, using the verb underlined.

1. How about having a game of tennis at the weekend? ..... a game of tennis at the weekend?
2. I've decided to study Arabic in Cairo. ....Arabic in Cairo.
3. I promise to be back before midday. .... before midday.
4. I have an appointment to see the doctor, so I can't come. .... the doctor, so I can't come.
5. I plan to do my MBA in France. .... my MBA in France.
6. Would you like me to help you with those bags? ..... with those bags?
7. It's possible for us to come back later if you like. .... back later if you like.
8. I intend to ask my Boss about opportunities for promotion ..... my boss about opportunities for promotion.
9. I want to have the salmon. .... the salmon, please.

### 6.5. Put the verbs in brackets into the will future or the present simple.

1. Sally is working on the sales forecast at the moment. I will give (give) you the figures as soon as I get (get) them.
2. The shipment isn't in yet, but the agent (phone) us as soon as it (arrive). If they (not receive) payment next week, I think they (take) legal action against us.
3. Give me the report and I (show) it to the lawyers before they (leave).
4. Analysts believe the share price of ICI (rise) after it (announce) its interim profit forecast next week.
5. When they (close) the factory next year, a lot of small local businesses (suffer).
6. When I (come) to England next year, I (give) you a ring and maybe we can arrange dinner.

**6.6. Two managers of an engineering company are trying to arrange a meeting the verbs in brackets into *the present continuous*.**

**PETER:** Jack, Peter here. Could we arrange a time tomorrow to talk about the new freight schedules? Say, er... 9.15?

**JACK:** I'm a bit busy first thing because I *am having* (have) a meeting with a new driver. Would 10 o'clock suit you?

**PETER:** I'm afraid not. I \_\_\_\_\_ (go) over to the factory, and after that I \_\_\_\_\_ (see) Mr. Henderson for lunch.

**JACK:** What time \_\_\_\_\_ (you/come) back?

**PETER:** At about 2.30 I suppose, but I \_\_\_\_\_ (not/do) anything special after that. Would you be free then?

**JACK:** NO, I don't think so. I \_\_\_\_\_ (see) a sales rep from Mercedes. We \_\_\_\_\_ (have) lunch from 2.00 until about 3.30. So shall we say 3.45?

**PETER:** Fine. I'll ask Janet to come along as well. We \_\_\_\_\_ (meet) with her today, and I'll tell her about it.

**6.7. The export manager of an agricultural machinery company is talking to his PA about a sales trip. Put the verbs in the following sentences into the *will future* or the *present continuous*.**

**JANET:** I've booked your flight and hotels for your trip to Ethiopia. You *are leaving* (leave) on the 18th at 6.30 a.m., and that means you (be) in Addis Ababa late afternoon.

**DAVID:** What about hotels?

**JANET:** You (stay) at the Addis Ababa Hilton, and you (have) to get a taxi there from the airport. Your first meeting is on Monday, and you (see) Mr Haile Mariam from the Ministry of Agriculture at 10.30.

**DAVID:** (I/need) any vaccinations?

**JANET:** I'm not sure, but leave it with me. Peter and I (let) you know what she says.

**6.8. Cross out the mistake in each sentence and write the correction at the end.**

1. I go to play tennis on Saturday. Would you like to come?
2. The visitors from Japan will here at 9.30.
3. Justine will probably to get the sales job.
4. Sue is going lend me her copy of the report.
5. Bye for now. I see you later this evening.
6. Sorry, I'm not see you tomorrow. I have to go to London.
7. What you going to discuss at the next meeting?
8. The flight probably will be delayed.

**6.9. Complete the second sentence so it has a similar meaning to the first sentence. The answers include these forms: *will, won't, shall, present simple, present continuous and future continuous.***

1. I promise to phone you when I get back. When I get back, ..... you.
2. Would you like me to close the window? ..... I close the window?
3. After the conference we can travel back together. When the .....we can travel back together.
4. They refuse to lower their price. They ..... lower their price.
5. What job will you have after the company reorganisation? What ..... doing after the company reorganisation?
6. I'll wait here until it stops raining. When it stops raining ..... leave.
7. How about having a drink after work? .....we have a drink after work?
8. Are you free tomorrow evening? Are ..... anything tomorrow evening?



## 7. Passive Voice

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### 7.1. Put the verbs in brackets into the present simple passive. Rewrite the text using past simple passive. Make necessary changes.

A: What is the difference between this new Pay card and ordinary phone cards?

B: The Paycard 1) \_\_\_\_\_ (not/ design) for public telephones; you can use it with any phone, for example in a hotel. Each pay card has an account number on the back, and that is a bit like a bank account. This account 2) \_\_\_\_\_ (credit) with money from your Visa card or Access card. When you want to make a call, you ring the Pay card operator, and then you 3) \_\_\_\_\_ (connect) with the number you want. The cost of the call 4) \_\_\_\_\_ (deduct) from your Pay card balance.

A: How do you know what the balance of your Pay card account is?

B: At the beginning of the call, you 5) \_\_\_\_\_ (tell) by the operator, for example, that you have £15 in the account, and you can talk as long as you like. And if the money runs out, you 6) \_\_\_\_\_ (warn) that you only have one minute left.

A: Who is the new card for? 7) \_\_\_\_\_ (it/ aim) at tourists or the general public or business people?

B: Business people will find it very useful. Business people often complain that they 8) \_\_\_\_\_ (charge) too much for phone calls at hotels. With this system, you can use the hotel phone, but the cost of the call 9) \_\_\_\_\_ (not/ put) on your hotel bill. It 10) \_\_\_\_\_ (take) from the balance in your Pay card account, so of course it is much cheaper and more convenient, and you can use almost any phone anywhere.



### 7.2. A person who works in the Personnel Department is explaining how they select candidates in her company. Rewrite the passage in Passive Voice.

“If there’s a vacancy, I usually advertise it in-house first of all, and if I don’t find any suitable candidates, then we advertise the job in the papers. We ask



applicants to send in their CVs, and we invite some of the candidates to an interview. After that, we draw up a shortlist and ask some of the applicants back for a second interview. We choose the best candidate, and then I check his or her references, and if everything's OK, we offer the applicant the job.

### 7.3. Underline the correct words.

1. I had my car *be repaired/repaired* yesterday.
2. Profits are expected *grow/to grow* by 10 % in the next quarter.
3. I *was born/born* in a little town just outside Dijon.
4. We're getting the machines *cleaned/to be cleaned* tomorrow.
5. The Board is thought to *be demanded/have demanded* his resignation.
6. We have the components *assembling/assembled* in Taiwan.
7. Where exactly *were you born/did you born*?
8. She is supposed *to been looking/to be looking* for a new job.

### 7.4. Complete the report by putting the verbs in brackets into the present perfect active (has done) or passive (has been done).

## Brazil

Brazil (1) ... (transform) from an economy based on sugar and coffee into a leading industrial power, and this (2) ... (happen) over a relatively short time period. Over recent years inflation (3) ... (bring) under control, and foreign direct investment (4) ... (encourage). The Government (5) ... (privatise) many state-owned companies, and they (6) ... (also/invest) a lot of money in advanced infrastructure. In an attempt to decentralise the economy, Campinas was chosen to be Brazil's IT capital, and car production (7) ... (move) away from traditional centres to states such as Rio Grande do Sul in the south. No one pretends that all the old problems (8) ... (solve), but Brazil is finally taking its place on the world stage.

### 7.5. Rewrite each sentence with a passive verb.

1. China imports most of its soy beans from Brazil.
2. We are reorganizing our customer services department.
3. Steve Jobs founded Apple Computers in 1976.
4. The slow progress in our Latin American markets has disappointed us.
5. Customers in all our target markets will see this advert.
6. Someone gave a copy of the report.
7. Chris gave me a copy of the report.
8. People expect that the price of oil will rise over the winter period.
9. People think that bonds are a safer investment in shares.

**7.6. The text on the left needs to be changed to make it more formal. Rewrite it using the same verbs in the correct form of the passive.**

EMPLOYMENT CONTRACT	EMPLOYMENT CONTRACT
<p>If an employee thinks someone <u>has treated</u> them unfairly, they <u>should refer</u> the matter to their line manager. The line manager will arrange a meeting, which he or she <u>must schedule</u> within two weeks. You <u>can invite</u> a trade union representative to the meeting.</p>	<p>If an employee thinks they (1) _____ unfairly, the matter (2) _____ to their line manager. The line manager will arrange a meeting, which (3) _____ within two weeks. A trade union representative (4) _____ to the meeting.</p>

**7.7. Correct the sentences.**

1. These TV screens are making in Korea.
2. Our factory was been closed for a week because of a strike.
3. India’s infrastructure is be modernized very rapidly.
4. This line was create by one of our best young designers.
5. Your invoice will being paid next week.
6. The assembly is doing mostly by industrial robots.

**7.8. Complete the sentences below to give a general description of the recruitment process. Use the passive in your answer.**

1. The vacancy  
\_\_\_\_\_
2. If there is a suitable in-house candidate  
\_\_\_\_\_
3. The vacancy  
\_\_\_\_\_
4. Applicants  
\_\_\_\_\_
5. Some candidates  
\_\_\_\_\_
6. A shortlist  
\_\_\_\_\_
7. Selected candidates  
\_\_\_\_\_
8. The best candidate  
\_\_\_\_\_
9. The references  
\_\_\_\_\_
10. The successful candidate  
\_\_\_\_\_

### 7.9. Make these sentences passive.

1. Karl Marx Wrote *Das Kapital*.
2. They are repairing your car now.
3. Steve Jobs founded Apple Computers.
4. The board will discuss the proposal.
5. Did anyone inform Mrs Wilson?
6. They make Renault cars in Slovenia.
7. They have transferred him to the New York office.
8. The princes opened the new conference centre.
9. They had made a full investigation.
10. I didn't realize someone was listening to my telephone conversations.

### 7.10. Cross out the mistake in each sentence and write the correction at the end.

1. Nils has been offer a new job in Brazil.
2. Our parcel was been posted yesterday.
3. A new industrial site is been developed outside the town.
4. All the food at the reception was ate.
5. Gold is still produce in large quantities in South Africa.
6. Nothing will being decided before next week.
7. The presentation is giving at the Hotel Intercontinental.
8. I've just heard that Carla is been promoted to Marketing Director.
9. The introduction to the report was writing by the CEO.
10. Many customers are losing through poor after-sales service.

### 7.11. Complete the second sentence so it has a similar meaning to the first sentence. Do not mention who did the action.

1. Someone checked these figures for me last week. Last week ...
2. They grow much less coffee in Colombia these days. These days ...
3. Someone delivered this package this morning. This package ...
4. The city council is redeveloping the old docklands area. The old docklands area ...
5. They've put up interest rates again. Interest rates ...
6. We'll discuss your idea in the meeting tomorrow. Your idea ...
7. The technician installed some new software on my PC yesterday. Yesterday some new software ... on my PC
8. Tokyo is my place of birth. I ... in Tokyo.
9. When is your date of birth? When exactly ... born?
10. Someone stole Peter's car last week ... stolen last week.
11. Did anyone tell Alex about the meeting? ... about the meeting?
12. Has anyone made a backup copy of this file ... made?

