

*Н. П. Буланова, Т. В. Волейко*



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

*Минск  
БНЛУ  
2013*

МИНИСТЕРСТВО ОБРАЗОВАНИЯ РЕСПУБЛИКИ БЕЛАРУСЬ  
Белорусский национальный технический университет

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Кафедра  
«Современные европейские языки»

Н. П. Буланова, Т. В. Волейко

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

*Методическое пособие*

Минск  
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## *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/ I/ 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	business	a cashier	meet	trip
famous	conference	a consultant	name	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.              | ..... |

**VIII. Put *What, Who, When, Why, How* in the blank.**

- \_\_\_\_\_ 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.
2. A *doctor/lawyer/salesman* helps people with legal problems.
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 **c** \_\_\_\_\_
2. someone whose job is to give people or businesses advice and training in a particular area **c** \_\_\_\_\_
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** \_\_\_\_\_ **f** \_\_\_\_\_
5. someone who is being taught the skills and knowledge to do a particular job **t** \_\_\_\_\_

***XI. Translate into English.***

Здравствуйте! Меня зовут Патрик. А как Вас зовут? Меня зовут Елена. Очень приятно познакомиться.. Откуда Вы родом? Я – из Швеции. Я – шведка. Кто Вы по профессии? Я – менеджер по продажам. Как Ваш бизнес? Очень хорошо, спасибо. Может, выпьем чашечку кофе? – С удовольствием!

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.

Главе 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 three 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.**

Noun	Verb	Adjective
	employ	
Help		
	produce	
		promotional
Worker		

**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           |               |

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

**VII. Tick the correct preposition.**

	about	at	in	on	to	with	for
to arrive							
to be interested							
to be keen							
to be late							
to be worried							
to communicate							
to lead							
to listen							
to look forward							
to study							
to introduce oneself							

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

- There is an important meeting ... 13<sup>th</sup> June.
- We deliver goods ... Friday mornings.
- 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.**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. How's your family?           <ol style="list-style-type: none"> <li>a) They're all well.</li> <li>b) Fine, thanks.</li> <li>c) She's well, thank you.</li> </ol> </li> <li>2. How are you?           <ol style="list-style-type: none"> <li>a) Pleased to meet you.</li> <li>b) Not so sad.</li> <li>c) Fine, thanks.</li> </ol> </li> <li>3. How's business?           <ol style="list-style-type: none"> <li>a) So-so.</li> <li>b) Pretty good, thanks.</li> <li>c) Yes, it is.</li> </ol> </li> </ol> | <ol style="list-style-type: none"> <li>4. I really like my job.           <ol style="list-style-type: none"> <li>a) I'm sorry to hear that.</li> <li>b) That's great news.</li> <li>c) I'm glad to hear that.</li> </ol> </li> <li>5. She isn't very well, I'm afraid.           <ol style="list-style-type: none"> <li>a) I'm sorry to hear that.</li> <li>b) Really? I am sorry.</li> <li>c) I'm happy to hear that.</li> </ol> </li> <li>6. What about you?           <ol style="list-style-type: none"> <li>a) I'm fine, too.</li> <li>b) I'm very well, too.</li> <li>c) I'm sorry to hear that.</li> </ol> </li> </ol> |
|--|--|

**X. Match the halves.**

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

**XI. Translate into English.**

1. Глава компании ездит в деловые командировки два раза в месяц.
2. Что вы делаете, когда приходите 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 бежит 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 \_ \_ \_ \_ \_ 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 \_ \_ \_ u \_ \_
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.

