Let's Improve Your Business English Skills
(Market Leader Elementary)
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Методическое пособие

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CONTENTS

UNIT 1. Introductions .................................. 4
UNIT 2. Work and Leisure ............................ 7
UNIT 3. Problems ...................................... 11
UNIT 4. Travel .......................................... 15
UNIT 5. Food and Entertainment ...................... 18
UNIT 6. Sales ........................................... 22
UNIT 7. People .......................................... 26
UNIT 8. Markets ........................................ 29
UNIT 9. Companies ..................................... 32
UNIT 10. The Web ...................................... 36
UNIT 11. Cultures ...................................... 40
UNIT 12. Jobs .......................................... 43
Unit 1
Introductions

I. Put the verb in brackets into the correct form.

1. She ........ (not/ be) here right now.
2. Our Accounts Manager ........ (be) Anna Tores.
3. I ........ (be) in sales, but I ........ (not/ be) the manager.
4. Jeffrey Immelt ........ (not/ be) a very rich man.
5. I ........ (be) at an international conference in Hawaii.
6. Excuse me. ........ (be) you the new technician?
7. Our Head office ........ (be) in the city centre.
8. Toyota and Nissan ........ (be) two carmakers from Japan.
9. ‘My wife and my daughter ........ (be) great,’ Immelt says.
10. ‘........ (be) your colleagues from Spain?’ ‘No, they ........ (not/ be).’

II. Put the words in the right order.

1. a/ Are/ receptionist/ you?
2. is/ English/ very/ His/ good.
3. Brazil/ from/ Isabel and Luis/ are.
4. can/ I/ help/ you/ How?
5. with/ am/ two/ 1/ married/ children.
6. you/ like/ a/ ‘Would/ coffee?
7. new/ is/ Where/ office/ your?
8. sales/ wife/ Is/ a/ your/ manager?
9. am/ did/ catch/ I/ name/ sorry/ I/ not/ your.
10. afraid/ now/ is/ I’m/ busy/ he/ right.

III. Supply the right preposition.

1. They are never late ........ meetings.
2. We invest a lot of money ........ this business.
3. My office is ........ Paris, but I am not French.
4. He is away ........ business more than 50% of his time.
5. Our company has a new office ........ a foreign country.
6. Anna is not really interested ........ this deal.
7. I would like to speak ........ the Marketing Manager, please.
8. Jeffrey Immelt is not very good ........ golf, but he enjoys it very much.
9. My assistant and I are ........ a meeting all day, so we are not free.
10. Mr. Wallner is a very good business contact. I’m sure we can do business ........ him.

IV. Complete the sentences with the correct word.

- busy
- famous
- business
- conference
- a cashier
- a consultant
- meet
- name
- trip
- work

1. Good morning. My ............ is John Brown.
2. He says his ............ is good at the moment.
3. I’m afraid Mr. Smith is very ............ today.
4. Nestle is one of the most ............ Swiss companies.
5. Pleased to ............ you, Jane. Did you have a nice ............ ?
6. I ............ in a bank. I am ............ I pay out money to customers.
7. I am afraid the CEO is in ............. and will not be able to see you today.
8. The firm has appointed ............. to advise on the restructuring of the company.

V. Match the words to their definitions.

1. accountant a. a person whose job is to plan and design buildings;
2. analyst b. a person who starts a new company or organization;
3. architect c. a skilled scientific or industrial worker;
4. CEO d. someone whose job is to manage all or part of a company or organization, or a particular activity;
5. engineer e. a man whose job is to persuade people to buy his company’s products;
6. founder f. a professional person whose job is to keep and check the financial records of an organisation or to advise clients on tax and other financial matters;
7. lawyer g. the manager with the most authority in the normal, everyday management of a company;
8. manager h. someone who designs the way roads, bridges, machines, electrical equipment etc are built;
9. salesman i. someone who is a specialist in a particular subject, market, industry etc and examines information relating to it in order to give their views about what will happen or should be done;
10. technician j. someone whose job is to give legal advice, write formal agreements, and represent people in courts;

VI. Fill in the gaps with a or an.

1. Jim has got ........ great idea.
2. A Rolls Royce is .......... expensive car.
3. He is ........ sales assistant in ........ supermarket.
4. Jane is ........ economist.
5. Anna works three hours .......... week.
6. What does she do? She is ........ engineer.
7. I saw .......... man going into the office.
8. Julie is ........ housewife and her husband Peter is .......... executive.

VII. Put this conversation in the correct order.

a. I’d love to. When? .......... 
 b. Good to see you too, Bob. How are you? .......... 
 c. She’s very well – she wants you to come and have dinner with us. .......... 
 d. Fine, thanks, Nancy. How is your family? .......... 
 e. Hi, Nancy! It’s nice to see you again. .......... 
 f. Is Tuesday evening Ok? .......... 
 g. They’re just fine. How is Sandra? .......... 
 h. Yes, that’s great. Bye for now. See you on Tuesday. .......... 


......... are you? I’m fine.
......... are you now? I’m in Brazil now.
......... is your boss? Mr. Smith.
......... is your telephone number? It’s 802045769.
......... is she coming? Because she needs a document.
IX. Choose the correct word in italics.

1. A money/people/customer buys things in a shop.
3. A journalist/pilot/gardener writes for a newspaper.
4. A shop assistant/mechanic/waiter works in a supermarket.
5. An accountant/barman/architect designs buildings and houses.
6. A driver/secretary/teacher types letters and answers the phone.

X. Guess the word according to its definition. The first letter of each word is given.

1. a large formal meeting, usually lasting a day or several days, where people discuss things in order to exchange information or to come to an agreement e ____________
2. someone whose job is to give people or businesses advice and training in a particular area e ____________
3. to start a new company or organisation f ____________
4. an event at which many different companies involved in a particular area of business show and sell their products t ____________
5. someone who is being taught the skills and knowledge to do a particular job t ____________

XI. Translate into English.


Мануэль Гарсия — председатель и исполнительный директор ‘Clair’ Co. Этой компании уже 80 лет, и она известна во всем мире. В компании работает более 300 000 человек в различных странах.

Глава компании — 57 лет, и он — очень богатый человек. Он женат на Луизе, и у них двое детей — сын и дочь. Он очень любит свою семью и старается проводить больше времени с ними. Но большую часть времени он проводит в деловых поездках, встречается с клиентами, посещает конференции и торговые ярмарки. Обычно он встает в 5.30 утра и работает в течение часа. После этого делает зарядку и завтракает со своей семьей. Он очень любит заниматься спортом, особенно футболом. Если есть свободное время, он читает художественную литературу, книги по бизнесу.
Unit 2  
Work and leisure

I. Match the words to their definitions.

1. board of directors  a) a company or country that makes goods or grows foods;
2. branch  b) a person or organisation that buys goods or services from a shop or company;
3. chairman  c) a formal meeting at which someone is asked questions to find out whether they are suitable for a job;
4. customer  d) a job or profession;
5. employer  e) money that you receive as payment from the organization you work for, usually paid to you every month;
6. flexitime  f) the groups of people who manage a company by holding shares in the company;
7. interview  g) someone, especially a man, who is in charge of a meeting;
8. goal  h) to help sth develop, grow, become more successful;
9. goods  i) a person or company that pays people to work for them;
10. occupation  j) to ask a company to supply goods or services;
11. producer  k) all the people who work in a particular country, industry;
12. salary  l) an individual bank, shop, office that is part of a large organization;
13. to order  m) a system in which people who work in a company work for a fixed number of hours each week, but can choose what time they start or finish work;
14. to promote  n) something that you hope to achieve in the future;
15. workforce  o) things that are produced to be used or sold;

II. Choose the correct word or expression in italics.

1. I like / I'd like working for my company.
2. What do / would you like doing in your free time?
3. I wouldn't / don't like to be a politician.
4. What do / would you like to do this evening?
5. I'd like / like to go to France for my next holiday.
6. Do / Would you like something to drink?
7. They don't / wouldn't like going out to restaurants.

III. Put the words in the correct order to make sentences.

1. in/ do/ free/ what/ your/ do/ time/ you?
2. having/ I/ hours/ enjoy/ flexible.
3. never/ late/ are/ for/ we/ meetings.
4. a/ many/ work/ do/ how/ you/ hours/ week?
5. often/ on/ the/ director/ business/ company/ travels.
6. the/ a/ nights/ he/ week/ two/ office/ works/ at/ late.

IV. Ask questions to the sentences.

1. There is an important meeting tomorrow. (general question)
2. The CEO visits our office once a week. (question to the subject)
3. They deliver large goods on Monday afternoon. (alternative question)
4. John speaks large foreign languages. (special question)
5. Your husband's name is Seito. (tag question)
6. Many people think that Carlos Ghosn is a superstar. (indirect question)
V. Supply the missing forms.

<table>
<thead>
<tr>
<th>Noun</th>
<th>Verb</th>
<th>Adjective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help</td>
<td>employ</td>
<td></td>
</tr>
<tr>
<td></td>
<td>produce</td>
<td></td>
</tr>
<tr>
<td>Worker</td>
<td></td>
<td>promotional</td>
</tr>
</tbody>
</table>

VI. Fill in the missing words.

- department redundancies to order
- goal salary working hours
- goods short-term contracts working life
- meeting team
- plant to deliver

1. Dealers refused to ... new cars because of weak sales.
2. Because of low export sales, Jaguar was forced to make 700 ... .
3. They will ... new computers to our company next month.
4. We have recruited an excellent management ... .
5. Nissan plans to spend $500 million on a new engine ... .
6. Geoff spent all his ... . with the same company.
7. She manages the customer services ... .
8. North Korea has no hard currency to buy ... .
9. ... . are flexible here and the dress is casual.
10. The Sensor razor is helping Gillette achieve its ... of getting new customers.
11. This is my first increase in ...
12. We had a ... yesterday to discuss progress.
13. Most of our staff are on ... .