## 8. Conditionals

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### 8.1. Choose the correct words.

1. If America *reduced/would* reduce its trade deficit, the dollar *goes/would* go up.
2. If I worked/will work at the EU, I would support/support openness and transparency.
3. I *am talking/I'd take* legal advice if I *am/I were* you.
4. I wish that taxes *aren't/weren't* so high.
5. I wish I *can/could speak* better English – life *would/will be* much easier.
6. I hope we *I can/could get* many more sales as a result of this advertising.

### 8.2. Choose the correct words.

1. If we *'re/we would be* late, *they'll start/they'd* start without us.
2. If we *will take/take* a taxi, *we'll arrive/we arrive* sooner.
3. If we *worked/would work* for ADC, *we'll get/we'd get* a better salary.
4. When inflation *will go/goes* up, there *would be/is* usually pressure on salaries.
5. If we *don't hurry/won't hurry*, *we would be/we'll be* late.
6. If you *change/are changing* your mind, *give me/you will give* me a ring.
7. Unless you *click/would click* on that icon, *it didn't/it won't* print out.
8. If you *ordered/order* on the Net, we always *will send/send* an email confirmation.
9. If I *lend/will lend* you this book, when *do you return/will you return?*
10. If you *heard/hear* anything in the next few days, *let me/letting me* know.

### 8.3. Put the verbs in brackets in the correct form.

1. If you \_\_\_\_\_ (give) me 90 days I \_\_\_\_\_ (buy) right now.
2. If you \_\_\_\_\_ (give) me a special price I \_\_\_\_\_ (put in) a bigger order.
3. I \_\_\_\_\_ (take) last year's stock if you \_\_\_\_\_ (take off) 15 %.
4. I \_\_\_\_\_ (purchase) the equipment if you \_\_\_\_\_ (throw in) the accessories.
5. How long \_\_\_\_\_ (you hold) your prices if we \_\_\_\_\_ (order) today?
6. If I \_\_\_\_\_ (pay) cash how much discount \_\_\_\_\_ (you allow)?

#### 8.4. Complete these sentences.

1. If I have time this weekend, \_\_\_\_\_
2. If I go on holiday this year, \_\_\_\_\_
3. If I can afford it, \_\_\_\_\_
4. If I carry on learning English, \_\_\_\_\_
5. If I stay in my present job, \_\_\_\_\_
6. If I feel tired this evening, \_\_\_\_\_
7. If I move house at some stage in the future, \_\_\_\_\_

#### 8.5. Answer the following questions using the second conditional.



- ✓ What would you do if ....  
...you invented a new product?
- ✓ *If I invented a new product, I would patent it immediately.*

✓ ... you lost your job?

✓ ...you were offered a job in Saudi Arabia for five years?

✓ ...your company's main competitors offered you a good job?

✓ ...you lost all your money and credit cards?

#### 8.6. Write down the advice you would give in the following situations. Begin each answer with "If I were you ...".

What would you say to ...

1. ... an 18 year old who wanted to join your company instead of taking up a place at a well-known university?
2. ... a colleague who had not heard about the result of an interview?
3. ...a friend who asked you what kind of car he should buy?
4. ... someone who was looking for a job in your company?
5. ... a visitor to your town who asked which restaurants were good.

#### 8.7. Complete the sentences with the correct form of the given verbs.

*Change be think speak apply earn give produce*

- ✓ I think they might \_\_\_\_\_ me that job in Paris if I \_\_\_\_\_ for it, but I'm not interested in it.
- ✓ If I \_\_\_\_\_ you, I would \_\_\_\_\_ very carefully before investing.

- ✓ It's a pity you have refused to talk to him. He might \_\_\_\_\_ his mind if you \_\_\_\_\_ to him personally.
- ✓ It's a pity the circulation of our magazine is so low. If it \_\_\_\_\_ higher, we could \_\_\_\_\_ a lot more from advertising.
- ✓ If our labour costs \_\_\_\_\_ lower, we could \_\_\_\_\_ cheaper goods.

### 8.8. Put the verbs in brackets in the correct form.

A: My session with the career counselor was a bit of a waste of time.

B: Really? Why?

A: Well, firstly, he recommended moving to London, but that's impossible. If I 1) \_\_\_\_\_ (get) a job in London, I 2) \_\_\_\_\_ (have) to spend at least four hours a day on the train, and I'm not going to do that.

B: Couldn't you move?

A: No, because if I 3) \_\_\_\_\_ (move) to London, I 4) \_\_\_\_\_ (need) to sell the house, and I don't want to do that at the moment.

B: Did he have any other ideas?

A: He suggested retraining to become an accountant, but that's not a solution either. Even if I 5) \_\_\_\_\_ (start) next week, I 6) \_\_\_\_\_ (not/be) qualified for at least three years, and that is too long. So I don't really know what I'm going to do.

### 8.9. Complete the sentence by putting the verbs in brackets into the correct form.

1. It's not far. If you \_\_\_\_\_ (follow) this road, you \_\_\_\_\_ (come) to the station.
2. If I \_\_\_\_\_ (be) on the Board of this company, I \_\_\_\_\_ (argue) against the merger.
3. If you \_\_\_\_\_ (have) any questions, I \_\_\_\_\_ (deal) with them at the end of my presentation.
4. If the council \_\_\_\_\_ (ban) all cars from the city centre, there \_\_\_\_\_ (not be) much pollution.
5. A: I have no idea what the other side are going to propose in the negotiation tomorrow.  
B: Neither do I. If I \_\_\_\_\_ (know), I \_\_\_\_\_ (tell) you.
6. A: My train leaves in forty minutes.  
B: It only takes ten minutes to the station by taxi. If you \_\_\_\_\_ (leave) now, you \_\_\_\_\_ (catch) it.
7. A: Is that the time? I really should be going.  
B: If you \_\_\_\_\_ (wait) a moment, I \_\_\_\_\_ (give) you a lift.
8. A: Would you like to go to English evening classes with me?  
B: I'm sorry, but I can't. I'm really busy. If I \_\_\_\_\_ (have) more time, I \_\_\_\_\_ (love) to.

### 8.10. Underline the correct words.

1. If we sent the goods by sea, the transport costs *will/would* be much lower.
2. If they *promote/promoted* the brand better, they'll gain market share.
3. If you *left/had left* earlier, you might have got there on time.
4. If anyone from Head Office visits, they always *stay/will stay* in a five star hotel.
5. If I were you, *I'd/I'll* call their Technical Support number.
6. If I *have/had* more time, I'd be able to come up with a solution.
7. If it *breaks down/will break down*, it takes days for the service engineer to arrive.
8. If you enter the date in the wrong format, the computer *doesn't/didn't* recognise the information.
9. If *we'd been/we were* more careful, we wouldn't have lost so much money.
10. If I had bought more shares, I *would become/would have become* rich!
11. If your second interview goes/will go well, I'm sure they'll offer you the job.
12. If you *would have backed up/backed up* your files more often, you *wouldn't risk/didn't risk* losing all your work.
13. If you *hadn't/wouldn't have* acted so quickly, *we'd be/we are* in big trouble.
14. I need to contact Head Office. I wish I *have/had* my mobile phone with me.
15. I wish it *is/was* Friday!

### 8.11. Complete each sentence using *if* or *unless*.

1. Their offices are very near. We'll walk there ..... it's raining.
2. We would probably get the contract .....we dropped our price a little.
3. Come on! ..... we hurry, we'll miss the plane.
4. ....you have any questions, please feel free to call.
5. What would you do ..... they refused to negotiate?
6. I don't feel able to take a decision ..... I have all the figures.

### 8.12. Complete the sentence for each situation.

1. Emma didn't leave early, and so she missed her flight.  
If Emma ....., her flight.
2. He didn't make more copies, so we don't have enough for everyone.  
If he ....., we enough for everyone.
3. I forgot to bring your map, so I went to the wrong building.  
If I ....., I to the wrong building.
4. They didn't invest in new technology, so they didn't survive the recession  
If they ....., they the recession
5. I didn't realise you were so busy when I asked you to help me.  
If I ....., I to help me.
6. The Government didn't collapse, so there wasn't a crisis.  
If the Government ....., there a crisis.
7. They didn't bring out their new model on time, so they lost market share.  
If they ....., they market share.



# 9. Reported Speech



"Remember when I said I was going to be honest with you, Jeff? That was a big, fat lie."

## 9.1. Underline the correct words.

1. Sally *told/told me* that she had lost the catalogue.
2. This is confidential, please don't *say/tell* anything about it.
3. This is confidential, please don't *say/tell* anyone about it
4. Chris *said/said me* he must leave early
5. I *said/told* them about the meal, and they *said/told* they would come.
6. 'You see,' *told/said* Steve, 'I always *told/said* you'd get a promotion.'
7. 'You see,' *told/said* Steve, 'I always *told/said* you you'd get a promotion.'
8. 'Look,' I *told to/said to* her, 'why don't you *tell/say* me what you mean?'

## 9.2. Look at the actual words spoken. Underline the correct words in the reported version.

1. (Helen's words) 'I won't do it until tomorrow.'  
Helen said *I/she* wouldn't do it until the *previous/following* day.
2. (Peter's words) 'It's very busy in here. I'll call you later.'  
Peter said it was very busy *here/there*, and he'd call *me/him* later
3. (The sales manager's words) 'We received your order last week.'  
He said *they'd/we'd* received *our/their* order the week *after/before*.
4. (Mel Bowen's words) 'I'm sorry about the delay, I'll deal with this now.'  
She said *she/I* was sorry about the delay, and she'd deal with it *right then/later*.

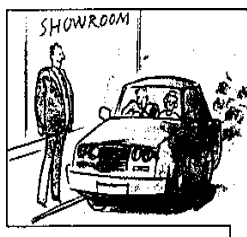
## 9.3. Rewrite the sentences in reported speech. Use contractions where possible.

1. 'I won't put it in the sales because it's selling very well,' she said.  
She said .....
2. 'I've read the report and I don't understand section 4,' he said.  
He said.....
3. 'When I finish my presentation, I'm going to have a drink,' he said.  
He said that when.....



4. 'I'm preparing the figures but I won't be long,' she said.  
She said .....
5. 'I like playing tennis, but I don't do it very often,' she said.  
She said.....
6. 'I'm going to visit our Polish subsidiary, but I'm not sure when,' she said.  
She said .....