How	What	Who
How far	What time	Why
How much	When	
How often	Where	

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.*

cost	market	to provide
efficient	sales	to refund
employee	to attend	
flexible hours	to place	

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.**

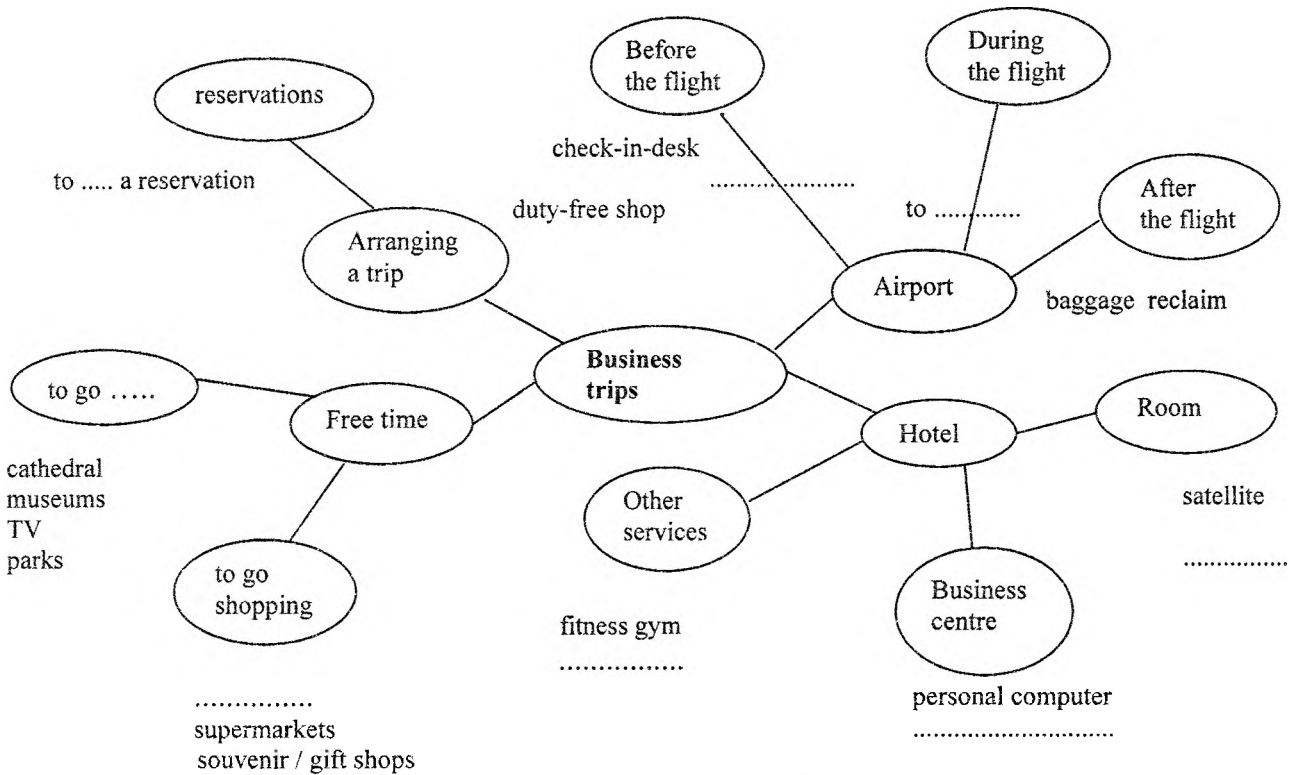
1. to advertise .....
2. to discuss .....
3. to employ .....
4. to motivate .....
5. to offer .....
6. to promote .....
7. to solve .....

**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 | conference room | land   |
| sightseeing       | confirm         | shower |
| department lounge | 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 an 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.

<b>airline</b>	<b>baggage</b>	<b>hand luggage</b>	<b>passport control</b>	<b>a stopover</b>
<b>available</b>	<b>economy class</b>	<b>luxurious</b>	<b>permission</b>	<b>a seat</b>

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 and 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?
- f. Pine Trees Motel. Wayne speaking.
- 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
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.***

- |  |  |
|--|--|
| 1. Do you like Italian food?             | a. No, I don't. I prefer oranges.                |
| 2. Are you ready to order?               | b. No, thanks. I don't really like sweet things. |
| 3. How is your food?                     | c. Mm, yeah. I'd love an espresso, actually.     |
| 4. How about a dessert?                  | d. Very nice, thank you.                         |
| 5. Do you like bananas?                  | e. Oh yes, I love it.                            |
| 6. Would you like to have coffee or tea? | f. I think I need a few more minutes.            |