VII. Tick the correct preposition.

<table>
<thead>
<tr>
<th>to arrive</th>
<th>about</th>
<th>at</th>
<th>in</th>
<th>on</th>
<th>to</th>
<th>with</th>
<th>for</th>
</tr>
</thead>
<tbody>
<tr>
<td>to be interested</td>
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<td>to be keen</td>
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<td>to be late</td>
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<td>to be worried</td>
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<td>to communicate</td>
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<td>to lead</td>
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<td>to listen</td>
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<tr>
<td>to look forward</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>to study</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>to introduce oneself</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

VIII. Complete these sentences with on, in, at.

1. There is an important meeting ... 13th June.
2. We deliver goods ... Friday mornings.
3. The CEO is going on a business trip ... March.
4. We usually deal with orders ... the morning.
5. The office closes for three days ... New Year.
6. I sometimes have to work ... the weekend.
7. Many of our employees go ... holiday ... summer.
8. Jack meets international customers ... weekends.
9. I am keen ... sport. I really enjoy playing football.
10. When he travels all day, he can’t sleep ... night.

**IX. Choose two possible responses for each remark.**

1. How’s your family?
   a) They’re all well.
   b) Fine, thanks.
   c) She’s well, thank you.

4. I really like my job.
   a) I’m sorry to hear that.
   b) That’s great news.
   c) I’m glad to hear that.

2. How are you?
   a) Pleased to meet you.
   b) Not so sad.
   c) Fine, thanks.

5. She isn’t very well, I’m afraid.
   a) I’m sorry to hear that.
   b) Really? I am sorry.
   c) I’m happy to hear that.

3. How’s business?
   a) So-so.
   b) Pretty good, thanks.
   c) Yes, it is.

6. What about you?
   a) I’m fine, too.
   b) I’m very well, too.
   c) I’m sorry to hear that.

**X. Match the halves.**

1. board  a) facilities
2. business  b) security
3. company  c) representative
4. demanding  d) of directors
5. financial  e) schedule
6. flexible  f) car
7. head  g) contract
8. home  h) leader
9. job  i) status
10. leisure  j) office
11. marital  k) hours
12. parking  l) time
13. sales  m) working
14. short-term  n) job
15. tight  o) rewards
1. to attend  a) on business
2. to balance  b) people
3. to carry out  c) hard
4. to do  d) to a higher position
5. to encourage  e) flexible hours
6. to move  f) a meeting
7. to speak  g) an interview
8. to travel  h) work and leisure
9. to work  i) a foreign language
10. to work  j) a survey

**XI. Translate into English.**

1. Глава компании ездит в деловые командировки два раза в месяц.
2. Что вы делаете, когда приходит на работу?
3. Некоторые из моих коллег любят слушать клубную музыку.
4. Польские представители прибывают через три часа. Нам необходимо встретить их в аэропорту в 8.10.
5. Kate Smith — директор крупного банка в Berlin. Она обычно встает в 6.30 утра и бегает трусцой в парке. Затем она принимает душ и готовит завтрак для всей семьи. На работу она едет на машине. Первым делом на работе она проверяет почту и ведет переговоры с зарубежными клиентами. После обеда Kate присутствует на собрании совета директоров, где они обсуждают деловые вопросы. Два или три раза в неделю она работает поздно в офисе. Kate много путешествует и проводит около 50 дней за границей каждый год. В свое свободное время она любит ходить в спортзал и играть в теннис.
**Unit 3**

**Problems**

I. Guess the word according to its meaning.

1. a place where people live that consists of a set of rooms ______ r ______
2. the amounts of money coming into and going out of a company ______ s ______ l ______
3. someone who has an important job as a manager in a company or business ______ f ______ u ______
4. a document sent by a seller to a customer with details of goods or services that have been provided, their price, and the payment date ______ i ______
5. an activity such as special advertisements or free gifts intended to sell a product or service ______ r ______

6. a written or spoken description of a situation or event ______ p ______
7. money that you receive as payment from the organisation you work for ______ a ______
8. to give someone their money back, because they aren’t satisfied with the goods or services they have paid for ______ a ______
9. the reason why you want to do something ______ v ______
10. to have enough money to pay for ______ o ______

II. Complete the sentences with the following words.

<table>
<thead>
<tr>
<th>How</th>
<th>What</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>How far</td>
<td>What time</td>
<td>Why</td>
</tr>
<tr>
<td>How much</td>
<td>When</td>
<td></td>
</tr>
<tr>
<td>How often</td>
<td>Where</td>
<td></td>
</tr>
</tbody>
</table>

1. ________ does she live?
2. ________ do you think about the boss?
3. ________ does this work?
4. ________ does it cost?
5. ________ do I report to?
6. ________ does the meeting start?
7. ________ does she need money?
8. ________ do I finish work?
9. ________ do you do sport?
10. ________ is the airport from the city centre?

III. Complete the dialogue using the correct tense-forms of the verbs.

A: Who ________ you ________ for?
B: I work for Coca-Cola.
A: Is it a French company?
B: No, ________ ________ ________.
A: Where ________ it ________?
B: It is based in the USA.
A: What ________ the company ________?
B: It produces soft drinks.
A: How many people ________ it ________?
B: About 120, 000.
A: Where ________ you ________?
B: We advertise on TV, in magazines, and at different events.
A: What ________ your ________?
B: I'm a Sales Manager.

**IV. Choose the correct word in italics.**

1. How many customers does Airbus got / have worldwide?
2. Does / Has it got any American shareholders?
3. How many European shareholders does / has it have?
4. Have / Has the shareholders got the same share in the company?
5. How many employees has / does the group have?
6. Do / Does these planes have more than 200 seats?
7. How many spare parts centres has the company got / get?
8. Where does / has the company got training centres?

**V. Complete the sentences with the words in the correct form.**

<table>
<thead>
<tr>
<th>cost</th>
<th>market</th>
<th>to provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>efficient</td>
<td>sales</td>
<td>to refund</td>
</tr>
<tr>
<td>employee</td>
<td>to attend</td>
<td></td>
</tr>
<tr>
<td>flexible hours</td>
<td>to place</td>
<td></td>
</tr>
</tbody>
</table>

1. The two men both ... a 90-minute board meeting yesterday.
2. Lufthansa ... a large order for its jets with Boeing.
3. More employees are looking for ... ... or work-at-home deals.
4. Food production and distribution is vitally important, and the US has developed the most ... methods.
5. How much did the work ... you?
6. Managers and ... met several times to discuss our organisation structure.
7. We guarantee to ... your money if you are not entirely satisfied.
8. Our computerised info service can ... busy managers with all the information they need.
9. Europe is one of the company’s major....
10. ... in China are very high.

**VI. Make up word partnerships.**

1. advertising a) problems 1. to book a) a decision
2. air b) player 2. to express b) for free
3. arrival c) schedule 3. to leave c) a flight
4. cash d) discrimination 4. to lose d) overtime
5. flexible e) policy 5. to make e) opinion
6. health f) conditioning 6. to place f) environment
7. job g) meeting 7. to protect g) a message
8. remote h) basket 8. to take h) a job
9. sex i) flow 9. to waste i) an order
10. staff j) insecurity 10. to work j) a shower
11. team k) hours 11. to work k) energy
12. tight l) control
13. wastepaper m) date
VII. Make up nouns.
1. to advertise
2. to discuss
3. to employ
4. to motivate
5. to offer
6. to promote
7. to solve

VIII. Make up antonyms.
1. honest
2. correct
3. efficient
4. narrow
5. old-fashioned
6. pleasant
7. security
8. weak

IX. Complete the diagram with the following words.

department stores
college stores
sightseeing
conference room
department lounge
confirm
car park

X. Rearrange the telephone conversations. Put the sentences in the correct order.

A)
OK, it doesn’t matter. Could you ask him to call me back? _____
Hello, could I speak to John Glade, please? It’s Chris Sutton here. _____
Yes, certainly. Can I have your phone number? _____
Hello, Mr Sutton. I’m sorry, but Mr Glade isn’t here today. _____

B)
What’s your phone number? _____
Hold on. I’ll put you through. ... I’m sorry, the line’s engaged. Would you like to hold? _____
My number is 375649500. It’s urgent. We have a problem with the computer. It’s broken down again! _____
Hello. Mary Smith is here. Can I speak to Richard Park, please? _____
No. Can he call me back, please? _____

XI. Ask questions to the sentences.

1. Our managers discuss a lot of issues. (general question)
2. Susan sends a lot of e-mails. (alternative question)
3. There is so much waste in our company! (tag question)
4. In my company, junior employees often work more than 60 hours a week. (question to the subject)
5. The company is based in Berlin, and employs 12,000 people. (special question)
6. Ferrari is a subsidiary of Fiat SpA. (indirect question)
7. There are 10 people in our department. (tag question)
8. My department deals with administration. (alternative question)
Unit 4
Travel

I. Match the words to their definitions.

1. authentic  a. goods on which you do not have to pay taxes, especially import duty;
2. butler      b. including everything, for example flight, hotel and meals, in the price;
3. double      c. an arrangement to have something such as a seat on a aircraft or a table
                at a restaurant kept for you;
4. duty-free goods d. when someone is officially told that they are allowed to do something;
5. expiry date e. someone who works for one person, organizing their work, meetings etc.;
6. inclusive f. the most important male servant in a house, usually responsible for
                organizing the other servants;
7. permission g. a brief stay in a place that you make while you are on a longer journey
                to somewhere else;
8. personal assistant h. twice as big, twice as much or twice as many as something else;
9. reservation i. real or true; being in fact what it is claimed to be;
10. stopover   j. the date when an agreement or offer legally or officially ends;

II. Make up word partnerships.

1. aisle      a) date     1. to board   a) a reservation
2. arrival    b) luggage  2. to book    b) a suitcase
3. childcare  c) devices  3. to collect c) a seat belt
4. departure  d) facilities 4. to do     d) a fax
5. duty-free  e) seat      5. to entertain e) a meeting
6. electronic f) desk      6. to fasten f) luggage
7. expiry     g) hall      7. to go through g) a plane
8. gift       h) mail      8. to hold    h) guests
9. hand       i) service   9. to make    i) a taxi
10. hotel     j) goods     10. to pack   j) the shopping
11. reception k) time     11. to send   k) security
12. voice     l) shop     12. to take   l) a flight

III. Complete the sentences with the correct word.

| airline available | baggage economy class | hand luggage luxurious | passport control permission | a stopover a seat |

1. Can I have an ................... ................... ticket to Melbourne?
2. I take as little ................... as possible with me when I travel.
3. I am afraid the chairman is not ................... at the moment.
4. Airlines need their own government’s ................... for internal flights.
5. Our tickets to Australia include ................... for two nights in Singapore.
6. Excuse me. Can I take this small suitcase as ................... ................... .
7. Would you like ................... by the aisle or would you prefer to be by the window?
8. He runs his company, Silver Pictures, from a ................... villa in Hollywood.
9. The ................... began the regular flights to Santiago less than a year ago.
10. Go to the check-in desk first and then through ................... ................... .
IV. Supply the right preposition.