**9.4. A customer came to a Mercedes showroom in a very old Fiat. There was an old lady in the back of the car. Look at some of the things the customer and the salesman said. Then rewrite the sentences in reported speech. (This is based on a true story.)**



*The customer said, 'I'm thinking about buying a new car'.*

*The customer said .....*

*The salesman said, 'The new S500 is very good value'.*

*The salesman said.....*

*The customer said, 'I bought a Mercedes in 1985 and I liked it a lot'.*

*The customer said.....*

*The salesman said, 'You can take it for a test drive'.*

*The salesman said .....*

*The customer said, 'I don't have any identification ..... but the woman in the car is my grandmother'*

*The customer said .....*

*The salesman said, 'That will be fine'*

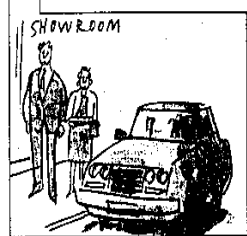
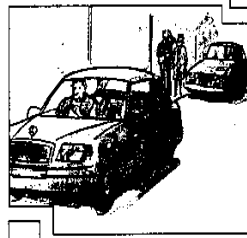
*The salesman said .....*

*Two hours later, the salesman said, 'Your grandson is taking a long time'.*

*The salesman said .....*

*The woman said, 'He isn't my grandson... He offered to drive me to the shops. I have never seen him before'*

*The woman said .....*



**9.5. Rewrite each sentence in reported speech.**

1. 'Are you on holiday for the whole of August?' she asked me.  
She asked me .....
2. 'What do the letters 'URL' mean?' I asked him.  
I asked him.....
3. 'Have you prepared the figures?' my boss asked me.  
My boss asked me .....
4. 'When is your birthday?' I asked Francesca  
I asked Francesca.....
5. 'Did you remember to back up the file?' she asked him.  
She asked him.....

6. 'Why have you turned off the air conditioning?' Ellen asked me.  
Ellen asked me .....
7. 'Do you speak Italian?' they asked me at the interview.  
They asked me at the interview.....
8. 'How much did you pay for your car?' I asked Pablo.  
I asked Pablo.....

**9.6. A speaker was asked these questions after a presentation. Report the questions.**

1. 'When will the new product be ready?'
2. 'How much are you planning to spend on advertising?'
3. 'Where do you intend to advertise?'
4. 'What discount will you give to your distributors?'
5. 'Why has it taken so long to develop?'
6. 'How much market interest has there been in the new product?'
7. 'Who is the product aimed at?'

'What sort of problems have you had in developing the product?'

They asked me *when the new product would be ready.*

They asked me *how much we were planning to spend on advertising.*

They asked me .....

They asked me .....

They asked me .....

They asked me .....

They asked me .....

They asked me .....

**9.7. A colleague of yours came back from a business trip, and you asked her the following questions. Rewrite the questions using reported speech.**

1. 'Did you have a good trip?' *I asked her if she had had a good trip.*
2. 'Have they signed the contract?' .....
3. 'Will you need to go back again?' .....
4. 'Was the hotel OK?' .....
5. 'Did you have any time off?' .....
6. 'Are you feeling tired?' .....
7. 'Did you have any problems?' .....
8. 'Do you feel confident about the project?' .....
9. 'Did they like the idea of a joint venture?' .....

**9.8. Rewrite the following sentences. Use the introductory phrases and either a question word or if.**

Does the bank have a branch in Geneva, I wonder? I wonder if the bank has a branch in Geneva.

When will the plane get in? Do you know?

Do you know when the plane will get in?

1. How are the negotiations going, I wonder?

I wonder .....

2. Is Peter coming to the meeting? Do you know?

Do you know .....

3. When is the talk going to start? Could you tell me?

Could you tell me .....

4. Should I take the job? I'm not sure.

I'm not sure. ....

5. Where is their head office? I don't know.

I don't know.....

6. Will they accept our offer, I wonder?

I wonder .....

7. Have they sent us an order form? Could you tell me?

Could you tell me .....

8. How did they get this information, I wonder?

I wonder .....

**9.9. Nigel is talking to a colleague about the same meeting later in the week. Underline the correct words in his report.**



'Claudia asked us (1) that we give/to give our opinions about the merger talks. I (2) told them/told to them that I thought the whole thing was a bad idea, but they refused (3) to listen/listening. Of course Tony disagreed, as usual. He (4) told/said that we were too small for the global market. Then

Claudia asked how long (5) would it/it would take to integrate the two companies, and Tony claimed it would (6) take I to take six months. Claudia suggested (7) setting up/ to set up a task force to look into the whole thing. I decided (8) not saying/not to say anything. Tony offered (9) to chair/that he would chair the task force. He proposed that the task force (10) reporting /should report back in six weeks, but I (11) reminded them that/reminded that we'd need the report much sooner. Anyway, we decided (12) to meet/meeting again in a month.'

**9.10. Rewrite each sentence in reported speech, using a verb from the list below.**

*Advised*      *apologised for*      *congratulated on*      *invited*      *offered*  
*promised*      *refused*      *suggested*

1. 'I'll meet you at the airport, Sue,' said Mike
2. 'Would you like to come to the product launch, Jean?' asked Chris.
3. I wouldn't sign the contract if I were you, Dave,' said Patsy.
4. 'How about getting an alternative quote?' said Nick.
5. 'I'm terribly sorry for arriving so late,' said Serena.
6. 'Shall I give you a lift?' said Mark.
7. 'Well done, you've won the Employee of the Year award!' he said.
8. 'No, I can't accept any further delays,' said Pat.



# 10. Modal verbs (can, may, should, must, etc.)

## 10.1. Match the personal qualities with the abilities on the right.

### If you ... you can...

- |   |                                     |
|---|-------------------------------------|
| are computer literate                         | a) work well on your own.           |
| are trilingual                                | b) use different types of software. |
| are good at mental arithmetic                 | c) solve problems rationally.       |
| are autonomous                                | d) be a good leader.                |
| have a creative personality                   | e) calculate quickly in your head.  |
| have a logical mind                           | f) speak three languages.           |
| are decisive and people accept your authority | g) bring new ideas to projects.     |

## 10.2. Make appropriate sentences from this table using can.

Learning a foreign language				hard work
Entertaining overseas customers		occasionally		good fun
Being in charge of a new project	can	sometimes	be	Challenging
Setting up in business		often		a waste of time
Negotiating a contract				painful boring



## 10.3. Complete the sentences with *can*, *can't*, *could*, *couldn't* or *be able to*.

- I'm afraid I .... help you at the moment.
- I don't think I'll ..... come to the meeting.
- The negotiations broke down because we .... agree on the price
- I .... see you were having problems, so I didn't interrupt.
- If you ... make a firm order today, we should ... ship by Friday.
- I find Portuguese very difficult. I ... understand it, but I ... speak it.
- Sorry, I ... see you next week, but I might ... make the week after
- A: Will you ... go to the training seminar?  
B: No, I ... I'm very busy.
- I'm sorry I ... come to your talk yesterday. I had to sort out a problem.
- I ... ski really well when I was in my twenties, but now I'm out of practice.

**10.4. Complete the sentences using either could or managed to. (It is possible to past ability use was/were able to in all these sentences.)**

1. We had a very successful meeting, and we managed to make the publishers agree to giving us a 56 % discount.
2. The walls in the hotel were very thin, and I .... hear people talking in the next room.
3. Although the meeting finished early, we .... cover the main points.
4. The machine was no longer in production, but at last we ... find a spare part from a supplier in Scotland.
5. She was brought up in Paris, so by the time she was five she speak .... French perfectly.
6. He was a brilliant salesman and ... sell anything to anyone.
7. Although I was at the back of the hall, I hear very clearly.
8. It was very difficult to find a suitable office, but in the end we ... rent one near the Central Station.

**10.5. Complete these sentences so that they are true for your country. Use *have to*, *don't have to* and *must not*.**

1. You .... carry a gun.
2. You ..... pay to use buses and trams.
3. You ..... vote if you are over 18.
4. You ..... drink alcohol at work.
5. You .... pay to drive on a motorway.
6. You .... declare income earned abroad.
7. You .... wear a seat belt when driving a car.
8. You .... take home company equipment.
9. You ... wear a badge.
10. You ... wear a tie, if you are a man.
11. You .... wear jeans at work.
12. You .... clock in when you arrive.
13. You .... wear a dress or a suit, if you are a woman.

**10.6. Choose the correct word or phrase in italics to complete each sentence.**

1. You *must/needn't* save a file before you turn the computer off, or you will lose it.
2. I'm afraid this is a non-smoking office, so you *shouldn't/can't* smoke in here.
3. Employees are reminded that they *mustn't/needn't* use the office phone to make personal calls.
4. You *needn't/mustn't* send that reminder to Eastwood's – they paid the invoice this morning.
5. In countries like Iran, you don't *have to/can't buy* or sell alcohol.

6. This income tax form *must/needn't be* completed and returned to the Inland Revenue within 30 days.
7. You *mustn't/don't have to* come to the meeting if you have more important things to do.
8. This information is highly confidential, so you *mustn't/needn't* discuss it with anyone.
9. As you are from the European Union, you *mustn't/don't have to* have a visa to go to France.
10. Drivers wishing to hire a car *must/aren't allowed* to be over 21 and have a full driving licence.

**10.7. Write down what the following people might say in these situations using *must, needn't, or mustn't*.**

1. A supervisor in a supermarket hears a check-out operator being rude to a customer. *You mustn't talk to customers like that.*
2. A clerk in a store is explaining to a customer that refunds cannot be given without a receipt. ....
3. A pension salesman is explaining that there is no obligation to pay contributions every month.....
4. You have just heard a colleague give a terrible presentation. Give him some advice. ....
5. You notice that a colleague uses the 'save' facility on his computer every ten minutes. You know that the computer has an 'auto-save' facility. ....
7. You overheard a temporary secretary discussing travel insurance with a travel agent. ....

**10.8. Look at these notes that a Personnel Manager wrote to explain company rules. Then use notes to complete a briefing he gave to some new employees on their first day at work. Choose from *have to, don't have to, can, can't, should, shouldn't*.**

<i>Necessary</i>	<i>Sign letter about working hours, leave building during fire drill</i>
<i>Not necessary</i>	<i>Send holiday form to personnel immediately</i>
<i>Permitted</i>	<i>Volunteer to work extra hours, take 3 weeks holiday, smoke outside building</i>
<i>Prohibited</i>	<i>Make staff work long hours, take all holiday time together</i>
<i>Good Idea</i>	<i>Speak to head of department about excessive hours, give notice to head of dept about holidays, read fire notices</i>
<i>Bad Idea</i>	<i>Block fire exit</i>



'Um.

Excuse me. Good morning.

Er, good morning. I've called you to this meeting to explain to you all some of the basic health and safety rules that we have here. Um, first of all, working hours: it's not our company policy to make staff work excessive hours - it makes people unproductive and can endanger health. Um, managers (1) ... make any of their staff work more than an average of 48 hours per week, although anyone (2) ... volunteer to work more than these hours, but they (3) ... sign a letter from the company to say that they want to do this. Any member of staff who is worried that they are working too many hours (4) ... speak to their head of department about it.

Um, all employees (5) ... take a minimum of three weeks' paid holiday per year, but you (6) ... take all this holiday off in one block. Staff (7) ... give their head of department as much notice as possible about their holidays, although they (8) ... send their holiday form off to personnel until a few weeks before they go.

