

Practice file answer key

Unit 1

Working with words

- glamorous
- demanding
- challenging
- routine
- dull, depressing
- stressful
- fun
- worthwhile, rewarding

Business communication skills

Exercise 1

- this is
- Nice to meet you
- I'm pleased to
- So tell me
- in charge of
- sounds
- deal with

Exercise 2

- I'm delighted to meet you
- We're responsible for
- It involves a lot of testing
- I'd like to introduce you to

Language at work

Exercise 1

- spends
- misses
- tries
- you find
- does your job involve
- Do you work
- don't
- Are you
- am

Exercise 2

- I often have lunch in the staff restaurant.
- I occasionally have lunch with clients.
- I usually finish work at 4.00 p.m. on Friday afternoons.
- I hardly ever work on Saturdays.
- I never work on Sundays – this is a personal rule of mine.

Unit 2

Working with words

Exercise 1

- schedule
- update
- budget
- deadline
- teamwork
- skills

Exercise 2

- d
- f
- b
- g
- h
- c
- e

Exercise 3

- deadline
- schedule
- allocated
- resources
- staff
- budget
- update

Business communication skills

Exercise 1

- h
- d
- k
- m
- j
- a
- i
- n
- l
- c
- e
- b
- f

Exercise 2

- So far so good.
- everything is going according to plan
- everything is on track
- need somebody to
- why don't I

Language at work

Exercise 1

- do you have to
- is she sitting
- are you working on
- does Nadia think
- Are you thinking
- does a successful salesperson earn
- are you doing
- think / belongs
- are having

Exercise 2

- f
- g
- a
- h
- d
- b
- e

Unit 3

Working with words

Exercise 1

- make
- work
- do
- work
- Do
- make
- take

Exercise 2

- boring
- relaxed
- exhilarating
- tiring
- interested
- exciting
- tired

Business communication skills

Exercise 1

- b
- c
- c
- b
- a
- a
- c
- b
- a

Exercise 2

- 00 44 319 44 010
- Lydia_49@yahoo.dt
- www.about-me.com/courses_online

Language at work

Exercise 1

- closed
- has / organized
- Have / called
- did / arrive
- have / met
- didn't take
- haven't improved
- Have / spoken
- have / worked

Exercise 2

- since
- for
- for
- since

Unit 4

Working with words

Exercise 1

- cost-effective
- convenient
- secure
- time-saving
- efficient
- easier
- user-friendly
- up-to-date
- accurate
- immediate

Exercise 2

- financial adviser
- online banking
- business class

Business communication skills

Exercise 1

- Let me explain how it works
- The main thing to note is
- What happens is
- One other useful feature is that
- What happens when
- You can see what happens when you

Exercise 2

- similar / different
- benefit / drawback
- As well as / also
- downside / plus side
- Whereas before / now
- one / other
- difficult / simple
- more / better

Language at work

Exercise 1

- easy
- well
- friendlier
- faster
- slower
- more original
- more popular

Exercise 2

- than
- 3 than
- slightly
- 5 far
- much
- 7 a bit
- as
- 9 as

Unit 5

Working with words

Exercise 1

- requirements
- service
- care
- expectations
- satisfaction

Exercise 2

- tailor
- guarantee
- evaluate
- ensure
- adjust
- provide

Exercise 3

- services
- guarantee
- evaluate
- adapt
- care
- satisfy

Practice file answer key

Business communication skills

Exercise 1

- 2 arrange 3 make 4 good
5 How 6 suit 7 'd prefer

Exercise 2

- 2 in 3 with 4 for
5 for 6 on 7 back
8 forward

Exercise 3

- 1 c 2 a 3 f 4 d
5 e 6 h 7 b 8 g

Language at work

Exercise 1

- 2 gets in
3 is meeting
4 is bringing
5 are we all having lunch
6 are showing
7 are we doing
8 are having
9 does your flight leave
10 leaves

Exercise 2

- 2 Our team is going out to celebrate Torsten's birthday.
3 We're meeting in reception at 5.30 p.m.
4 Then we're having a meal in that new Greek restaurant.
5 The last train leaves at midnight.