1. How long does it take to travel ........ the airport ........ the hotel?
2. It was dark by the time we arrived ........ a railway station.
3. Please wait here ........ me — I will be back ........ a minute.
4. Can you book me a hotel ........ Brussels ........ two nights?
5. We checked ........ from our hotel at 5 a.m. to catch a 7a.m. flight.
6. The butler takes full responsibility ........ your comfort from check-in to check-out.
7. Please would you check ........ at the reception desk and sign your names in the book.

V. Guess the word according to its definition. The first letter of each word is given.

1. a long narrow space between rows of seats in an aircraft, cinema, church, etc. a ______
2. a place where aircraft regularly take off or land, with buildings for passengers to wait in, equipment for controlling flights, etc. a ______
3. something that is expensive but not really necessary but is pleasing and enjoyable l ______
4. the desk or office where visitors who arrive at a hotel or large organization go first r ______
5. a large building that is part of an airport, bus station or port where people wait to get on planes, buses or ships t ______
6. someone who travels from one place to another, or to several different places by air, road, rail etc. t ______
7. being the only existing one of its type or, more generally, unusual or special in some way u ______

VI. Fill in the gaps with can or can’t.

1. ______ you tell me the time, please?
2. You ______ park here. It’s no parking.
3. I ______ meet with you today. I’m busy.
4. She ______ speak English very well.
5. ______ you help me with this task?
6. We ______ do this. ______ you help us?
7. I ______ pick you up from the station.
8. ______ I help you with your suitcases?

VII. Choose the correct word.

1. I am afraid Mr. Bossi is away on a business trip/travel.
2. We need to make a decision/solution before Friday.
3. It may take a long time to find a solution/answer to the problem.
4. My flight is at 9.30, so check-in/boarding is at 8 o’clock.
5. January is a quiet period, so I usually take some time off/break.
6. The key date this year is July 17. That’s when the trade fair/store begins.

VIII. Complete the sentences with the correct form (+, −, ?) of there is or there are.

1. ....................... any shops in this area.
2. ....................... too much noise. Please be quiet.
3. ....................... any flights to Paris tonight?
4. ....................... a coffee machine on the second floor.
5. ....................... any good nightclubs in the city?
6. ....................... a lot of people outside the factory.
7. ................. too much sugar in this cola drink.
8. ................. a fitness centre at the Victoria Hotel?
9. It's an excellent hotel, but ................. a swimming pool.

IX. Put this phone conversation in the correct order.

a. Yes, and tomorrow night, too.
b. $95 per night.
c. Hey, wait! What's your name?
d. A double with a king size bed. How much will that be?
e. Hi. Do you have any vacancies?
g. Sounds fine. See you tonight. Good-bye.
h. For tonight?
i. No problem. And what kind of room do you want?

X. Match each item on the left with a sentence on the right.

1. Can I use the phone, please?  a) Not really. Could you show me again, please?
2. Can I fly direct from Moscow to Sydney?  b) No, the room is too small.
3. Can you come next Tuesday?  c) He can't have gone home yet.
4. Can we put another desk in here?  d) Sorry, I'm afraid it's for staff only.
5. Can you understand what he wants?  e) Could you pick me up at about 8.00?
6. Mike's jacket is there.  f) No, you can't. You need to change.
7. What time shall I come for you?  g) No, he is really unclear.
8. Are you quite sure you understand what to do?  h) Sorry, I'm afraid I have another appointment.

XI. Put the question to each sentence.

1. The St. Regis is a five-star hotel in Shanghai. (indirect question)
2. This modern hotel is only 20 minutes from the airport. (alternative question)
3. St. Regis has 13 meeting rooms with multimedia equipment. (special question)
4. It is one of the most dynamic and commercial centres in the world. (tag question)
5. All rooms offer free access Internet connections and cable TV. (general question)
6. The butler can help you with the organisation of your business meetings. (to the subject)

XII. Complete these conversations at the front desk using can and a suitable verb.

A Mrs. A: ______ you ________ me a favour?
   Clerk: Sure, if I ________.
   Mrs. A: ______ I ________ another night? I know you're very busy.
   Clerk: Well, I need your room, but I ________ ________ you another one.

B Mr. B: Sorry to trouble you, but ________ you ________ after my luggage until 2 p.m.?
   Clerk: Certainly, sir.

C Mr. C: Manager! ______ I ________ to the manager?
   Clerk: I'm sorry, sir, but you _________. He isn't here.
   Mr. C: Well, ________ you ________ him immediately, please?
   Clerk: Certainly, sir.
Unit 5
Food and Entertainment

I. Match the words to their definitions.

1. an access  a. a list of the food that you can eat in a restaurant;
2. barbecue  b. a big formal party to celebrate a special event or to welcome an important visitor;
3. a bill  c. a written statement showing that you have received money, goods or services;
4. customer  d. time when you are not working and can relax and do things you enjoy;
5. ferry  e. a doubt or feeling of not being able to agree with or accept something completely;
6. entertainment  f. a person or organization that buys goods or services from a shop or company;
7. leisure  g. a general development or change in a situation or in the way that people are behaving;
8. location  h. a ship that carries people, vehicles, or goods across a narrow part of a sea;
9. menu  i. a person whose job is to serve meals to people in a restaurant;
10. a receipt  j. it is a small piece of paper that shows you how much to pay;
11. reception  k. an outdoor meal when food is cooked over an open fire;
12. reservation  l. the way in which you are able to find information held on a computer;
13. trend  m. when a company or businessperson spends money on taking customers to restaurants, bars, theatres etc, as a way of making business deals easier to complete;
14. waiter  n. a place, especially one where something special is or where something happens;

II. Match the words to make phrases.

1. home  a. oil
2. olive  b. sauce
3. a box of  c. made
4. a carton of  d. chocolates
5. tomato  e. milk
6. self  f. eggs
7. breakfast  g. cola
8. a can of  h. service
9. boiled  i. chocolate
10. a bar of  j. cereal

III. Fill in the words with the Missing Letters.

1. It's a kind of meat: s__s__e
2. It's very popular in Italy: p__t__
3. You can make toast with this: b__a__
4. Apples, oranges and bananas are all: f__i__
5. You eat this first in a restaurant: s__r__r
6. It's small and white and has a strong smell: g__l__
7. Carrots, beans and potatoes are all v__t__l__
8. You look at this when you go to a restaurant: m__
9. It's red and some people put it on burgers: k__c__
10. You put sugar into your coffee with this: t__s__o__
11. It's yellow and some people put it on hot dogs: m__t__
12. She works in a restaurant and brings you food: w__t__s__
IV. Supply the right preposition.

1. Why don't we invite them ....... dinner?
2. You ask ....... the bill ....... the end of a meal.
3. There aren't many rice dishes ....... the menu.
4. It's a popular place, so you need to book a table ....... advance.
5. We are looking forward ....... going out ....... the weekend.
6. It's a great airport. You never wait very long ....... your luggage.
7. When I travel ....... business, the company pays ....... my meals.
8. I usually have lunch ....... home because it's close ....... my work.

V. Complete these sentences with much or many.

1. Do you do ............ advertising?
2. Do you have ............ American clients?
3. There's too ............ salt in this soup. I can't eat it.
4. There are not ............ jobs as good as this one.
5. I don't have ............ time to speak to you.
6. How ............ times have you been to America?
7. How ............ research did you do on this project?
8. We don't get ............ calls from dissatisfied customers.

VI. Complete the sentences with the correct word.

| delicious | efficient | food | location | restaurant | tip |
| downtown | excellent | innovative | reservation | tip |

1. He accepted my advice without ............
2. There was lots of ............ and drink at the party.
3. She gave me a useful ............ for growing tomatoes.
4. We are trying to find a good ............ for our party.
5. They supply goods to customers who want ............ design.
6. Let's go to another ............ There are too many people here.
7. Their food is always ............ , but they don't have many desserts.
8. We have about 100 personnel in our ............ San Diego office.
9. It is a place with a pleasant atmosphere, efficient service and ............ food.
10. The United States has developed the most ............ methods of food production.

VII. Put the question to each sentence.

1. A waiter came to the table to take our order.(to the subject)
2. Tom often has lunch in the staff cafeteria.(special question)
3. US guests insist on drinking coffee with their meals.(alternative)
4. He is shocked when customers put ketchup on a traditional French dish.(tag question)
5. Many local residents are against opening a fast-food restaurant in the high street.(general)
6. We also need to quote her a price (drinks included) before 15 March.(indirect question)

VIII. Underline the correct word to complete each of these sentences.

1. We haven't got some/any beef today.
2. I have ordered some/any new equipment.
3. Do they serve some/any vegetarian dishes?
5. There aren’t some/any good hotels near the airport.
6. Is there some/any news about the new computers?
7. Are there some/any flights to Amsterdam on Fridays?
8. Let me introduce you to some/any of your new colleagues.
9. There are some/any good restaurants in this area.
10. Don’t buy some/any bread at the shops. There is a lot in the kitchen.

IX. Put the words in the right order.
1. please? for a have four, I Could table
2. wines recommend? do you Which these two of
3. have the bill. I Could please?
4. dinner? are they When for coming
5. We restaurant go a often evenings. Friday to on
6. you today. Thank me inviting here for
7. hope I see you soon. again very to
8. it’s been to again. great to you talk
9. is cafe me, there Excuse a near here?
10. like to a Would dessert you order now?