Next, er, fire drills. We have a fire drill about once a month - don't ignore it. You (9) ... leave the building immediately that you hear the bell, and of course you (10) ... block the fire exits. Fire notices are posted throughout the building. Employees (11) ... read these notices regularly. In the case of a real fire, don't panic and follow the fire procedures.

And lastly, for you smokers, I'm afraid that smoking is not permitted anywhere inside the building, although you (12) ... smoke just outside the front door.

I think that covers everything. Does anyone have any questions?'

### 10.9. Underline the correct words.

1. Look at those clouds. I think it *can/might/must* rain.
2. That's impossible. It *can't be/mustn't be/may not be* true.
3. Well done! You *may be/must be/might be* very pleased.
4. Next Thursday is a possibility. I *might be/can't be/must be* free in the afternoon.
5. I'm not sure. I *must not be/may not be/won't be* able to get there in time.
6. That *can't be/mustn't be/may not be* David. He's away at a conference.
7. Lisa isn't at her office. She *can be/must be/mustn't be* on her way here.
8. Lisa hasn't arrived yet. She *should be/can be/can't be* here soon.
9. There's someone in reception. It *can be/could be/mustn't be* the engineer.
10. Sorry, I *can't/may not/might* come to your presentation. I'm busy that afternoon.
11. I'm not sure where Sue is. She *could be/must be/can be* at lunch.
12. I've looked everywhere for Sue. She *could be/must be/can be* at lunch.



**10.10. Complete the second sentence so that it has a similar meaning as the first sentence. Use a word or phrase from the list below.**

*can't   might   should   have to   don't have to   ought to   can't be  
might be   must be   should be*

1. It would be a good idea to bring in a firm of consultants. We .....  
bring in a firm of consultants.
2. It's not necessary for you to leave a deposit. You ..... leave a deposit.
3. I'm sure that isn't John, because he's in Paris. That ..... John,  
because he's in Paris
4. Ann is almost certainly with a customer. Ann ..... with a  
customer.
5. I expect the meeting will be finished by ten. The meeting .....  
finished by ten.
6. It's possible that I'll be late. I ..... late
7. We are not allowed to dispose of waste in that way. We ..... dispose of  
waste in that way
8. Perhaps I'll see you on Thursday evening. I ..... see you on Thursday  
evening.
9. It's the rule that we check all bank references. We .....check all  
bank references.
10. You'd better speak to her as soon as possible. You .....speak to her  
as soon as possible.



# 11. Gerund/Infinitive

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## 11.1. Underline the correct words.

1. We can't afford *to miss/missing* this opportunity.
2. Do you fancy *to go/going* for a drink after work?
3. Are you waiting *to use/using* the phone?
4. It's not worth *to spend/spending* any more time on this.
5. We decided *to close down/closing down* the factory in Belgium.
6. You promised *to deliver/delivering* by April, and it's now May.
7. I considered *to call/calling* him, but I decided it was better to write.
8. If we don't decide soon, we risk *to lose/losing* the whole contract.
9. She agreed *to prepare/preparing* some figures before the next meeting.
10. I'm sorry, there seems *to be/being a* misunderstanding here.
11. Is Mr. Messier busy? OK, I don't mind *to wait/waiting* for a few minutes.
12. He refused *to sign/signing* the contract until he'd spoken to his boss.
13. May I suggest *to postpone/postponing* the meeting until next week?

## 11.2. Complete these sentences with the verbs from the list below. Choose either the *-ing* form or *to +infinitive*

*give write fly receive make recognise advertise*  
*help think speak*

1. They agreed *to give* us thirty more days to pay the invoice.
2. He pretended ..... me, but I don't think he knew who I was.
3. There's no point .... this brand on TV, it would cost too much.
4. We're expecting ..... some more stock early next week.
5. I'll join you later. I need to finish ..... this report.
6. I learnt .... Portuguese when I worked in Brazil.
7. I work in public relations. My job involves ..... contact with the media.
8. I can't help ..... that something is going to go wrong.
9. I can't afford ..... business class all the time.
10. I can't promise .... you with this problem, but I'll do my best.

## 11.3. Complete the following sentences with verbs from the list below. Include an object in every case.

*advise remind persuade expect help encourage force*

1. I'm sorry I missed work yesterday. The doctor *advised me to* stay in bed
2. I tried to .... come with us tonight, but he said he was busy.
3. Could you .... call Head Office later? I might forget.
4. If you employ a secretary, it will .... deal with all the paperwork
5. She hasn't called yet, but I ... contact me some time today
6. I didn't feel very confident, but she .... apply for the job.
7. The fall in demand has .... make some of our best workers redundant.

#### 11.4. Underline the correct words.

1. I'm sorry I forgot *to call/calling* you, but I was really busy.
2. I stopped in Paris for a few days *to meet/meeting* Henri.
3. We've stopped *to meet/meeting* so often. It was a waste of time.
4. Learning a language means *to be/being* interested in the culture as well.
5. I meant *to make/making* some more photocopies, but I didn't have time
6. Please remember *to speak/speaking* to Josie when you see her.
7. I don't remember *to say/saying* anything like that.
8. I tried *to open/opening* the window, but it was too high to reach.
9. I tried *to open/opening* the window, but it was still too hot in the room.
10. I'll never forget *to give/giving* my first presentation to the Board
11. Don't forget *to look at/looking at* the audience when you speak
12. We regret *to announce/announcing* the death of our founder, Mr Obuchi.
13. I regret *to quit/quitting* my MBA course
14. The new product is doing really well. I think we should go on *to sell/selling* it for another six months least.
15. First I'll say a little about the history of the company, then I'll go on *to describe/describing* our new range of products

#### 11.5. Complete the mini-dialogue by putting the verbs in brackets into the correct form, using *-ing* or *to + infinitive*.

ISABEL: Oh, no, not again.

FERNANDA: What's wrong?

ISABEL: My computer's crashed. It keeps (1).....(do) it. I have to save my documents every few minutes or I risk (2) .... (lose) all the work I've just done.

FERNANDA: Have you got enough disk space?

ISABEL: Yeah, I have. I really don't know what's causing it (3) ..... (crash) so often. Look, you're good at computers. What do you advise me (4) .... (do)?

FERNANDA: Well. I don't know. I haven't been trained (5) .... (fix) them. You'll have to ask an IT technician (6) ..... (come) and have a look at it.

ISABEL: Hah. You know, there's no point (7) .... (call) a technician - they'll be ages and I ... I really can't afford (8) .... (wait) all day for someone to come, I'm really busy.

FERNANDA: Why don't you phone the helpdesk then? They'll advise you what (9) ..... (do) over the phone

ISABEL: Oh, yeah. I suppose so.

FERNANDA: And if you're really that busy, have you considered (10) .... (ask) Sophie to help you, she hasn't got a lot of work at the moment

ISABEL: Oh, hasn't she? That's great. I'll ask her (11) .... (type) up this report. Thanks.

**10.6. Complete this letter by putting the verbs in brackets into the correct form, -ing or to + infinitive.**



Dear Audio World

I am writing to complain about the poor service that I received when I was in your store last week. Recently you decided (1) to remove (remove) listening facilities in your stores, and your sales staff encouraged customers (2) ..... (take) home their choice of CDs without (3).....(hear) them first. You invited us (4) ..... (return) any CDs that we did not like, as long as we kept the receipt as proof of purchase. In my opinion this was an excellent policy as it allowed customers (5)..... (risk) (6) ..... (buy) things that were a little different.

A consequence of your policy is that customers will buy more CDs, and this means (7) .... (return) more that they don't like. In fact last week I brought back eight CDs, from the fourteen I had bought on the previous visit. Your salesman refused (8) .... (accept) such a large number, and accused me of (9) .... (take) the CDs home just (10) .... (copy) them. I strongly objected to (11) .... (be) treated like this as I had remembered (12) .... (bring) the receipts with me and my actions were within the terms of your guarantee. I can't help (13) .... (think) that you will lose a lot of business if your staff go on (14) .... (behave) in this way. and I advise you (15) .... (train) your staff (16) .... (deal) with customers in a more polite manner.

Yours sincerely  
Ian Carr

**11.7. Underline the correct words.**

1. I really can't afford to eat/eating in such an expensive restaurant.
2. Do you mind to come/coming back in half an hour?
3. Do you want to come/coming back in half an hour?
4. Kate denied to give/giving the office keys to anyone else.
5. He admitted to make/making a serious mistake.
6. Remind/Remember me to call Sylvia this afternoon.
7. We have been trying to enter/entering the Chinese market for some time.
8. I hope to be/being at the next meeting, but I'm not sure if I can make it.
9. I expect to be/being at the next meeting. I think I can make it.
10. If she isn't in the office when you call, keep to try/trying.
11. I considered every possible option. I even imagined to resign/resigning.
12. I refuse to believe/believing that we can't do it. We have to try harder.
13. I admit to be/being a little careless last time, but I won't do it again.
14. I can't stand people to interrupt/interrupting all the time. It's so rude.
15. Where do you fancy to go/going for lunch today?

- 16.I've arranged to meet/meeting them at their hotel.
- 17.We guarantee to deliver/delivering the goods by the end of June.
- 18.Imagine to win/winning the lottery!
- 19.The manager refused to see /seeing me.
- 20.I realised I had forgotten to pack/packing any spare batteries.
- 21.If I miss my connection, it means to arrive/arriving in Bonn after midnight.
- 22.I tried to lift/lifting it, but it was too heavy.
- 23.I enjoy to get away/getting away to the coast at the weekend.
- 24.I'd love to get away/getting away to the coast this weekend.
- 25.I tried to persuade him, but he refused to listen/listening to me.
- 26.I really enjoyed to visit/visiting your factory. Thank you very much.
- 27.They decided to order/ordering 1,000 units.
- 28.He offered to meet/meeting me at the airport.

## 12. Multi-word Verbs

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### 12.1. Choose the best verb each time from A, B, C or D below.

1. Banca di Roma ....c.... up an online banking service with Telecom Italia.  
A created B put C set D took
2. It's not just my own personal opinion. Here are some figures that .... up everything I've been saying.  
A put B back C support D turn
3. This is a great opportunity. We can't just .... it all away.  
A remove B get C put D throw
4. I might need some help. I've never .... across a situation like this before.  
A come B been C found D discovered
5. Their long-term strategy is in crisis. The merger has ..... through.  
A gone B fallen C collapsed D passed
6. It's great having you in the team. I don't know how we ..... by without you!  
A survived B came C went D got

### 12.2. Complete each sentence with a phrasal verb that means the same as the words in brackets. The particle has been given to help you.