***XI. Choose the correct word.***

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

***XII. Which item is different?***

- |  |       |
|--|-------|
| a. grapefruit, orange, fruit flavour, tomato | _____ |
| b. egg, sausage, bacon, ham                  | _____ |
| c. beef, lemon, lamb, chicken                | _____ |
| d. veal, grapes, peach, cherries             | _____ |
| e. tea, coffee, salt, juice                  | _____ |
| f. salmon, tuna, garlic, cod                 | _____ |

***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 \_\_\_\_\_ o \_
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.**

- |            |             |          |
|------------|-------------|----------|
| bargain    | free sample | retailer |
| competitor | position    | supplier |
| deal       | promotion   |          |
| demand     | receipt     |          |

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.**

	at	by	for	from	in	on	out of	to	with	within
to advise										
to be good										
to be ... stock										
to buy ... the Internet										
to deliver ... 2 days										
demand										
Diploma ... Business										
to focus										
to graduate										
to increase										
to place an order										
to specialize										
to quote a price										

**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 6<sup>th</sup> 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	arrive	go	be
visit	attend	have	go
travel	see	meet	
leave	make	return	

**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.**

<b>amazing</b>	<b>heads</b>	<b>to meet a deadline</b>
<b>attitude</b>	<b>position</b>	<b>to negotiate</b>
<b>confident</b>	<b>subsidiary</b>	<b>training</b>
<b>figures</b>	<b>to admire</b>	

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 |

**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.*

**What?      Why?      What time?      Who?      When?      How?      Where?**

- |                        |  |
|------------------------|--|
| 1. Where did you stay? | I stayed at the Holiday Inn.                                 |
| 2. .... ?              | I visited Hans Klinger.                                      |
| 3. .... ?              | I arrived on Wednesday.                                      |
| 4. .... ?              | I travelled by car.  |
| 5. .... ?              | I hired a car because the factory is 30 km outside the city. |
| 6. .... ?              | We discussed a new contract.                                 |
| 7. .... ?              | I arrived back yesterday.                                    |
| 8. .... ?              | I started work this morning at 9.00.                         |
| 9. .... ?              | I telephoned Hans Klinger at 9.15.                           |
| 10. .... ?             | He signed the contract yesterday.                            |

**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*.
6. Michelin *gets / owes / owns* Uniroyal company.
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.

- |                |                    |                      |                       |                  |
|----------------|--------------------|----------------------|-----------------------|------------------|
| <b>advice</b>  | <b>competitive</b> | <b>flexible</b>      | <b>a market share</b> | <b>sensitive</b> |
| <b>company</b> | <b>exclusive</b>   | <b>a free sample</b> | <b>luxury</b>         | <b>supplier</b>  |

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 in 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
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.
12. Nearly all of Rolls-Royce's Russian clients insist ..... something custom-made.

**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                   | a) the act of getting control of a company by buying over 50% of its shares;  |
| 2. conglomerate            | b) someone who owns and runs a business on his or her own rather than with another person;                                    |
| 3. investment              | c) a large business organization consisting of several companies that have joined together;                                   |
| 4. public limited company  | d) a relationship between two people, organizations, or countries that work together;   |
| 5. private limited company | e) all the things that someone owns;  |
| 6. multinational           | f) money lent to someone so that they can start a new business;   |
| 7. net income              | g) the money that people or organizations put; into business activity in order to make a profit;                              |
| 8. partnership             | h) capital that a company has from investors who have bought shares;  |
| 9. property                | i) a company whose shares are not openly traded and can only pass to another person with the agreement of other shareholders; |
| 10. share capital          | j) the amount of income left after paying income tax and social security contributions;                                       |
| 11. sole proprietor        | k) a large company that has offices, factories, and business activities in many different countries;                          |
| 12. takeover               | l) the money that a business or individual must regularly spend;  |
| 13. venture capital        | m) a limited company whose shares are freely sold and traded;   |

### ***II. Fill in with the suitable words.***

**business ethics**  
**costs**  
**demand**  
**investment**

**leadership**  
**loan**  
**property**

**retail chains**  
**shares**  
**venture capital companies**

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.***

managing director	laboratory technician	training officer
purchasing manager	sales representative	
personal assistant	quality control manager	

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   | a. customers           |
| 2. to go      | b. further information |
| 3. to go      | c. company policy      |
| 4. to make    | d. the table           |
| 5. to meet    | e. staff               |
| 6. to request | f. international       |
| 7. to sell    | g. a profit            |
| 8. to serve   | h. bankrupt            |
| 9. to set     | i. goods in bulk       |
| 10. to train  | 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?