X. Match the questions and the answers.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you like Italian food?</td>
<td>a. No, I don’t. I prefer oranges.</td>
</tr>
<tr>
<td>2. Are you ready to order?</td>
<td>b. No, thanks. I don’t really like sweet things.</td>
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<tr>
<td>3. How is your food?</td>
<td>c. Mm, yeah. I’d love an espresso, actually.</td>
</tr>
<tr>
<td>5. Do you like bananas?</td>
<td>e. Oh yes, I love it.</td>
</tr>
<tr>
<td>6. Would you like to have coffee or tea?</td>
<td>f. I think I need a few more minutes.</td>
</tr>
</tbody>
</table>

XI. Choose the correct word.

<table>
<thead>
<tr>
<th>Number</th>
<th>Question</th>
<th>Word</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>How often do you eat off/out/away.</td>
<td></td>
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<tr>
<td>2.</td>
<td>I love seafood/fish like lobster and prawns.</td>
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<tr>
<td>3.</td>
<td>I’d like a medium/middle/done steak, please.</td>
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<td>4.</td>
<td>Can you take/lay/pass me the pepper, please?</td>
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<tr>
<td>5.</td>
<td>I tend to cook greasy/healthy things like grilled fish.</td>
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<tr>
<td>6.</td>
<td>What would you like for the head/main/start course?</td>
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<tr>
<td>7.</td>
<td>Don’t eat too much or you will put/be/try on weight.</td>
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<tr>
<td>8.</td>
<td>Do they have anything vegetarian/vegetable on the menu?</td>
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<tr>
<td>9.</td>
<td>Butter, milk and yoghurts are all cereal/diary/varied products.</td>
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<tr>
<td>10.</td>
<td>We should pass/lay/book a table at the restaurant. It gets very busy.</td>
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<tr>
<td>11.</td>
<td>Put the ingredients in a big oven/bowl/kettle and mix them together.</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Dinner is nearly ready. Can you lay/book/make the table, please?</td>
<td></td>
</tr>
</tbody>
</table>

XII. Which item is different?

<table>
<thead>
<tr>
<th>Item 1</th>
<th>Item 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. grapefruit, orange, fruit flavour, tomato</td>
<td></td>
</tr>
<tr>
<td>b. egg, sausage, bacon, ham</td>
<td></td>
</tr>
<tr>
<td>c. beef, lemon, lamb, chicken</td>
<td></td>
</tr>
<tr>
<td>d. veal, grapes, peach, cherries</td>
<td></td>
</tr>
<tr>
<td>e. tea, coffee, salt, juice</td>
<td></td>
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<tr>
<td>f. salmon, tuna, garlic, cod</td>
<td></td>
</tr>
</tbody>
</table>
XIII. Complete the conversation.

Use have with do/does.

A: Hi! Do you have any Florida Cocktail?
B: Yes, we ________.
A: ________ it ________ sugar in it?
B: No, it ________.
A: Great. And ________ you ________ the Penne Pasta and Beans?
B: Well, I ________ the pasta, but I ________ any beans left.

XIV. Respond to the following statements.

1. I am sorry. I am late.

2. Can I open the window?

3. Can I help you? (in a cafe)

4. Anything to eat?

5. Excuse me, can you tell me the time, please?

6. Anything to drink?

7. Have a nice evening!

8. See you tomorrow!
Unit 6
Sales

I. Guess the meaning of the word according to its definition.

1. something you buy cheaply or for less than the usual price  ____ i  ____
2. an agreement or arrangement, especially one that involves the sale of something  ____ a  ____
3. the act or process of bringing goods to the place or person they have been sent to  ____ i  ____
4. the total amount of a type of goods or services that people or companies buy in a particular period of time  ____ n  ____
5. a post of employment; job  ____ s  ____
6. an activity such as special advertisements or free gifts intended to sell a product or service  ____ e  ____
7. a set of similar products made by a particular company or available in a particular shop  ____ e  ____
8. a business that sells goods to members of the public, rather than to shops  ____ e  ____
9. a small amount of a product that people can try in order to find out what it is like  ____ a  ____
10. involving the business of selling goods in large quantities to businesses, rather than to the general public  ____ a  ____

II. Make up word partnerships.

1) after sales  a) year  1) to build  a) a brand
2) benefit  b) department  2) to close  b) a deposit
3) customer  c) service  3) to conduct  c) customers
4) customer's  d) contacts  4) to gain  d) an order
5) department  e) payment  5) to keep  e) in monthly installments
6) financial  f) market  6) to launch  f) confidence
7) high street  g) terms  7) to maintain  g) to the requirements
8) interest-free  h) package  8) to pay  h) the sales target
9) medium-sized  i) needs  9) to pay  i) promise
10) monthly  j) store  10) to place  j) a product
11) personal  k) loyalty  11) to promote  k) a client
12) sales  l) credit  12) to quote  l) an interview
13) sales  m) company  13) to reach  m) the deal
14) service  n) store  14) to research  n) a price
15) target  o) representative  15) to tailor  o) the client's interest

III. Ask questions to the given sentences.

1. Most large companies have special departments which are responsible for employer-employee relations. (general question)
2. Miguel studied business at Santiago University in 1997. (alternative question)
3. Ingvar Kamprad started IKEA in his small farming village in Sweden. (special question)
4. Mr. Jewel is trying to raise some more money at the moment because he is going to set up a small business in 5 months. (question to the subject)
5. The job description will tell the applicant exactly what to do if he is interested in the position. (indirect question)
6. IKEA opened its first store in 1958. (tag question)
7. The job market is getting more and more competitive and the idea of a "job for life" has already become old-fashioned. (tag question)
IV. Fill in the correct word.

<table>
<thead>
<tr>
<th>bargain</th>
<th>free sample</th>
<th>retailer</th>
</tr>
</thead>
<tbody>
<tr>
<td>competitor</td>
<td>position</td>
<td>supplier</td>
</tr>
<tr>
<td>deal</td>
<td>promotion</td>
<td></td>
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<tr>
<td>demand</td>
<td>receipt</td>
<td></td>
</tr>
</tbody>
</table>

1. He made a lot of money by buying houses at ... prices and reselling them.
2. Lower interest rates did nothing to increase ... for loans to buy houses.
3. Britain has had higher long-term interest rates than most of its major ....
4. Baskin-Robbins has signed a ... with a group of dairy farmers, to supply the milk necessary for the factory.
5. He has been offered a management ... in Cairo.
6. Penny has increased its sales ... with direct mail.
7. The customer confirmed ... of a shipment.
8. He used the product after receiving a ... in the mail.
9. Microsoft is the world's largest ... of PC software.
10. Heilig-Meyers Co., a home furnishings ..., said that December sales rose 18% to $75.1 million.

V. Circle out the correct preposition.

<table>
<thead>
<tr>
<th>to advise</th>
<th>by</th>
<th>for</th>
<th>from</th>
<th>in</th>
<th>on</th>
<th>out of</th>
<th>to</th>
<th>with</th>
<th>within</th>
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<tbody>
<tr>
<td>to be good</td>
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<td>to buy ... the Internet</td>
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<td>to deliver ... 2 days</td>
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<td>Diploma ... Business</td>
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<td>to Graduate</td>
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<td>to increase</td>
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<td>to place an order</td>
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<td>to specialize</td>
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<tr>
<td>to quote a price</td>
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</table>

VI. Supply the correct preposition.

1. Demand ... his furniture increased rapidly, so he decided to specialize ... this line.
2. IKEA's strategy was to make original furniture ... low prices.
3. Sales increased ... over 6 million Euros ... four years.
4. On 6th December I made a presentation to the sales staff ... our products.
5. He lived in England ... five years.
6. They worked hard ... the sales campaign ... November ... March.
7. We offer free delivery ... ten days.
8. The phone comes ... three colours: white, black and grey.
9. Does the seller always have goods ... stock?
10. How do you train people to be good ... selling?
VII. Fill in the gaps using the verbs from the box below in the correct form.

Mike Hodgkinson is the Chief Executive of British Airports Authority. This is his diary for last week.

get
visit
taxe
leave
arrive
attend
see
make
go
have
meet
return
be
go

Monday
I 1) ... up very early and 2) ... at the office at 8.00 a.m. At 9.00 I 3) ... a meeting with Gabriele Renzully, the director of Naples Airport. After a nice lunch I 4) ... to the bank to discuss future investments. At 5.00 p.m. I 5) ... the office and 6) ... to the Millennium Dome by boat. I 7) ... delegates for the ACI conference. In the evening there 8) ... a conference dinner at the Dorchester Hotel.

Tuesday
I 9) ... the opening speech for the ACI conference and then 10) ... different talks and seminars during the day. I 11) ... lots of old contacts.

Wednesday
A normal morning at the office. I had lunch with a journalist who wanted to hear about our future plans. In the afternoon I attended a board meeting and made a presentation on our future strategy. In the evening my wife and I 12) ... our son and daughter-in-law for dinner.

Thursday
Trip to Stansted Airport. I met a lot of staff and customers. I 13) ... to London in the evening and 14) ... to the opera to see Carmen.

VIII. Find ten pairs of synonyms.

to offer
to wait
to book
to go up
to maintain
to send
to launch
to research
to get
to choose
to propose
to expect
to increase
to order
to keep
to post
to introduce
to probe
to gain
to select

IX. Match questions to the answers.

1. Does it have any special features?
a) It’s for technically-advanced people.
2. Can you tell me about the mobile phone?
b) No problem. We have plenty in stock. We can deliver in 3 days.
3. What’s the target market?
c) It’s available in three colors.
4. When can you deliver it?
d) The trade price is $400.
5. How much is it?
e) It has an unusual design.
6. How about colors?
f) Of course. What would you like to know?