1. Did you ..*find out* ..why they haven't paid their invoice? (discover)
2. Can you ... on a minute until I find the information? (wait)
3. You need to ... in this customs declaration. (complete by writing)
4. Any more questions? OK, I'll ... on with my presentation. (continue)
5. You need determination to succeed. Don't ... up now. (quit)
6. In my job I ... with a lot of paperwork. (take the necessary action, handle)
7. If you like, I can ... up the parcel on my way home. (collect)
8. Can I ... back to what you were saying a few moments ago? (return)
9. This job is going to ... up most of the morning. (use an amount of time)
10. If Mike Pinker arrives, could you ... after him until I return? (take care of)

### 12.3. Complete this newspaper article by choosing the correct adverb from those in brackets.

Larry Diller, Chief Executive of e- travel, stepped (1) down (off/down/out) yesterday in a dramatic move for the on-line travel agency. Revenues at e- travel are currently 15 % down on the same period last year, and they've had to cut (2) ... (off/up/back) their advertising budget severely. Earlier in the year e-travel laid (3) ... (off/up/out) a quarter of its staff in a bid to keep costs (4) ... (off/down/out), but these YoHo to get exclusive rights to advertise on their site, but the deal fell (5) ... (off/through /out) at the last minute. It seems that this news finally forced investors to call for Mr Diller's resignation. E-travel's finance officer Martha Piper will now take (6) ... (through/up/on) the task of trying to sort (7) ... (over/up/out) their problems, but the most likely outcome is that e-travel will be taken (8) ...

measures were not enough to make the (over/up/out) by another company, company profitable. Diller had been in perhaps online rival HiFly.com. negotiations with the Internet portal.

#### 12.4. Multi-word verbs with *up*, *down* and *over* Match the sentence halves.

- |   |  |
|---|--|
| 1. I took over the business when he retired.                      | a) We've kept our prices down but, as a result,      |
| 2. when we took over our nearest rival.                           | b) They're winding up their operations in Brazil and |
| 3. the Sao Paulo factory will close down soon.                    | c) My father set up the company in 1982 and          |
| 4. we'll draw up a contract.                                      | d) The share price shot up 25 %                      |
| 5. we've had to cut down on production costs.                     | e) The talks were on the point of breaking down      |
| 6. she failed to win over public opinion.                         | f) The prime minister stepped down when              |
| 7. when the Swedish ambassador came up with a brilliant solution. | g) Think it over and, if you agree to the terms,     |

#### 12.5. Complete this email sent by a financial adviser to his client by choosing the correct particle from the list below.

*back    behind    down    in    of    off    on    on*  
*out    through    to    up    with    with*

<b>From</b>	Brendan Murphy	<b>To</b>	Charlotte Taylor	<b>Sent</b>	8 October
<b>Object</b>	Market Update		Cc		
<b>Message</b>					
<p>Stocks in the US have come (1) <i>down</i> a little since I last contacted you, but in general the economy is healthy and the Fed will put (2) ... interest rates if growth is too fast. I think they'll probably put this decision (3) ... until the third or fourth quarter. The real danger is with telecomms, which have really fallen (4) ... the other sectors. Basically, the telecomm sector has run out (5) ... steam, at least in the short term. We recommend that you cut (6) ... on your exposure to this sector and switch to energy and retailing, which will fit in nicely (7) ... the rest of your portfolio. Institutional investors are likely to fall back (8) these areas if the current market volatility carries (9) ... I've attached a document with specific suggestions for your portfolio. When you've had a chance to go (10) ... it let me know. If you agree with my recommendations I'll get on (11) ... our brokers and they'll work (12) ... the commission for buying and selling the stocks. By the way, thanks for dropping (13) ... the other morning. Now I'll let you get on (14) ... your work.</p>					



**12.6. Complete the telephone call with phrasal verbs from the list below that mean the same as the words in brackets.**

*call back    go ahead    cut off    get back to    get through    breaking up*  
*go over    hold on    look into    put through    rang up*  
*sort out    speak up*



**RECEPTIONIST** Good morning, Media Solutions, how can I help you?  
**DEREK** Can you (1) ... me ... (connect) to Christine Moreau, please?  
**RECEPTIONIST** Of course, hold the line ... I'm sorry, caller, I can't (2) ... (make contact) at the moment, the line's busy. Shall I ask her to (3) ... you (telephone again)?  
**DEREK** It's OK, I'll leave a message.  
**RECEPTIONIST** OK, (4) ... (wait) just a second while I look for a pen. ... Right, (5) ... (continue).  
**DEREK** My name is Derek Richardson, from Weston Security. Ms Moreau (6) ... me ... (telephoned) yesterday. She wanted me to (7) ... (investigate) the cost of installing an alarm system for your premises. I said I'd (8) ... (telephone again) her today.  
**RECEPTIONIST** I'm sorry, Mr. Richardson, the line is very bad, can you (9) ... (talk louder) please? Hello? Hello? I'm sorry, you're (10) ... (having problems with the signal). Hello?  
**DEREK** Sorry about that. I'm on a train using my mobile and we were (11) ... (disconnected) in a tunnel. Er, yes, as I was saying, I've managed to (12) ... something (organise). Can you tell her that I'll send her a quotation along with all the other details in the post?  
**RECEPTIONIST** Oh, right, Er, can I just (13) ... (check) that again? Your name is Derek Richardson, from Weston Security, and you're going to send some details about an alarm system in the post.  
**DEREK** That's right. Er, thank you for your help. Goodbye.

**12.7. Complete the email using phrasal verbs from the list below that mean the same as the words in brackets. Three verbs need to be put into an -ing form.**

*back up   break down   call on   check in   draw up   drop off*  
*find out   get by   keep down   look through   pick up*  
*print out   ring up   sort out   turn up*

**1 Mr. Yamanaka**

Mr. Yamanaka will be arriving at the airport at 10.30 tomorrow morning. Can you (1) *pick him up* (collect by car) from there and (2) ... him .... (leave) at his hotel?

He's staying at the Marriott. I won't be able to (3) ... (arrive) there until about 1 pm, so perhaps you could stay with him and make sure there are no problems (4) ... (registering) etc. Then I'll be with Mr. Yamanaka for most of the afternoon, so Mike and Kath will have to (5) ... (manage) without me in the sales meeting.

**2 Spain trip**

I'm trying to (6) .... (organise) the itinerary for my trip to Spain next month. Can you (7) .... (think about then write) a list of all our Spanish customers by (8) .... (examining) our customer accounts database? I'd like to know exactly who I need to (9) .... (visit). Also the flight needs to be booked — can you (10) .... (telephone) the travel agency and check flight times and prices?

We're trying to (11) .... (control to stop them increasing) travel expenses at the moment so just (12) .... (discover) prices for Eurotraveller class.

**3 March Spreadsheet**

The printer keeps (13) .... (stopping working), and I didn't have a chance to (14) .... (print) the spreadsheet for last month's figures. Can you do it and then (15) ..... (make a copy) the file onto a disk for me to use on my laptop?

**12.8. Rewrite each sentence by replacing the underlined words with a phrasal verb from the list below.**

*come across   deal with   go on   go over   look forward to   pick up*  
*put back to   run out of   sort out   take up*

1. I think I'm going to enjoy the weekend very much.
2. The machine uses about four square metres of floor space.
3. I think we'll have to delay the meeting until next week.
4. They are not an easy company to do business with.
5. Can you collect me from the airport in your car?
6. Sorry, I'm really busy, I have to continue writing these reports.
7. There's a small problem. We're just trying to gut it right now.
8. Before we finish, I'd just like to summarise the main points again.
9. I've lost my pen. Let me know if you find it by chance.
10. We'll have to continue the meeting tomorrow. We have no more time left.

## 12.9. Complete the sentences with a phrasal verb from the list below.

*catch up with*      *cut down on*      *drop in on*      *face up to*  
*get back to*      *get on with*      *get round to*      *look forward to*  
*move on to*      *run out of*

1. If you've all helped yourself to coffee, I think we should ..... the meeting.
2. The report says we can ..... a lot of waste in the factory.
3. I've tried everything and I've completely ..... new ideas.
4. Sorry it's taken so long to ..... answering your email.
5. Are you going out for a drink right now? I have a few things to do here in the office, but I'll ..... you later.
6. Please feel free to contact me if you have any further questions. I ..... hearing from you soon.
7. It's not going to be easy, but you have to ..... your responsibilities.
8. Now I'd like to ..... the next slide which shows our sales by region.
9. I need some time to look into this. Can I ..... you later?

## Prepositions

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### 12.10. Complete each sentence with a preposition of place. Choose from *at, in, on, over, to, under*

1. My brother works ... the airport.
2. Can you call me back? I'm .... the middle of a meeting.
3. The taxi dropped me off ..... my hotel .... the city centre.
4. We flew ..... the new sports stadium as we were landing.
5. He had a suitcase ..... one hand, and his guitar ..... the other.
6. Go down the corridor and my office is ..... the right.
7. She wasn't feeling well and her doctor sent her .... hospital.
8. We had a lovely holiday ..... the country.
9. He had a portrait of himself hanging ..... the wall
10. The author's name is ..... the bottom of the page.
11. Before the tunnel was built, you had to drive ..... the Alps.
12. I have six junior managers working ..... me.
13. I'll be working .... home for most of tomorrow.
14. Hello. This is Ulrike speaking. I'm ..... Paris, ..... the Hotel Versailles.
15. Susanna's just rung. She's ..... the restaurant.
16. Susanna's just rung. She's ..... the bus stop.
17. Jim gave me a lift .... the station ..... his car.
18. I met Kati .... the bus yesterday.
19. Stratford is ..... the river Thames.

### 12.11. Decide which preposition from the list below goes with each verb.

*about (x2) against for (x3) from in into of (x2) on (x3) to (x2) with (x2)*

1. I must apologise ..... being late.
2. I'd just like to add something ..... what Jawad just said.
3. Is the factory insured ..... fire?
4. The cost? Well, it depends ..... what you're looking.
5. The whole package consists .... the main unit plus all these accessories.
6. I've divided my presentation ..... three main parts.
7. We need to diversify to prevent us ... becoming too dependent on one product.
8. Please, let me pay ..... this.
9. We can supply you ..... a full range of sizes.
10. We specialise ..... commercial catering equipment.
11. Do you know anything ..... the Portuguese market?
12. He congratulated us ..... getting the contract.
13. Lisbon reminds me a bit ..... San Francisco.
14. I agree you ..... that.
15. Does this bag belong ..... anyone here?

### 12.12. Underline the correct word in these adjective + preposition combinations.

1. Are you certain to/about/from that?
2. I hope they don't go on strike. We're dependent of/on/by them for our supplies.
3. This line is very popular for/to/with customers looking for value for money.
4. Our country is lacking in/of/for energy resources - we have to import all our oil.
5. Are you aware to /by/of just how serious this problem is?
6. Are you interested in/for/of long-term growth for your savings?
7. I'm responsible for/to/by a team of eight consultants.
8. If anything goes wrong, I'm directly responsible for/to/by the CEO.
9. Let me use a calculator. I'm not very good at/for/by maths.
10. It would be good at/for/by your career if you worked abroad for a few years.
11. I'm annoyed with/for/about their lack of flexibility.
12. I'm annoyed with/for/about them with/for/about being so inflexible.