2. Количество магазинов N&R увеличивается не только в London, но и в других регионах Great Britain. В настоящее время N&R расширяет свой бизнес за границей, особенно в China. N&R планирует открыть новые магазины в New York.

3. John Smith основал Carparts в 1990 году. Компания имеет рабочую силу 2,500 человек. Carparts экспортирует большой ассортимент товара в более, чем 12 стран. Компания производит запасные части для машин. Сегодня компания пытается выйти на международный рынок.

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.

annual revenue  
distribution  
dot (two times)  
efficiency  
impact

sales representative  
to draw up  
to fulfill an order  
purchase  
to make an appointment

to meet a deadline  
to open an account  
to stock  
to surf

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.

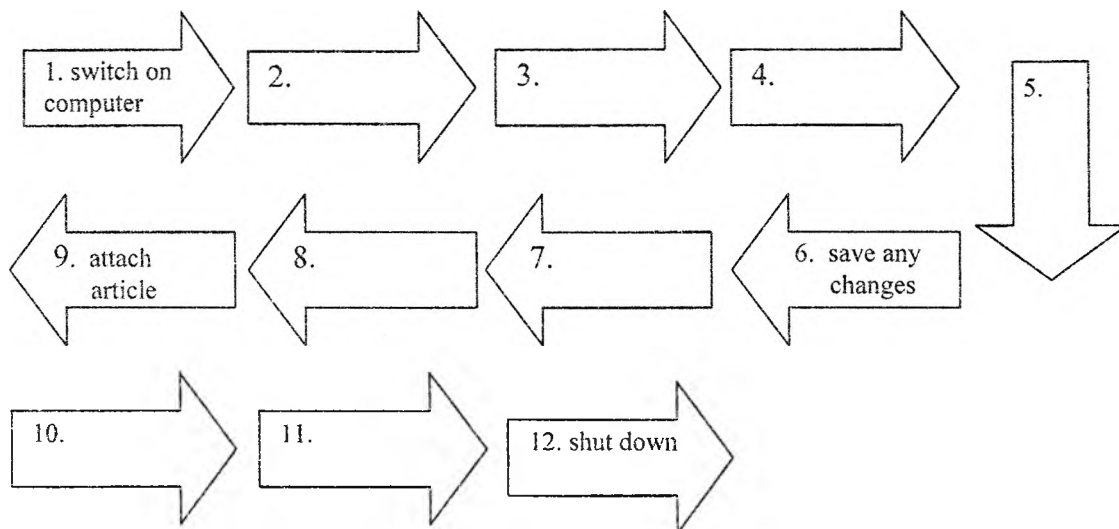
A: It's a pity. OK, in that case I think 10) *I'll do / I'm doing* a little shopping this morning. 11) *I'll meet / I'm meeting* you in the bar at lunch time.

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



**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.**

Noun	Verb	Adjective
		employed
reliability		
		distributed
suitability		
		supplied

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

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

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. a word-processing application<br/>.....<br/>.....</li> <li>2. to ..... a document<br/>.....<br/>.....<br/>.....<br/>.....</li> </ol> | <ol style="list-style-type: none"> <li>3. to ..... a text<br/>.....<br/>.....</li> <li>4. to ..... a folder<br/>.....<br/>.....<br/>.....<br/>.....</li> </ol> |
|--|--|

**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. |
| 3. Should I book the tickets?                 | c. No, he shouldn't. It's very dangerous.                       |
| 4. You shouldn't drink so much coffee.        | d. You should go to Paris. It's beautiful.                      |
| 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.

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

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.**

Noun	Verb	Adjective
		frustrated
	to embarrass	
		negotiable
competitor		
		empowered
	to experience	

**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.

an accountant	candidates	employees	head office	job offer
budget	colleagues	experience	handwriting	seminars

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