X. Translate into English.

1. Спрос на его мебель быстро вырос, и он решил специализироваться на продаже мебели.
2. Они начали разрабатывать свою собственную линию одежды в 1989 году.
3. В прошлом ноябре я побывал у наших основных заказчиков из крупных универмагов в Италии.
4. В понедельник я подготовил презентацию для персонала по продажам и представил им весь ассортимент нашего нового товара.
5. Мы хотели бы разместить заказ на 100 компьютеров в вашей компании.
6. В октябре мы, наконец-то, достигли цели продаж на этот год.
7. На данный момент товара нет в наличии на складе.
8. В прошлом году мы увеличили продажи на 20 % и запустили несколько новых товаров.
9. Покупая товар, покупатели, конечно же, хотят сравнить цены и узнать, какую скидку продавец может им предложить.
10. Иногда покупатели спрашивают, можно ли оплатить товар частями.
Unit 7
People

I. Guess the word according to its meaning.

1. an individual bank, shop, office etc that is part of a large organization ___ c ___
2. someone who is in charge of a meeting or who directs the work of an organization ___ i ___
3. someone who has an important job as a manager in a company or business ___ u ___
4. a relationship between two people, organizations, or countries that work together ___ e ___
5. a company that is at least half-owned by another company ___ s ___
6. the latest time or date by which something should be completed ___ a ___
7. an arrangement to meet someone at a particular time and place ___ t ___
8. to cause someone to do something through reasoning or argument ___ d ___
9. devoted to a task or purpose ___ d ___
10. to give work to someone and pay them for it ___ o ___

II. Match the word to its definition.

1. achievement a) to give sb support, courage or hope;
2. approach b) enjoying spending time with other people;
3. contribute c) a thing that has been done successfully, especially using their own effort and skill;
4. department d) a number representing an amount, especially an officially published number;
5. encourage e) the level or rank someone has in an organization;
6. figure f) a way of dealing with sth/ sb;
7. negotiations g) one of the parts of a large organization where people do a particular kind of work;
8. position h) a large building used for storing goods in large quantities;
9. sociable i) to give sth, especially money, goods, to help sb/ sth;
10. warehouse j) official discussions between groups who are trying to reach an agreement;

III. Make up word partnerships.

1. to employ a) a problem 1. Annual a) manager
2. to enter b) the position 2. Advertising b) representative
3. to entertain c) time 3. Business c) chain
4. to explore d) staff 4. Communication d) traits
5. to hold e) university 5. Human Resources e) executive
6. to make f) long hours 6. Office f) agency
7. to meet g) options 7. Personality g) skills
8. to solve h) a suggestion 8. Restaurant h) department
9. to waste i) guests 9. Sales i) report
10. to work j) a deadline

IV. Fill in the correct preposition where necessary.

1. Mike liked people to be .......... time .......... appointments , and he himself was never late .......... a meeting.
2. Maria is good in a team and she gets .......... well .......... her colleagues.
3. She studied Italian ........ University in Paris.
4. The manager is well-known ........ his contribution ........ the French economy.
5. Please, describe the problem ........ detail.
6. Jacques will get back ........ Sophie ........ the end ........ the week.
7. Your competitors often offer me a job ........ a higher salary.
8. Our senior manager doesn't want to spend extra money ........ bonuses.
9. He is an excellent manager, very dedicated ........ the staff.
10. A sales rep should never be rude ........ customers.
11. A motivating manager encourages ........ employees to work well.
12. He was very nice, but he was not popular ........ his colleagues.
13. Sam is very practical. He is really good ........ making things work.

V. Complete the sentences with suitable words in the correct form.

amazing heads to meet a deadline
atitude position to negotiate
confident subsidiary training
figures to admire

1. He has been offered a management ... in Cairo.
2. These are the worst sales ... in three years.
3. Seiko is sending 30 workers to Japan for ... .
4. The Procter & Gamble Co. is ... a multimillion-dollar contract to advertise on the MTV cable network.
5. The CEO of the company described her as an ... woman; the person in the media he ... most.
6. Marcel is completely reliable and always ... his ... .
7. Chase Manhattan Bank is a ... of Chase Manhattan Corp.
8. He has a very positive ... to his work and is a creative and flexible person.
9. Work is divided into different areas and supervised by section ... .
10. She says that women need to be more ..., to believe more in themselves.

VI. Ask questions.

1. Mercedes Erra became a Chevalier in 2004. (general question)
2. Bill Gates was born on October 28, 1955. (special question)
3. He had two sisters. (alternative question)
4. In 1973, Gates entered Harvard University. (tag question)
5. He and his wife founded the Bill and Melinda Gates Foundation. (question to the subject)
6. Her agency is the fifth-largest in the world. (indirect question)
7. There are some good restaurants in the centre. (tag question)

VII. Write antonyms to the words.

1. confident 6. polite
2. decisive 7. practical
3. efficient 8. punctual
4. enthusiastic 9. reliable
5. helpful 10. suitable

27
**VIII. Choose the question words from the box below.**

*A business person is answering questions about a recent business trip. Make the questions, as in the example using the question words.*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Where did you stay?</td>
<td>I stayed at the Holiday Inn.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. ..................................................</td>
<td>I visited Hans Klinger.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. ..................................................</td>
<td>I arrived on Wednesday.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. ..................................................</td>
<td>I travelled by car.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. ..................................................</td>
<td>I hired a car because the factory is 30 km outside the city.</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6. ..................................................</td>
<td>We discussed a new contract.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. ..................................................</td>
<td>I arrived back yesterday.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. ..................................................</td>
<td>I started work this morning at 9.00.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. ..................................................</td>
<td>He signed the contract yesterday.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**IX. Choose the correct word to complete the sentences.**

1. Michelin is a tyre fabric / manufacturer / product.
2. There are over 120,000 employs / employees / employers.
3. It has a profit / loss / turnover of over $14 billion.
4. The company / society / factory has a young chairman.
5. Michelin is BMW Williams's tyre buyer / retailer / supplier.
7. Michelin's head office / head hunter / head room is in Clermont Ferrand.
8. Its main competes / competitors / competitive are Goodyear and Firestone.

**X. Read the e-mail and put the sentences in the correct order.**

*Melanie sends Mr. Evans an e-mail.*

1. Melanie Strahl.
2. Thank you once again for improving your quote, and
3. Dear Mr. Evans,
4. and payment at thirty days from today.
5. I look forward to receiving the goods in due course.
6. The price agreed was $800, with transport costs of $90
7. You promised delivery within twenty days.
8. Yours sincerely
9. I am writing to confirm my order for one table (180 cm), a two drawer filing cabinet in cherry and one Clio chair.
10. Following our phone conversation today,
Unit 8
Markets

I. Match the words to their definitions.

1. agenda a. money provided or lent, for example by a bank for investment;
2. client b. the amount of money for which something is bought, sold or offered;
3. competitor c. a continuing increase in the prices of goods and services, or the rate at which prices increase;
4. custom-made d. the act of keeping money to use later rather than spending it;
5. discount e. the general opinion that most people have of a person, organization, product, etc.;
6. emerging f. designed for one particular person;
7. finance g. a list of the subjects to be discussed at a meeting;
8. flashy h. a small amount of a product that people can use or look at in order to find out what it is like;
9. inflation i. a person, product, company, country etc. that is competing with another;
10. image j. a reduction in the cost of goods or services in relation to the normal cost;
11. off-the-peg k. beginning to have a lot of power in trade and finance;
12. price l. someone who pays for services or advice from a professional person or organization;
13. sample m. standard; not designed for one particular person;
14. saving n. expensive-looking; made to impress other people;

II. Match the words to make phrases.

1. cultural a. mix
2. declining b. goods
3. excellent c. outlet
4. head of d. rate
5. helpful e. skills
6. high-quality f. service
7. inflation g. market
8. marketing h. colleague
9. negotiating i. issues
10. retail j. the department

III. Complete the sentences with the correct word.

<table>
<thead>
<tr>
<th>advice company</th>
<th>competitive exclusive</th>
<th>flexible a free sample</th>
<th>a market share luxury</th>
<th>sensitive supplier</th>
</tr>
</thead>
</table>

1. He asked me for my ...................... on what he should do.
2. Microsoft is the world’s largest ...................... of PC software.
3. Cara Cosmetics is an international ......................, based in Italy.
4. Last year, the company had ...................... of 10.3 per cent.
5. He used the product after receiving ...................... in the mail.
6. More employees are seeking ...................... hours or work-at-home.
7. You should be ...................... to the values which are important to Indians.
8. The food retail market is the UK is becoming increasingly .......................
9. There are two new cars for the ...................... market from BMW and Mercedes.
10. They want the most ...................... cars – models that stand out in a traffic jam.
IV. Make these adjectives negative, using prefixes from the box.

-in, -im, -un

attractive, comfortable, competitive, effective, patient, profitable, reliable, sensitive, stable, punctual

V. Put the question to each sentence.

1. Mrs. Hazell opened a hairdressing salon last year. (question to the subject)
2. DaimlerChrysler has a lot of rivals in that niche market. (general question)
3. The most important thing is to think about your target customers. (indirect question)
4. The Mercedes SL500 is one of the fastest sports cars in the world. (alternative question)
5. A luxury car has become absolutely necessary for Russian businessmen. (tag question)
6. He is very unhappy because he hasn’t received the samples of our new products. (special question)

VI. Guess the word according to its meaning.

1. to be obtained, used or reached a __ i __ b __
2. the actions involved in making goods available to customers after they have been produced, for example moving, storing, and selling the goods d __ r __ t __
3. working well and producing the result or effect that was wanted or intended e __ c __
4. something that is made in one country and brought into another, usually in order to be sold there i __ r __
5. an occasion at which a new product is shown or made available for sale or use for the first time l __ n __
6. a particular country, area, or group of people to which a company sells or hopes to sell its goods or services m __ k __
7. official discussions between groups who are trying to reach an agreement n __ t __ i __
8. money that you gain from selling something or from doing business in a particular period of time, after taking away costs p __ f __
9. your name written in the way you usually write it, for a example at the end of a letter or on a cheque s __ a __ e
10. a company that provides a particular type of product s __ l __

VII. Supply the right preposition.

1. The inflation rate rose ........ 4.5% last week.
2. They are going to take part ........ this conference.
3. There were several important items ........ the agenda.
4. There is absolutely no way we can make a deal ........ them.
5. It is harder to break ........ export markets than home markets.
6. The rich find it quite normal to buy two or three cars ........ once.
7. Could you please confirm that you have those items ........ stock.
8. Our advertising campaign is targeted ........ the people of all ages.
9. People have been competing ........ silly prices just to buy market share.
10. The richest people like to spend their money ........ imported, new luxury cars.
11. I am glad that we’ll all be there to agree ........ the price of our new energy drink.
VIII. Complete the sentences using the comparative or superlative form of the adjectives.