**12.13. Complete the text with the prepositions of place from the list below.**

*across at (x3) down inside near next to off on (x3) opposite to*

Liz left early to go to her job interview. She got ..... the bus, paid her fare and went ..... . She sat down ..... a woman. They started talking and discovered they were both going ..... the same stop. 'I've got an interview .... a place called Murcott House,' said Liz. 'Is it ..... the bus stop?' 'Yes, it's not far. You walk ..... the park, ..... Forbes Road, and it's ..... the right, .... the end,' the woman replied. 'In fact, I live .... the other side of the road, just ..... , so I can show you the way.' When they arrived ..... their stop they got .... together.

# 13. Articles

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## 13.1. Underline the correct words.

1. Where's *a/the* fax they sent this morning? I can't find it
2. I have *an/the* appointment at *a/the* bank.
3. I had *a/the* very good holiday. *A/The* weather was marvellous.
4. I've been working so hard that I need *a/the* break.
5. They are *a/the* largest manufacturer of light bulbs in *a/the* world.
6. *A/The* presentation was *a/the* great success.
7. Can I give you *a/the* lift to the station?
8. I think I need *a/the* new pair of glasses.
9. We need to reach *a/the* decision as soon as possible.
10. There must be *an/the* answer to *a/the* problem.
11. Mike is *an/the* accountant. He works on *another/the other* side of town.
12. His office is *a/the* biggest one in *a/the* building.
13. Where is *a/the* document that we were looking at just now?
14. *The Portuguese/The Portuguese people* are very good negotiators.

## 13.2. Put either a/an or a dash (-) to show no article.

1. ... money makes the world go round.
2. Sheila drives ... French car.
3. Rita works in ... insurance agency in Lisbon.
4. ... health is the most important thing in ... life.
5. This is ... good time for ... sales of new cars.
6. This is the number to call for ... information.
7. I've got ... colleague who is ... systems analyst.
8. product knowledge is very important for ... sales representative.
9. He is... engineer. He studied ... engineering at university.
10. We produced ... full sales report four times ... year.

## 13.3. Put either a/an, the or a dash (-) to show no article.



## HOW CLEAN IS THEIR MONEY

'Money laundering' is (1) ... name given to one of (2) ... world's biggest financial problems: moving money that has been obtained illegally into (3) ... foreign bank accounts so that (4) ... people do not know where it has come from. Putting (5) ... value on money laundering is of course very difficult, but the International Monetary Fund estimate that it is huge - perhaps \$1 trillion (6) ... year, equivalent to about 4 % of gross world product. (7) ... problem has grown hand-in-hand with (8) ... globalisation, and

particularly with (9) ... lifting of capital controls and (10) ... development of (11) ... international payment systems. These allow money to be moved in (12) ... seconds between banks in different parts of the world who know very little about each other. (13) ... international payment system is crucial to (14) ... stability of the world's financial markets, but it also provides (15) ... opportunity for criminals to hide their money. Private banking is (16)... best-known laundering channel Clients of these banks are wealthy people who want their affairs handled with discretion, especially because they want to minimise (17) ... amount of (18) ... tax they pay. In these banks there is (19) ... culture of don't ask; don't tell. And (20) ... biggest problem within (21) ... private banking is offshore banks. There are around 5,000 offshore banks controlling about \$5 trillion in assets, and some have no physical presence in any location.

#### 13.4. Underline the correct words.

1. We went to *Pisa/the Pisa* and saw *Leaning Tower/the Leaning Tower*.
2. *Crete/The Crete* is very beautiful at this time of year.
3. My son is in *hospital/the hospital* and can't go to *school/the school*.
4. You can go from *Heathrow/the Heathrow* by *underground/the underground*.
5. *Helmut Kohl/The Helmut Kohl* was *Chancellor/the Chancellor* who helped to reunite *Germany/the Germany*.
6. We flew over *Alps/the Alps* and saw *Mont Blanc/the Mont Blanc*.
7. In *near future/the near future* videoconferences will replace many meetings.
8. I'm tired! Thank goodness it's time to go *home/to home*.
9. *New York/The New York* is in *United States/the United States*
10. I usually have *lunch/the lunch* at about one.
11. I used to work for *Deutsche Bank/the Deutsche Bank* in *City of London/the City of London* at the *start/start* of my career.
12. My son wants to go to *university/the university* after his exams.
13. Do you know *Lake Windermere I the Lake Windermere*? It's in *Lake District/the Lake District*, in *north-west/the north-west* of *England/the England*.
14. I bought this suit from *Bond Street/the Bond Street*.
15. The Government should do more to help *the poor/the poor people*.
16. On our trip to *UK/the UK* we toured around *south-east/the south-east* and visited *Canterbury Cathedral/the Canterbury Cathedral*.
17. They wouldn't pay, so we took them to *court/the court*.
18. *John/The John* is at *work/the work* at *moment/the moment*.
19. We travelled to *Italy/the Italy* by *car/the car*.
20. *Danube/The Danube* is the main river in *Central Europe/the Central Europe*.



### 13.5. In the dialogue, choose the correct option from the words in italics.

HARRY: I've got *a problem/some problem* with Petersens. They owe us *a money/some money* for *a work/some work* we did for them, but they won't pay.

JANET: We've had *a trouble/some trouble* with them before, haven't we?

HARRY: Yes, that's right. Last year they sent us *a cheque/some cheque* for *an equipment/some equipment* we had supplied and the bank returned it. So they haven't got *a good record/some good record*.

JANET: May I make *a suggestion/some suggestion*? Send them *a final demand/some final demand*, saying we want to be paid immediately.

HARRY: And if they still don't pay?

JANET: GO and see *a lawyer/some lawyer* and get *an advice/some advice* about what to do next.

HARRY: All right, I'll send them *a letter/some letter* today.

JANET: Yes, OK. And by the way, there's *an information/some information* about the company and who runs it in the Accounts Department. Have a word with Kerry, because she's got *a correspondence/some correspondence* from them that might be useful.

### 13.6. Use a word from box A and a word from box B to describe the items below.

A				B			
a litre	a pint	a kilo		paper	oil	wine	
a tonne	a barrel	a glass	a sheet	coal	beer	sugar	water

### 13.7. Underline the correct option from the words in italics.

1. I'd like *an/some* advice about the government's latest tax proposals.
2. I've just received *a/some* very nice gift from one of my suppliers.
3. Shall we carry on working, or would you like to go out for *a/some* meal?
4. Do you have *an/any* information about conference facilities in Monaco?
5. I just have to go to the bank to get *a/some* money.
6. Bill wants you to phone him. He says he has *a/some* good news for you.
7. Did you meet *an/any* interesting people at the trade fair?
8. The engineers are having *a/some* problems with the new engine.

### 13.8. A manager is getting the results of some 'upward feedback', and is hearing what his staff think about him. Complete the dialogue with *some or any*.

MANAGER: SO what did they say? Were there ... serious problems?

CONSULTANT: Well, we interviewed all the people who work for you, and there are ... aspects of your management style that are very good.

MANAGER: Did they make ... complaints? I'd like to start with them first.

CONSULTANT: As you like. There are some people who work for you who feel that you don't listen very much. They say that you don't spend time talking to them and that you seem very busy.

MANAGER: I am. Were there ... other criticisms?

CONSULTANT: Yes, but I would like to suggest ways of dealing with this particular point before we carry on. I think there should be fixed times when staff can come and see you. If they don't have opportunities to discuss their problems, they will feel nervous about coming to talk to you. The other thing that they mentioned is that you don't give them ... responsibility, and that they don't make decisions themselves. Now, this is a common problem, and I think it's something you should think about.

### **13.9. Two colleagues are discussing the opening of a new office in Madrid. Fill in the blanks with the words from the box.**

*much many a lot of a little a few*

A: How are things in Madrid?

B: We're nearly ready. We didn't have ... trouble finding a suitable office. There seem to be ... empty places at the moment.

A: How ... work will you need to do on the building?

B: Nothing really. We only need to do painting and decorating and it will be fine.

A: How ... people are going to be working there?

B: About twenty. We've filled most of the jobs, so it'll only take ... weeks to find the other people we need. We haven't appointed a sales manager yet, but there has been ... interest in the job, so we'll get someone soon.

A: How ... time do you think you will spend there?

B: At the beginning, I'll have to spend ... time over there, so I have rented an apartment. But I'm hoping that it will only go on for months, and then the office will be able to look after itself.

### **13.10. Fill in the blanks with anyone, anywhere, or anything.**

1. This is not confidential. You can discuss it with ... you like.
2. If you hire a car, you will be able to go ... you want.
3. I am now responsible for recruitment, so I can hire ... I like.
4. George Soros' Quantum Fund has so much money that the company can buy almost ... it wants.
5. You have to attend the course from 8.00 a.m. to 5.00 p.m., but in the evening you can do ... you like.
6. Most of the hotels are empty, so you can stay ... you like.

# 14. Adjectives/Adverbs

## 14.1. Complete the table.

Adjective	Comparative	Superlative
1. expensive	more expensive	the most expensive
2. _____	_____	the most profitable
3. _____	safer	_____
4. _____	_____	the biggest
5. Risky	_____	_____
6. _____	better	_____
7. _____	worse	_____
8. powerful	_____	_____
9. new	_____	_____
10. _____	further	_____

## 14.2. Complete the sentences with the comparative forms of the adverbs in the box.

*early fast late well badly*

- I arrived in New York a little *later* than I had planned because the plane was delayed by bad weather.
- PCs with clock speeds of 66 mhz process information much ... than PCs that run at only 33 mhz.
- I got to the meeting a few minutes ... than the others, so I had time to look through my papers before we started.
- The company did ... than analysts had been expecting, so their shares fell when they announced their losses for the year.
- I speak Spanish well, but my assistant speaks it even ... than I do.

## 14.3. Rewrite the sentences using the present perfect and a superlative.

- I have never been to such a long meeting.  
*That was the longest meeting I have ever been to.*
- I have never heard such a boring presentation.  
That was \_\_\_\_\_
- I have never dealt with such difficult customers.  
They are \_\_\_\_\_
- We have never produced a product as good as this.  
This is \_\_\_\_\_
- I have never used a program as simple as this.  
This is \_\_\_\_\_

#### 14.4. Read the information and write sentences using the words in brackets.

In 1991, British Telecom made profits of \$3,557 million.

It is (no.2/profitable company/world) the second most profitable company in the world.

1. Yoshiaki Tsutsumi deals in land, railways, and resorts, and has a personal fortune of \$10 billion. He is (no.2/rich/person/world).
2. Exxon had sales of \$ 103,242 million in 1991. It is (no.3/large/industrial corporation/world).
3. Eviron Haub from Germany owns supermarkets, and is worth \$6.9 billion. He is (no.4/wealthy/person/world).

#### 14.5. Fill in the blanks by putting the adjectives into the correct form.

Two multinational consumer giants, Sony and Philips, are fighting a fierce war to provide a replacement for the standard cassette tape. Sony has produced the minidisc, and Philips has backed the Digital Compact Cassette (DCC) According to Sony, the Minidisc will appeal to a (1) \_\_\_\_\_ (wide) range of consumers than DCC. The minidiscs themselves are (2) \_\_\_\_\_ (small) and (3) \_\_\_\_\_ (portable) than DCCs, and the players are (4) \_\_\_\_\_ (easy) to carry around. Sony claims that its sales figures are much (5) \_\_\_\_\_ (good) than Philips's, and that it will win the war. Philips points out that Sony's sales (low) of Minidisc players refer to units shipped, not actual sales, and that the real sales figure is much (6) \_\_\_\_\_ (low).