1. Our delivery system is ....................... (quick) in Europe.
2. The rate of unemployment is ....................... (bad) than last year’s.
3. Our staff are ....................... (experienced) than our competitors’.
4. Sales of luxury cars are ....................... (high) this year than last year.
5. Our main competitor offers a ....................... (cheap) service than we do.
6. We offer a ....................... (wide) range of products than our competitors.
7. The Asian market is ....................... (good) than the European market for rice.
8. The country is now ....................... (big) market or some car manufactures.
9. Some people feel that normal shopping is ....................... (safe) on the Internet.
10. The Sales Manager is ....................... (popular) person in the company.

IX. Put the words in the right order.

1. about/ you/ this/ How/ feel/ do?
2. agree/ I’m/ I/ afraid/ don’t.
3. should/ our/ new/ we/ product/ Where/ sell?
4. about/ May/ re-launching/ in/ What/ it?
5. kind/ our/ What/ of/ target/ is/ person/ consumer?
6. discuss/ on/ we/ Tuesday/ Can/ it?
7. long/ I/ every/ hours/ work/ day.
8. market/ some/ Should/ research/ more/ we/ do?
9. are/ to/ These/ easy/ models/ use.
10. more/ our/ is/ than/ She/ popular/ manager.

X. Choose the correct word.

1. Anna is very hard-working/lazy. She never does any work!
2. I am in an office with Karl. He is very quiet/chatty – he never talks.
3. Long-time/Experienced staff can provide customers with helpful advice.
4. We sell very high quality products, so our prices are not low/cheap.
5. Electronic equipment is difficult to sell if it is not up-to-date/latest.
6. I’m sure you will get a reply soon. Just try to be aggressive/patient!
7. He is extremely kind/ambitious. He wants to become a president one day.
8. Our competitors are cheap, but their products are not expensive/high quality.
9. You can trust her. She is very kind/reliable. If she says she won’t tell anybody.
10. When I disagreed with him, he became aggressive/polite and started shouting.

XI. Arrange the words into pairs of synonyms.

1. achieve               a. transaction
2. buy                  b. wealthy
3. competitor           c. decrease
4. convenient           d. suggest
5. deal                 e. reach
6. expenses             f. expand
7. extend               g. rival
8. offer                h. purchase
9. reduce               i. comfortable
10. rich                j. costs
Unit 9
Companies

I. Match the words to their definitions.

1. costs
2. conglomerate
3. investment
4. public limited company
5. private limited company
6. multinational
7. net income
8. partnership
9. property
10. share capital
11. sole proprietor
12. takeover
13. venture capital

a) the act of getting control of a company by buying over 50% of its shares;
b) someone who owns and runs a business on his or her own rather than with another person;
c) a large business organization consisting of several companies that have joined together;
d) a relationship between two people, organizations, or countries that work together;
e) all the things that someone owns;
f) money lent to someone so that they can start a new business;
g) the money that people or organizations put into business activity in order to make a profit;
h) capital that a company has from investors who have bought shares;
i) a company whose shares are not openly traded and can only pass to another person with the agreement of other shareholders;
j) the amount of income left after paying income tax and social security contributions;
k) a large company that has offices, factories, and business activities in many different countries;
l) the money that a business or individual must regularly spend;
m) a limited company whose shares are freely sold and traded;

II. Fill in with the suitable words.

<table>
<thead>
<tr>
<th>business ethics</th>
<th>leadership</th>
<th>retail chains</th>
</tr>
</thead>
<tbody>
<tr>
<td>costs</td>
<td>loan</td>
<td>shares</td>
</tr>
<tr>
<td>demand</td>
<td>property</td>
<td>venture capital companies</td>
</tr>
<tr>
<td>investment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. The company did well under the … of its founder, Haruo Suzuki.
2. Pullman has borrowed heavily from banks and … … ….
3. Japan’s traditional … … such as Seibu and Mitsukoshi, are big players in the luxury goods field.
4. The President supports a tax cut on profits from sales of … such as stocks and real estate.
5. The bank recently made a … to the company for a new warehouse.
6. Friendly companies and banks alone hold 56% of all … in Germany’s listed companies.
7. Kraft is seeking to cut … by closing plants.
8. Besides sales techniques, salespeople will get training in contract law, psychology, and … … ….
9. Chrysler said its Jeep plant won’t operate next week because of weak … …
10. The largest Korean … in China is a $17.7 million factory that will make piano and guitar parts.

III. Fill in with the correct preposition.

1. Alex is responsible … quality control.
2. Julie is … charge … a department of 15 staff.
3. She likes to make presentations ... future projects.
4. They manufacture plastic furniture ... the brand name IKEA.
5. There was a very strong demand ... jeans and T-shirts over the last month.
6. John now has an art studio that deals ... advertising agencies.
7. Southwest increased the number of passengers it carried last year ... 14%.
8. ... behalf ... the department, I would like to thank you all.
9. Our sales results have doubled compared ... the previous year.
10. We're really looking ... seeing you again.
11. There are four parts ... my presentation.
12. First, I'll say a few words ... the background ... the launch ... our new product.
13. My talk is ... three sections.
14. ... the end ... my presentation, you will have a clear idea ... our strategy.

IV. Ask questions to the missing information.
1. Virginia was born in ..., but her parents moved to ... when she was only four years old.
2. She was a very successful student. Her favorite subjects were ....
3. In fact, she was always good at ..., maybe because her father worked in ....
4. At the age of 20, Virginia wrote another ....
5. The students liked it a lot and said it was much better than the previous one.
6. After school, she went to London where she stayed for ... years.
7. There she did a course in ... and published ... books.
8. Today, Virginia is a very successful writer.

V. Match the jobs with the descriptions below.

<table>
<thead>
<tr>
<th>managing director</th>
<th>laboratory technician</th>
<th>training officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>purchasing manager</td>
<td>sales representative</td>
<td>quality control manager</td>
</tr>
<tr>
<td>personal assistant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. I organize training course for members of staff – languages, computers, etc.
2. I set up the equipment and do experiments and tests.
3. I am the senior executive.
4. I check that products are made to the right standards.
5. I visit customers and try and increase business.
6. I work with the Managing Director. I am responsible for his diary, organize travel, and take calls for him.
7. I buy everything the company needs, from raw material to stationery.

VI. Find pairs of synonyms and antonyms.

to manufacture obsolete wholesale new
shop to lend to produce responsibilities
foreign costs overseas income
target aim expenses to hire
retail duties revenue to increase
to go up store to employ to borrow
VII. Make up word expressions.

1. to clear
2. to go
3. to go
4. to make
5. to meet
6. to request
7. to sell
8. to serve
9. to set
10. to train

a. customers
b. further information
c. company policy
d. the table
e. staff
f. international
g. a profit
h. bankrupt
i. goods in bulk
j. challenges

VIII. Read the dialogue between a Polish businessman and his British colleague. Choose the correct form of the verb in italics.

Eric: Hello. I’m Eric Johnstone. I work / I’m working (1) here in the IT department.
Jan: Nice to meet you. I’m Jan Mazowiecki, from PDC Poland. I visit / I’m visiting (2) the head office here in London.
Eric: Ah yes. I heard you were here. Would you like a cigarette?
Jan: No, thanks. I don’t smoke / I’m not smoking (3). But please go ahead.
Eric: Thanks. So where in Poland do you come / are you coming (4) from, Jan?
Jan: I’m from Gdansk.
Eric: And how long do you stay / are you (5) staying here in England?
Jan: I work / I’m working (6) here for three months. I learn / I’m learning (7) about PDC’s operations in the UK. What about you? Are you based in London?
Eric: Yes. I have / I’m having (8) a permanent office here, but I travel / I’m traveling (9) abroad a lot – three, or sometimes four days a week.
Jan: Where do you go / are you going (10) on your business trips?
Eric: To Europe, and sometimes South America. So do you enjoy / are you enjoying (11) your stay here?
Jan: It’s very interesting.
Eric: And do you find / are you finding (12) time to go sightseeing in London?
Jan: No, not really. But I hope to have time before I leave.

IX. Decide which phrase (a, b or c) best completes each sentence.

1. We don’t have enough money to finance our new research and development programme, so I think …

   a) we’ll lend some money to the bank.
b) we’ll attract more shareholders and increase the share capital.
c) we’ll reduce our profits.

2. We have too much work at the moment, and none of the staff want to work longer hours, so ...

   a) we won’t have enough work.
b) we’ll have to think about taking on more staff.
c) we’ll ask them to do shorter hours.
3. We have a 75% market share in our country, but only 6% of the world market, so …

   a) I think we’ll concentrate on developing our export activity.
   b) I don’t think our share of the home market will be very high.
   c) we’ll probably import more goods.

4. If we don’t get any better candidates for the new sales job …

   a) we’ll take the worst one.
   b) we won’t have any sales.
   c) we’ll have to advertise again.

5. We won’t interest the general public in our new range of computers if …

   a) we don’t offer competitive prices.
   b) we do a direct mailing.
   c) we offer them free technical assistance.

X. Translate into English.

1. Как долго Keith посещает компьютерные курсы?
4. Обычно нам требуется один год, чтобы разработать новый продукт, но в этот раз нам потребовалось два года из-за технических проблем.
5. Кто руководит отделом маркетинга?
6. The Fashion group владеет сетью модных магазинов включая Zara. Компания имеет 1, 500 магазинов по всему миру. В данный момент модный дизайнер работает над дизайнами следующего года. The Fashion group – прибыльная компания, и она планирует стать всемирным лидером моды. Основатель компании вкладывает деньги в собственность и отели. Основная часть его инвестиций находится в Spain.
Unit 10
The Web

I. Fill in with the correct word.

<table>
<thead>
<tr>
<th>annual revenue</th>
<th>sales representative</th>
<th>to meet a deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>distribution</td>
<td>to draw up</td>
<td>to open an account</td>
</tr>
<tr>
<td>dot (two times)</td>
<td>to fulfill an order</td>
<td>to stock</td>
</tr>
<tr>
<td>efficiency</td>
<td>purchase</td>
<td>to surf</td>
</tr>
<tr>
<td>impact</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. The work of a ... ... includes after-sales service.
2. The financially troubled company didn’t ... yesterday’s ... .
3. High interest rates have a negative ... on spending.
4. She used her first pay check to ... ...
5. If you are not satisfied with your ..., we will give you a full refund.
6. B&L has an ... ... of about $8 million.
7. The company plans to establish a network of central warehouses to make product ... more effective.
8. A UK company that acquires goods from a Belgian supplier has failed to ... ... from a German customer.
9. If you need to e-mail me, you can contact me at mick ... murphy at AWL ...com.
10. You can ... 35 home shopping channels and still not find what you want.
11. The increase in profitability is the result of improved ... .
12. Independent boutiques that sell expensive clothes ... less merchandise as their sales drop.
13. The first thing you need to do is to ... a business plan.
14. Were you able to ... ... to meet the area manager?