Philips, which has spent £65m in developing DCCs, says that the sound quality of Minidiscs is not as (7) \_\_\_\_\_ (good) as DCCs, and that DCC players, which are (8) \_\_\_\_\_ (large) and (9) \_\_\_\_\_ (sophisticated) than Sony's, will sell to (10) \_\_\_\_\_ serious customers.

According to Philips, there is room for both products. Its spokesman said, 'The Minidisc will appeal to people who want a tiny, expensive Walkman to show off, and DCC will sell to (11) \_\_\_\_\_ (quality-conscious) consumers. The minidisc is a much (12) \_\_\_\_\_ (sexy) idea, sure, but DCC is much (13) \_\_\_\_\_ (sensible).



#### 14.6. Fill in the blanks with words from the box. Make any changes to the adjectives necessary to form adverbs.

*economic      hard      heavy      late      public      punctual*  
*quarter      safe      patient      silent*

1. When you get to New York, give me a ring to let me know you've arrived *safely*.
2. The Economic Review is published \_\_\_\_\_, and comes out ... in March, June, September, and December.

3. Trains in Japan arrive so ... that you can set your watch by them.
4. The train to the airport arrived missed the plane.
5. Most stockbrokers will buy and sell shares in ... companies.
6. Before privatization, many nationalized industries were ... subsidized by the government.
7. He was not in a hurry, so he waited ... until the client was ready to see him.
8. The new motor is very quiet, and at most speeds it operates almost ...

**14.7. Choose a word from box A and one from box B to complete the sentences.**

**A** *surprisingly* *badly* *commercially* *well* *totally* *terribly*

**B** *qualified* *quickly* *designed* *viable* *good* *illegal*

1. She has a PhD and an MBA so she's certainly very *well qualified*.
2. The results at the end of the year were \_\_\_\_\_, and certainly much better than we had thought.
3. The bank decided that the project was not \_\_\_\_\_ so they refused to give them a loan.
4. Insider dealing is \_\_\_\_\_ - if they catch you, you could go to prison.
5. The engine on the XR86 was very \_\_\_\_\_, and the car soon gained a reputation for unreliability.
6. He spoke \_\_\_\_\_, so I couldn't really understand what he was saying.

**14.8. Choose either an adjective or an adverb from the words in italics.**

1. Their new offices in the city look very *impressive/impressively*.
2. It's a pity that airline food never tastes as *good/well* as it looks.
3. He reacted *calm/calmly* when I told him the bad news.
4. The new perfume from Dior smells very *expensive/expensively*.
5. We stopped ordering from them, because a lot of their products were *bad/badly* designed.
6. They've changed the clocks, so now it gets *dark/darkly* at about 3.00 in the afternoon.
7. Waiter, could you bring us some more milk - this tastes *sour/sourly*.
8. Your new secretary seems very *competent/competently*.
9. Most policy decisions are taken at head office, but day-to-day decisions are taken *hatll locally*.
10. When I spoke to Jeremy, he didn't sound *confident/confidently* about meeting this year's targets.

# 15. Relative Clauses

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## 15.1. Complete the sentences with *who*, *whose* or *that*.

1. The customer ... company I visited is phoning this afternoon.
2. The manual ... they sent explains everything.
3. It's difficult to say ... this fax was sent by
4. The candidates ... CVs I looked at this morning were all very good.
5. I don't remember ... I spoke to when I called yesterday.
6. Your colleague, ... I met this morning, had a different opinion.
7. Toyota is a manufacturer ... reputation is excellent all over the world.
8. The contract ... you showed me before was different to this one.
9. I can't remember ... I invited to the meeting. Do you know ... Catherine works for?
10. The consultant, ... seems very young, is speaking to Martin Sommer.
11. They promoted the manager ... sales team was most successful.

## 15.2. Complete the sentences in this article with *who*, *which* or *whose*.

### MANAGER? OR ENTREPRENEUR?



How is entrepreneur different to a manager? An entrepreneur is someone (1) ... starts their own business, often with their own money. It's very risky, and something (2) ... most people wouldn't do. A manager, on the other hand, prefers to work for a large company (3) ... position in the market is already well established. An entrepreneur doesn't feel comfortable in a large company: those meetings (4) ... last all morning, the boss (5) ... tells them what to do and the team (6) ... members are always arguing about nothing. Basically, a manager wants security, but an entrepreneur wants control.

## 15.3. Combine each pair of sentences by including the word given in brackets.

1. Last year we introduced a new line. It's aimed at the youth market. (that)  
The new line that we introduced is aimed at the youth market.
2. I'd like you to meet a colleague. He could be a useful contact for you. (who)  
I'd like you to meet a colleague \_\_\_\_\_.
3. A candidate's CV is on your desk. She deserves an interview. (whose)  
The candidate \_\_\_\_\_ deserves an interview.
4. A visitor is coming next week. She's from our Paris office. (who)  
The visitor \_\_\_\_\_ is from our Paris office.



5. Tom took me to a restaurant. It was called 'Noodle heaven'. (that)  
The restaurant \_\_\_\_\_ was called 'Noodle Heaven'.
6. I heard a man's presentation. He was an investment banker. (whose)  
The man \_\_\_\_\_ was an investment banker.
7. Here is a mobile phone. I was telling you about it. (that)  
Here is the mobile phone \_\_\_\_\_.
8. Over there is a site. They're going to build a new factory. (where)  
The site \_\_\_\_\_ is over there.

#### 15.4. Underline the correct words.

1. The flight which I who I'm taking leaves from Terminal 2.
2. She's from the company which/whose products we distribute.
3. Everyone who/which was at the meeting will receive a copy of the minutes.
4. Message: to whom/who it may concern: please do not leave dirty coffee cups here.
5. There were some interesting ideas at the meeting that/what I went to.
6. It's not the first time that/what they've done this.
7. That/What I like best about my job is the contact with people.
8. Has anybody seen the folder what/that I left on this desk?
9. The room where/that I work has very little natural light.
10. The room where/that I work in has very little natural light.

#### 15.5. Rewrite these sentences using what.

1. He was selling something. I wasn't interested in it.  
I wasn't interested in what he was selling.
2. You asked me to do something. I have done it.  
I have done \_\_\_\_\_
3. You want a computer to do some things. This computer can do them.  
This computer \_\_\_\_\_
4. You need something. We can deliver it tomorrow.  
We can \_\_\_\_\_
5. I'm sorry, you said something. I didn't hear it.  
I'm sorry, I didn't \_\_\_\_\_

#### 15.6. Correct the mistakes in the following sentences.

1. Yesterday I spoke to your director, that seemed to be very pleasant.
2. The room where we held the meeting in was a little too small.
3. Brazil which is the world's largest exporter of coffee has high inflation.
4. The negotiators finally reached a formula on what everyone could agree.
5. I found it difficult to hear that the speaker was talking about.
6. Tim Lang only joined the company six months ago is going to be promoted.
7. The Rover group its name has been changed several times is now part of BMW.
8. I suggest we have a meeting in Romsey Street, which we rent a few offices.



# 16. Questions

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## 16.1. Put the words in the correct order to make questions.

1. please I can see the menu?
2. excuse me here anyone is sitting?
3. from which country do come you?
4. to who you were just now talking?
5. what mean do you exactly by that?
6. a little more specific you could be?
7. what time the next train to Brussels is?
8. you can tell me what time is the next tram to Brussels?
9. this briefcase to who does belong?
10. could I from here a phone call make?
11. do think you I could make from here a phone call?

## 16.2. Underline the correct words.

1. *Spoke you/Did you speak* with Lara yesterday?
2. What did Lara *say/said* when you spoke to her?
3. A: Do you like Scotch whisky? B: *Yes, I like. / Yes, I do.*
4. How *works this machine?/does this machine work?*
5. Who *set up Microsoft/did set up Microsoft?*
6. When *set up Microsoft/did Microsoft set up?*
7. Who *did telephone me/telephoned me* this morning?
8. Who *you telephoned/did you telephone* this morning?

## 16.3. Expand the *And you?* questions to make full yes/no questions.

**Example:** I've seen the news today. *And you?* Have you seen the news today?

1. I work from home. *And you?* \_\_\_\_\_
2. I can understand German. *And you?* \_\_\_\_\_
3. I've already had lunch. *And you?* \_\_\_\_\_
4. I'll be back in time for lunch. *And you?* \_\_\_\_\_
5. I'm enjoying the conference. *And you?* \_\_\_\_\_
6. I agreed with her. *And you?* \_\_\_\_\_
7. I've never spoken to Pierre. *And you?* \_\_\_\_\_

## 16.4. Expand the *And you?* questions to make full questions.

- |   |  |
|---|--|
| 1. I get to work around 8.30. <i>And you?</i>         | When <u><i>do you get to work?</i></u> |
| 2. I'm staying at the Sheraton. <i>And you?</i>       | Where _____                            |
| 3. I paid € 150 for the flight. <i>And you?</i>       | How much _____                         |
| 4. I've interviewed three candidates. <i>And you?</i> | How many candidates _____              |

5. I've been waiting for an hour. And you? How long \_\_\_\_\_
6. I'll have the steak. And you? What \_\_\_\_\_

### 16.5. Complete the dialogue with question words and question phrases from the list below.

*what kind of how often how far how long how many how much  
what (x2) which (x2) whose*

- SAM: So, tell me about your new Job. (1) ... *What kind of* work is it?
- JOE: It's in sales, like my last job, but it's a bigger company.
- SAM: Really? (2) ... people work there?
- JOE: I suppose there's about 60 people in our office.
- SAM: Oh, yeah. And (3) ... holiday can you take a year?
- JOE: Twenty-four days a year plus public holidays.
- SAM: Oh, that's much better than your last job. And (4) ... is it from your home?
- JOE: Well, it's really not that far and I don't have to catch the train to work every morning, which is great.
- SAM: Oh, lucky you. So, (5) ... does it take you to get to work in the morning now?
- JOE: About 25 ... minutes by car.
- SAM: Wow. It sounds perfect. (6) ... time do you start work in the mornings?
- JOE: About nine. But sometimes I have to go on sales trips at the weekends as well.
- SAM: Oh? (7) ... idea was that?
- JOE: I don't know, it's just something you have to do.
- SAM: And (8) ... do you have to do it?
- JOE: About once a month I think. They're going to give me a company car
- SAM: Really! (9) ... model are they going to give you?
- JOE: A Golf, I think - and I can choose the colour.
- SAM: Oh, and (10) ... colours are there?
- JOE: Well, I can choose between black and dark blue.
- SAM: Only two! So, (11) ... one do you prefer?
- JOE: Well, dark blue sounds better than black.
- SAM: Hmm, yeah. Well, congratulations, I'm sure you'll do really well.