II. Match the words to their definitions.

1. capacity a) not directly connected to the computer or directly controlled by it;
2. commercial b) to add money to a bank account;
3. deadline c) to write out or prepare an agreement, list or plan;
4. distribution d) a legal or moral duty to do sth;
5. e-commerce e) to take money out of a bank account;
6. MBA f) a date or time by which you have to do or to complete sth;
7. obligation g) to do the necessary actions on a computer system that will allow to begin using it;
8. off-line h) a business deal;
9. revenue i) the actions involved in making goods available to customers after they have
   been produced, e.g. moving, storing, and selling the goods;
10. supplier j) an advertisement on TV, radio, or at the cinema;
11. to credit k) the practice of buying and selling goods and services and carrying on other business activities by computer;
12. to debit l) money that a business receives over a period of time;
13. to draw up m) the amount of sth that a factory, a company, machine can produce or deal with;
14. to log on n) a company that provides a particular type of product;
15. transaction o) a university degree that teaches you the skills you need to manage a business;
III. Find 15 pairs of synonyms and antonyms.

| buy        | revenue | to crash | to refuse |
| deal       | to accept | to credit | to reject |
| impact     | to allow  | to debit  | to select |
| income     | to approve | to employ | to verify |
| influence  | to break down | to foresee | transaction |
| off-line   | to check  | to hire  |  |
| online     | to choose | to let  |  |
| purchase   |          | to predict |  |

IV. Match the halves.

1. to attend  a) an obligation  1. annual  a) media
2. to browse  b) a deadline  2. broadband  b) copy
3. to debit  c) the Internet  3. distance  c) channel
4. to design  d) snacks  4. distribution  d) engine
5. to draw up  e) a seminar  5. e-mail  e) store
6. to entertain  f) through a website  6. e-mail  f) of goods
7. to fulfill  g) money  7. hard  g) turnover
8. to have  h) the account  8. print  h) Internet connection
9. to keep  i) an appointment  9. range  i) breakthrough
10. to leave  j) a plan  10. sales  j) cart
11. to meet  k) guests  11. sales  k) account
12. to miss  l) a webpage  12. search  l) centre
13. to order  m) in touch  13. shopping  m) attachment
14. to raise  n) an advantage over  14. technological  n) learning
15. to surf  o) a message  15. web  o) figures

V. Supply the correct preposition or particle.

1. A typical e-commerce transaction begins when you browse ... a website and select an item you want to buy.
2. If you draw ... a plan, you think about it carefully and then write it down.
3. When cars, machines break ..., they stop working.
4. I do most of my shopping ... the Internet.
5. Television commercials and print media don’t have an advantage ... business websites.
6. The print media are good ... displaying high-quality images.
7. I use the Internet to keep ... touch ... my family and friends back in Sweden.
8. ... two weeks’ time, we’ll review the budget.
9. We are entertaining the suppliers ... Friday evening.

VI. Choose the correct tense-form.

A: Which conference 1) are you attending / will you attend this morning?
B: 2) I’ll go / I’m going to the talk by John Davis. You too?
A: I don’t know. What 3) will he talk / is he talking about?
B: Negotiations techniques.
A: Oh yes, I saw him do that last year. I think 4) I’ll go / I’m going to the other session. What is it?
B: Just a minute, 5) I’ll check / I’m checking the conference programme. Here it is. It’s Carla Rodriguez. She 6) will give / is giving a presentation on team-building.
A: She’s a very good speaker. 7) I’ll try / I’m trying that. What time 8) will she start / is she starting?
B: At 10.30. Oh, I’ve just remembered – there was a message on the notice board. She 9) won’t come / isn’t coming because she’s not well.
A: It’s a pity. OK, in that case I think 10) I’ll do / I’m doing a little shopping this morning. 11) I’ll meet / I’m meeting you in the bar at lunch time.
B: OK. see you later.

VII. Christa has to write a weekly article, and then send it to her editor with an e-mail message. Complete the flow chart using the expressions below.

send to editor
check spelling
write e-mail message
connect modem

write article
disconnect modem
save document
open application

1. switch on computer

9. attach article

8. 

7. 

6. save any changes

2. 

3. 

4. 

5. 

10. 

11. 

12. shut down

VIII. Philippe writes an e-mail to Steve Cady. Put the sentences in the correct order.

1. Philippe ____
2. I also enjoyed the meals and the trip to the theatre. ____
3. Dear Steve, ____
4. When you come to Italy next month do not hesitate to contact me. ____
5. I had very good three days and I think the meetings were useful. ____
6. Kindest regards ____
7. Thanks again. ____
8. Many thanks for your warm welcome in Washington. ____

IX. Ask questions.

1. They can download their annual report in PDF format. (tag question)
2. He is going to apply for the post of Systems Analyst with Crawley Electronics. (alternative question)
3. Many people will shop online in a few years’ time. (question to the subject)
4. It cost too much to employ an extra IT assistant. (general question)
5. All companies will have a website for their customers and their staff. (special question)
6. Our visitors from China are arriving on Friday. (indirect question)

X. Complete the table.

<table>
<thead>
<tr>
<th>Noun</th>
<th>Verb</th>
<th>Adjective</th>
</tr>
</thead>
<tbody>
<tr>
<td>reliability</td>
<td></td>
<td>employed</td>
</tr>
<tr>
<td>suitability</td>
<td></td>
<td>distributed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>supplied</td>
</tr>
</tbody>
</table>

XI. Add to the lists using the words in the box. Some words can be used more than once.

- open
- database
- paste
- rename
- copy
- attach
- enter
- print
- word-processing
- spreadsheets

1. a word-processing application
2. to .......... a document
3. to .......... a text
4. to .......... a folder

XII. Translate into English.

1. Реклама на ТВ и печатные СМИ имеют преимущество над рекламой в Интернете.
2. Продажа роскошных авто уменьшится в следующем году.
3. Когда Вы сможете пересмотреть годовой отчет?
4. Начальник хочет, чтобы мы увеличили экспорт в 2 раза в ближайшем будущем.
5. Многие из наших клиентов заказывают товар в Интернете.
6. Вам необходимо открыть счет в нашем банке, чтобы сделать покупку.
7. Наша компания не выживет без канала сбыта в интернете.
8. Распечатайте мне, пожалуйста, копию отчета.
9. Я сегодня без машины. Вы не подвезете меня?
10. Я звоню Вам, чтобы договориться о встрече в пятницу вечером. 6 часов подойдет Вам?
11. В следующем году я собираюсь накопить немного денег и поехать в тур по Европе.
Unit 11
Cultures

I. Complete the sentences with should or shouldn't.

1. She ................ drive if she's broken her glasses.
2. You ................ interrupt people all the time. It's rude.
3. I don't think we .............. launch the new product now.
4. Francis thinks that the consultant .............. work harder.
5. Do you think I .............. apologise for this short delay?
6. You ................ consult a professional before taking any decision.
7. She never has any money left. She .............. spend so much.
8. They ................. use children in advertisements. I find it shocking.
9. You ................. point your finger at the person you’re talking to.
10. You .............. believe everything he tells you. You can’t trust him.

II. Match each item on the left with a sentence on the right.

1. I think you should ask for a raise.  a. I don’t drink that much. Just two cups a day.
2. Do you think he should take that job?  b. I think all our staff need to develop their computer skills.
5. I think you should get a job.  e. They’re always very useful.
6. Do you think he should do it?  f. Well, if you don’t book them now, there’ll be none left.
7. I bought this but it’s broken.  g. You are right. I’ll talk to my boss tomorrow.
8. I don’t know where to go on holiday.  h. You should take it back to the shop.
9. She should go on the training course, too.  i. No, I don’t. The salary is not good enough.
10. You shouldn’t miss any of the meetings.  j. Yes, I could work in a bar.

III. Match the words to their definitions.

1. action minutes  a) sth which is used to encourage people, esp. to make them work harder, produce more or spend more money;
2. annual leave  b) the activity or skill of controlling the way you spend your time on order to work as effectively as possible;
3. assignment  c) an official written record of what is said and decided at a meeting;
4. associate  d) to give a person or an organization the legal right to do sth;
5. awareness  e) a shop, a company, or organization through which products are sold;
6. culture  f) time with pay that you are allowed to be absent from your work each year;
7. economical  g) official discussions between groups who are trying to reach agreement;
8. formal  h) someone you work with or do business with;
9. franchise  i) using time, money, goods etc carefully and without wasting any;
10. incentive  j) when someone is given a particular job or task, or sent to work in a particular place or for a particular person;
11. negotiation  k) the attitudes or beliefs that are shared by a particular group of people or in a particular organization;
12. outlet  l) an agreement in which a company gives a business the right to sell its goods or services in return for a fee or a share of the profits;
13. time management  m) done or given officially and publicly;
14. to empower  n) knowledge or understanding of a particular subject, situation, or a thing;
IV. Make up word partnerships.

1. to carry out a) performance 1. casual a) scheme
2. to cut b) business suits 2. cultural b) holidays
3. to empower c) eye contact 3. decision-making c) Fridays
4. to experience d) research 4. discount d) leader
5. to fasten e) a problem 5. face-to-face e) events
6. to fill up f) costs 6. incentive f) branch
7. to identify g) time 7. job g) styles
8. to maintain h) a seat belt 8. overseas h) communication
9. to pour i) employees 9. public i) chain
10. to reward j) a problem 10. team j) title
11. to solve k) difficulties
12. to waste l) a plate
13. to wear m) a drink

V. Fill in with the correct word.

AGM
annual leave duty-free formal
awareness economic franchise
company culture efficient negotiations
dress code empowerment outlets
etiquette senior staff

1. Many charter airlines make more out of ... goods than from carrying passengers.
2. They need to raise ... of the product in markets such as France and the US, where it is less well known.
3. Manweb managed to improve margins in its high street retail ....
4. The manager provides staff with the opportunity to make requests for ... ....
5. Roddick operated most of her Body Shop stores under a ....
6. Business ... is still very important in corporate Japan.
7. The company’s trend is towards ... and allowing junior employees to take personal initiatives.
8. Two directors refused to attend the ....
9. The Patent Office lacked experienced .... to train the new employees.
10. The company liberalized its ... ... to allow women to wear slacks (=trousers) to the office.
11. The country is facing a severe ... crisis.
12. The British authorities have decided to launch a ... investigation into the company’s trading practices.
13. Working late hours seems part of the ... ....
14. The company entered into ... for the purchase of a site in Penge.
15. Food production and distribution is vitally important, and the US has developed the most ... methods.