### 16.6. Change each affirmative sentence into a question.

1. Bill thinks it's a good idea. Does Bill think it's a good idea?
2. Sonia is arriving on Monday. \_\_\_\_\_
3. He made a copy of the Excel file. \_\_\_\_\_
4. They've offered her the job. \_\_\_\_\_
5. She'll be at the meeting tomorrow. \_\_\_\_\_

## 16.7. Read the replies, then complete the questions about operating system Linux.

- |                                   |   |
|-----------------------------------|---|
| 1. A: Were you reading about IBM? | B: IBM? No, I was reading about Linux.  |
| 2. A: _____                       | B: Linux? No, most servers use Windows.   |
| 3. A: _____                       | B: Falling? No, the popularity of Linux is growing.                                 |
| 4. A: _____                       | B: The eighties? No, Linux started in 1991.   |
| 5. A: _____                       | B: On our computer? No, we haven't installed it.                                    |
| 6. A: _____                       | B: A lot of money? No, the inventor hasn't been making a lot. The software is free. |



## 16.8. Complete the dialogue with these words: are, do, does, did, has, have, is.

- Mike (1) \_\_\_\_\_ you go to the training day they told us about at the last meeting?
- Sue (2) \_\_\_\_\_ you talking about the computer training?
- Mike No, not the computer training, I meant the sales training.
- Sue Oh yes, I went to that. It was quite good. (3) \_\_\_\_\_ you ever been on that course?
- Mike No I haven't.
- Sue Well I found it very useful. It helps you to think about the type of questions we ask our clients during a sales conversation.
- Mike When you go on these courses, (4) \_\_\_\_\_ the company pay or (5) \_\_\_\_\_ you pay yourself? I know that good training isn't cheap.
- Sue Oh, the company pays – they can afford it. It doesn't cost us anything.
- Mike And (6) \_\_\_\_\_ it helped you in your day-to-day work? Be honest now.
- Sue Yes, I think it has.
- Mike Ok. I'm interested (7) \_\_\_\_\_ the course running again in the near future?

## 16.9. Underline the correct words.

1. What did you talk about/you talked about in your presentation?
2. How works a hybrid car/does a hybrid car work?
3. How much profit did Berkshire Hathaway make/Berkshire Hathaway made?
4. Why Ford's market share is falling/is Ford's market share falling?
5. What Vice-President/Which Vice-President is chairing the meeting?
6. What advice/Which advice did she give you about your career?
7. To who is this bag/Whose bag is this?
8. What type of loan are you interested in/In what type of loan are you interested?

**16.10. Complete the questions about the rail company Thalys with these phrases: *How big, How far, How fast, How long, How many, How often.***

1. How many passengers does Thalys transport per year?
2. \_\_\_\_\_ is Thalys, in terms of turnover and number of employees?
3. \_\_\_\_\_ do Thalys trains leave Paris Gare du Nord for Brussels?
4. \_\_\_\_\_ is Brussels from Paris?
5. \_\_\_\_\_ does the journey take?
6. \_\_\_\_\_ does a Thalys train travel – what's the maximum speed?

**16.11. Underline the correct words.**

1. Who did meet you/met you at the airport?
2. Who did you meet/you met at the airport?
3. Who started Microsoft/did start Microsoft?
4. When started Microsoft/did Microsoft start?
5. Who did speak/spoke at the conference?
6. What did she speak/she spoke about?
7. What did happen/happened?
8. Why did it happen/it happened?
9. Who told you/did tell you?
10. Who you told/did you tell?

**16.12. The CEO of a large company is giving a press conference. Sometimes what he says is not very clear. Complete the journalists' questions.**

**CEO**

1. We made a profit last year.
2. One division made 50 % of the total.
3. We launched several new models.
4. One model now has 6 % market share.
5. But one Board member resigned.
6. Half a million euros went missing.
7. He used his wife's bank account.
8. The police found him in Panama.

**JOURNALISTS**

- Sorry? How much profit *did you make*?
- Excuse me? Which division *made 50% profit*?
- OK, but how many models \_\_\_\_\_
- Really? Which model \_\_\_\_\_
- Really? Who \_\_\_\_\_
- Sorry? How much money \_\_\_\_\_
- What? Whose bank account \_\_\_\_\_
- Excuse me? Where \_\_\_\_\_



# FINAL TEST

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## ✚ Write the word in brackets in the correct form.

1. He still \_\_\_\_\_ (work) for a company based in Chile.
2. It's arranged. We \_\_\_\_\_ (fly) to Beijing next Tuesday at three.
3. I'm sorry but I really \_\_\_\_\_ (must) go now. I have a meeting.
4. The new model is slightly \_\_\_\_\_ (cheap) than its main competitors.
5. She works \_\_\_\_\_ (efficient) and deserves a pay rise.
6. Norway has some of the \_\_\_\_\_ (great) reserves of energy in Europe.
7. Aisha \_\_\_\_\_ (leave) the company in 1978 to start her own business.
8. They \_\_\_\_\_ definitely \_\_\_\_\_ (finish) this by tomorrow.
9. How nice to see you! How long \_\_\_\_\_ you \_\_\_\_\_ (stay)?
10. Please \_\_\_\_\_ (turn) off the lights when you leave.
11. Recently, there \_\_\_\_\_ (be) a drop in unemployment figures.
12. All the textiles we sell \_\_\_\_\_ (manufacture) in Vietnam and Cambodia now.
13. If I'm not in the office when you call, my colleague \_\_\_\_\_ (take) a message.
14. They \_\_\_\_\_ (use) the products, if they didn't work here.

## ✚ Complete each sentence with a word or phrase from the list below.

*have to*      *had to*      *don't have to*      *didn't have to*      *must*  
*mustn't*      *must have*      *might have*      *should*      *could*

1. We're trying a new dress code. We \_\_\_\_\_ wear formal clothes on Fridays.
2. You \_\_\_\_\_ touch that button! The whole production line will stop!
3. I'm not sure, but I think I \_\_\_\_\_ made a mistake.
4. Before we agree, we'll \_\_\_\_\_ study the contract in more detail.
5. Sorry I can't stay any longer. I really \_\_\_\_\_ go now or I'll miss my train.
6. If you needed the goods urgently, we \_\_\_\_\_ speed up the order.
7. Sorry I'm late, but I \_\_\_\_\_ go to the doctor's.
8. It \_\_\_\_\_ been embarrassing for you to forget his name.
9. I think we \_\_\_\_\_ accept their offer. It's the best we'll get.
10. Luckily, I \_\_\_\_\_ attend the meeting yesterday, so I managed to finish my report.

**✚ Make sentences that have a similar meaning using passive voice. Don't mention who did the action.**

1. Someone checked these figures for me last week.
2. They grow much less coffee in Colombia these days.
3. Someone delivered this package this morning.
4. They've put up interest rates again.
5. We'll discuss your idea in the meeting tomorrow.
6. The technician installed some new software on my PC yesterday.
7. Tokio is my place of birth.
8. When is your date of birth?
9. Someone stole Peter's car last week.
10. Did anyone tell Alex about the meeting?
11. Has anyone made a backup copy of this file?

**✚ Put the words in the correct order to make questions.**

1. take Visa do you ?
2. please I can see the menu ?
3. excuse me here anyone is sitting ?
4. from which country do come you ?
5. to who you were just now talking ?
6. what mean do you exactly by that ?
7. a little more specific you could be ?
8. what time the next rain to Brussels is ?
9. you can tell me what time is the next train to Brussels ?
10. this briefcase to who does belong ?
11. could I from here a phone call make ?
12. do you think I could make from here a phone call ?

**✚ Complete each question in direct speech.**

1. Jack asked me whether I was going out for lunch.
2. Carol asked Ann what she had done the day before.
3. John asked us if we often went to Germany of meetings.
4. Kate asked me how many interviews I'd done that day.
5. George asked Sue if she was going to change jobs.
6. Alice asked who I had talked to at the conference.
7. The technician asked me if I would be there the next day.
8. Mary asked me where our new offices were.
9. He asked me if I had seen Bill recently.
10. He asked me if I'd be seeing Bill at the conference.

**✚ Complete the sentences with the correct form of the verbs in brackets.**

1. If he (listen) \_\_\_\_\_ to all sides first, he would find it easier to resolve conflicts.
2. He (be) \_\_\_\_\_ more popular if he treated people with respect.
3. Would you get involved if you (see) \_\_\_\_\_ two colleagues having an argument?
4. If she (win) \_\_\_\_\_ this contract, she'll be promoted.
5. Do you think he (resign) \_\_\_\_\_ if he doesn't get a pay increase?
6. If you were in my position, how (you/deal) \_\_\_\_\_ with this crisis?
7. They wouldn't do business with us if they (not/find) \_\_\_\_\_ our terms favourable.
8. If you look at our catalogue, you (see) \_\_\_\_\_ how much we have expanded our product range.
9. You'd be more popular if you (not/be) so nervous all the time.
10. Would you move to our Taiwan office if you (can) \_\_\_\_\_?

**✚ Choose the correct words.**

1. I really can't afford *to eat/ eating* in such an expensive restaurant.
2. Do you mind *to come/ coming* back in half an hour?
3. Do you want *to come/ coming* back in half an hour?
4. He admitted *to make/ making* a serious mistake.
5. I hope *to be / being* at the next meeting, but I'm not sure I can make it.
6. I refuse *to believe/ believing* that we can't do it. We have to try harder.
7. I enjoy *to get away/ getting away* to the coast at the weekend.
8. They decided *to order/ ordering* 1000 units.
9. He offered *to meet/ meeting* me at the airport.
10. I admit *to be/ being* a little careless last time, but I won't do it again.

**✚ Decide which preposition from the list goes with each verb.**

<i>about</i>	<i>against</i>	<i>for(×3)</i>	<i>from</i>	<i>in</i>
<i>into</i>	<i>of(×2)</i>	<i>on(×3)</i>	<i>to(×2)</i>	<i>with(×2)</i>

1. I must apologise \_\_\_\_\_ being late.
2. I'd like to add something \_\_\_\_\_ what Jawad just said.
3. Is the factory insured \_\_\_\_\_ fire?
4. The cost? Well, it depends \_\_\_\_\_ what you're looking \_\_\_\_\_.
5. The whole package consists \_\_\_\_\_ the main unit plus all these accessories.
6. I've divided my presentation \_\_\_\_\_ three main parts.
7. We need to diversify to prevent us \_\_\_\_\_ becoming too dependent on one product.
8. Please, let me pay \_\_\_\_\_ this.
9. We can supply you \_\_\_\_\_ a full range of sizes.



10. We specialize \_\_\_\_\_ commercial catering equipment.
11. Do you know anything \_\_\_\_\_ the Portuguese market?
12. He congratulated us \_\_\_\_\_ getting the contract.
13. I agree \_\_\_\_\_ you \_\_\_\_\_ that.
14. Does this bag belong \_\_\_\_\_ anyone here?
15. In the next meeting I think we should focus \_\_\_\_\_ the planning schedule.

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