VI. Supply the correct preposition.

1. Staff has a lot of control ... their work.
2. This is an incentive scheme ... efficient employees.
3. We should wear formal clothes ... the dinner.
4. He shouldn’t be late ... meetings.
5. Wal-Mart has learned to deal ... different corporate cultures.
6. I was in Yemen, and I was invited ... a colleague’s house ... dinner.
7. Our host called the waiter, who then filled ... my plate again.
8. Seventy per cent of Wal-Mart's internal sales come ... outlets with names like Asda in Britain.
9. My host explained ... me that in China, if you don't leave anything ... your plate, it means you are still hungry!
10. He didn't visit the store often because it was ... the edge of town.

VII. Ask questions.

1. It is a very formal meeting, with a lot of people.(alternative question)
2. Francis is not happy with the progress his team is making.(question to the subject)
3. Companies have an Annual General Meeting (AGM) once a year.(general question)
4. She wants to bring the best new ideas from head office to the overseas branch.(special question)
5. Wal-Mart is probably the most successful US-based general goods retailer in the world.(tag question)
6. It is always best to be formal at first in France, especially when you start a new job.(indirect question)

VIII. Fill in the gaps with could or would.

1. ______ I have a word with you?
2. ______ you like some coffee?
3. ______ I use your mobile phone, please?
4. ______ you like any duty-free goods?
5. ______ you fasten your seat belt, please?
6. ______ you like a copy of the brochure?
7. ______ you ask him to call me back later?
8. ______ you make the travel arrangements for me?

IX. Complete with the missing forms.

<table>
<thead>
<tr>
<th>Noun</th>
<th>Verb</th>
<th>Adjective</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>frustrated</td>
</tr>
<tr>
<td></td>
<td>to embarrass</td>
<td>negotiable</td>
</tr>
<tr>
<td>competitor</td>
<td></td>
<td>empowered</td>
</tr>
<tr>
<td></td>
<td>to experience</td>
<td></td>
</tr>
</tbody>
</table>

X. Answer the questions in the conversation using the correct present or past tense.

A: Have you met Lyle Hart?
B: Yes, I ____________ (know) him for a long time.
A: Where does he work?
B: Well, he usually ____________ (work) here in Detroit, but at the moment he ____________ (work) in Oklahoma City.
A: Oh really? When did he go there?
B: Oh, he ____________ (be) there since about June.
A: Have you ever worked in the Oklahoma office?
B: No, never, but I ____________ (go) there briefly last winter.
A: And what about Phyllis Harper? Is she still in the Miami office?
B: Oh, she ____________ (just/leave) the company!
   I ____________ (think) she ____________ (look) for a job in Arizona now.
Unit 12
Jobs

I. Complete the sentences with the correct word.

<table>
<thead>
<tr>
<th>an accountant</th>
<th>candidates</th>
<th>employees</th>
<th>head office</th>
<th>job offer</th>
<th>budget</th>
<th>colleagues</th>
<th>experience</th>
<th>handwriting</th>
<th>seminars</th>
</tr>
</thead>
</table>

1. There are not so many suitable ....................... for this position.
2. The managers are worried that some of the ....................... will leave.
3. He gave ...................... when he worked for an engineering company.
4. Tom says friendly ...................... are more important than a high salary.
5. The agency’s ......................... is in Chicago, and it has offices in London and Tokyo.
6. They are ready to employ young people with no previous ......................... and train them.
7. People setting up in business on their own really need to employ ......................... .
8. Each year business managers draw up a ......................... and suggest a series of financial targets.
9. They approached him, with the new ......................... and, within hours, he accepted the post.
10. Potential employers feel they can tell a lot about a person by looking at his ......................... .

II. Match the words to their definitions.

1. application   a. knowledge or skill gained from doing a particular job;
2. branch         b. one of the parts of a large organization such as a company or university where people do a particular kind of work;
4. chairperson   c. a letter written by someone who knows you well, usually to a new employer, giving information about your character, abilities or qualifications;
5. CV             d. special buildings or equipment that have been provided for a particular use, such as sports activities, shopping and travelling;
6. department     e. a formal meeting at which someone is asked questions to find out whether they are suitable for a job;
7. employer       f. an ability to do something well, especially because you have learned and practised it;
8. experience     g. a formal, usually written, request for something or for permission to do something;
10. facilities    h. the regular paid work that you do for an employer;
11. interview     i. an individual bank, shop, office etc. that is part of a large organization;
12. job           j. a document giving details of your education and past employment, used when you are applying for a job;
13. reference     k. someone who is in charge of a meeting or who directs the work of a committee or organization;
14. skill         l. a person or company that pays people to work for them;

III. Put the question to each sentence.

1. I like my job because it is interesting.(special question)
2. The company has a small team of experienced sales people.(tag question)
3. Rachel is going to work as a consultant for a design company.(alternative question)
4. She has been recommended for promotion by her boss.(indirect question)
5. Isobel has all the right qualifications to become a good manager.(general question)
6. They offered him a very good job but he turned it down.(question to the subject)
IV. Guess the word according to its definition. The first letter of each word is given.

1. a senior person in an advertising agency a ____ r ____ s ____ e ____ u ____
2. someone who is paid to work for an organization, especially someone who has a job of low rank e ____ o ____
3. a public event where businesses and other organizations show their products and services so that people can go and see them e ____ b ____ o __
4. a system in which people who work in a company do a fixed number of hours each week, but can choose what time they start or finish work within certain limits f ____ __________
5. a job or profession, used especially on official forms or for writing about the jobs people do o ____ p ____ o __
6. a move to a more important job or rank in a company or organization p ____ __________
7. a skill, personal quality or type of experience that makes you suitable for a particular job q ____ i __ __ __ __
8. money that you receive as payment from the organization you work for, usually paid to you every month s ____ a ____

V. Match the words to make phrases.

1. an application a. opportunities
2. contact b. resources
3. curriculum c. job
4. flexible d. details
5. human e. position
6. job f. form
7. part-time g. hours
8. permanent h. experience
9. promotion i. vitae
10. work j. advertisement

VI. Supply the right preposition.

1. She has applied ........ a full-time job as a lawyer.
2. They fired him because he was rude ........ customers.
3. There is absolutely no way we can make a deal ........ them.
4. What are the best ways to prepare ........ a job interview?
5. Alice goes to the UK ........ business trips every year in March.
6. I am a very organised person and I get ........ well ........ people.
7. What were your greatest achievements ........ your previous job?
8. Who will be ........ charge ........ the department when Sophie leaves?
9. He is responsible ........ organising training courses for senior staff.
10. Fill ........ your application form and return it to us before 30 April.

VII. Find 11 pairs of synonyms.

applicant/to arrange/to hire/to teach/to increase/to manage/staff/to create/to set up/meeting/to train/products/to employ/candidate/personnel/to control/appointment/to rise/to organise/to start/to develop/goods
VIII. Match the questions and the answers.

1. What are your interests?  
2. What is your boss like?  
3. I have found your file.  
4. Why have you changed jobs so often?  
5. What do you do in your free time?  
6. What has been your greatest achievement?  
7. What are your strengths?  
8. Would you like some more coffee?  
   a. I am good at managing people.  
   b. I go swimming, and I sometimes play tennis.  
   c. I'd love some. Thank you.  
   d. I did really well on my MBA course.  
   e. I like travelling and discovering new cultures.  
   f. 'Oh great. Where did you find it?'  
   g. He is nice  
   h. I wanted to earn more money.

IX. Choose the correct word.

1. I have a child, so I need a job with flexible/changeable hours.  
2. You are invited to attend/come an interview on July 2nd at 2pm.  
3. The company advertises job chances/vacancies on its website.  
4. Good morning. I have an appointment/a meet with Sonia Storr at 11.  
5. The benefits/advantages of the job include five weeks holiday and a car.  
6. Keep your curriculum/CV up-to-date in case you need to apply for a job.  
7. We will have to work very fast to meet Friday's schedule/deadline.  
8. Would you be prepared to relocate/remove if you can't find a job near home.  
9. They supply direct to the head office/consumer so their products are cheaper.  
10. Companies with a turnover/product of more than $200 million pay higher tax.  
11. You can find details on all our products/manufactures in our catalogue.  
12. We do extensive market research/advertisement to find out what consumers want.

X. Write the questions in this interview.

A: __________________________ at the moment?  
B: I'm working for the First Colorado Bank.  

A: __________________________ there?  
B: Since 1985.  

A: __________________________ to leave your present job?  
B: Because I want to move to this part of the country.  

A: __________________________?  
B: I was born in Denver.

A: __________________________ before the First Colorado Bank?  
B: I worked for a Japanese bank in San Francisco.  

A: __________________________ Japanese?  
B: No, I don't. That's why I left.  

A: __________________________?  
B: Spanish, Italian... and English, of course!
XI. Put the verb in brackets into the correct tense form.

1. He usually ................ (change) his job every five years.
2. She .................. (not/leave) work until 7 o’clock last Friday.
3. ........... you ........... (arrange) a meeting with your boss yesterday?
4. We ................ (sell) our products to different countries all over the world.
5. I often ............. (go) to bed late but I never ............... (get up) before 8.00!
6. I .................. (work) as Assistant Human Resources Manager for four years.
7. Our office usually .......... (close) at 5pm, but today we ............ (stay) open until 6.
8. The company ............. (decide) to fire him because he ............ (cannot) take any decisions.
9. He .................. (be) a chief executive officer since the beginning of last year.
10. Susan ............ (work) in the office, but today she is at home. She .............. (watch) her favourite programme.
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