Unit 6

Working with words

Exercise 1

- 2 exhibition 3 excursion
4 entertainment 5 sightseeing
6 specialities 7 venue
European city = Alicante

Exercise 2

- 2 check in 3 freshen up
4 show you around 5 eat out
6 go out 7 pick you up
8 meet up with

Business communication skills

Exercise 1

- 2 It's nice to finally meet you
3 Likewise
4 how was your journey
5 did you have any trouble
6 let me take your bag
7 can I get you a drink
8 sounds great
9 let me run through
10 get the chance

Exercise 2

- 2 to 3 to 4 with
5 opportunity 6 over 7 over
8 own 9 remind 10 wish

Language at work

Exercise 1

- 2 need to / have to bring your laptop – we have one you can use
3 allowed to smoke in this area
4 mustn't take these documents out of the building
5 supposed to talk in the library

Exercise 2

- 2 be polite and helpful to customers
wear an ID badge at all times
3 leave bicycles at the back of the shop
enter the shop through the main entrance
4 smoke in the warehouse
wear jeans

Unit 7

Working with words

Exercise 1

- 2 for 3 from 4 against
5 against 6 for

Exercise 2

- 2 identity theft
3 unauthorized access
4 PIN number
5 X-ray machine
6 security breach
7 CCTV
8 antivirus software

Business communication skills

Exercise 1

- 2 As it stands, the situation is
3 This is because of the fact that
4 As a result
5 I'd like to update you
6 By entering
7 We expect

Exercise 2

- 2 I don't quite understand how it works.
3 Can you tell us more about it?
4 What do you mean by 'security breach'?
5 If I understand you correctly, this will cost a lot.
6 I'm not sure I follow you.

Language at work

Exercise 1

- 2 has been ringing
3 haven't / switched
4 have been looking
5 have just called
6 have sent
7 Have / had
8 have been talking

Exercise 2

- 2 so
3 In order to
4 so that
5 Therefore

Unit 8

Working with words

Exercise 1

- 2 c 3 g 4 f 5 h 6 j
7 b 8 d 9 e 10 a

Exercise 2

- 2 take responsibility
3 team player
4 work closely
5 complementary skills
6 common ground
7 form alliances
8 joint venture
9 mutual benefit
10 shared goal

Business communication skills

Exercise 1

- 2 What's the timescale on this
3 we plan to
4 in the long run

Exercise 2

- 2 hope to have
3 in the short term
4 in the long term
5 How long will it take to
6 expect
7 by the end of
8 going to tell everyone
9 this leave us
10 over the next
11 chances are

Language at work

Exercise 1

- 2 'm / am going to 3 'll / will
4 'll / will 5 'm / am going to
6 'll / will

Exercise 2

- 2 c 3 c 4 a 5 b 6 a

Unit 9

Working with words

Exercise 1

- 1 manufacturer 2 supplier
3 distributors 4 inventory
5 streamline 6 (supply) chain
7 logisitcs 8 client
9 warehouse 10 component
11 raw (materials) 11 retailer

Exercise 2

- 2 stock up on 3 out of
4 track of 5 running low

Practice file answer key

Business communication skills

Exercise 1

- 2 Can I take your account details
- 3 look into it
- 4 according to my information
- 5 what has happened to it
- 6 you check it out for me
- 7 get back to you within the hour

Exercise 2

- 2 it was dispatched on
- 3 something must have gone wrong
- 4 check it out
- 5 asap
- 6 as quick as we can
- 7 charge it to

Language at work

Exercise 1

- 2 would deal with it straight away
- 3 had happened to it
- 4 was off sick
- 5 would look into it
- 6 if she was better
- 7 hadn't been off sick
- 8 had said
- 9 me he had sent the order

Exercise 2

- 2 Bella asked Alan if he wanted anything from the canteen.
- 3 Nabila wants to know what the time of the next flight to Boston is.
- 4 Richard asked Sally if / whether she wanted to borrow *The Economist*.
- 5 Keith says he's tired of dealing with unreliable suppliers.
- 6 Jackie told me that if I couldn't go to the meeting, she would go instead.

Unit 10

Working with words

Exercise 1

- 2 badly equipped
- 3 state-of-the-art
- 4 spacious
- 5 well maintained
- 6 well equipped
- 7 run down
- 8 old-fashioned

Exercise 2

- 2 quite
- 3 really
- 4 quite
- 5 fairly
- 6 pretty
- 7 extremely
- 8 very

Business communication skills

Exercise 1

- 2 change the colour
- 3 asking them to make a better offer
- 4 difficult to convince them about our proposals
- 5 we provide some chairs
- 6 having music in the factory
- 7 not come (if you don't mind)
- 8 we look at this again tomorrow morning

Exercise 2

- 2 good idea
- 3 would work
- 4 on top
- 5 in addition
- 6 Besides

Language at work

Exercise 1

- 2 ✓
- 3 ✓
- 4 X little few
- 5 X many much
- 6 ✓
- 7 X any some
- 8 X fewer less
- 9 ✓
- 10 ✓

Exercise 2

- 2 few
- 3 many / any
- 4 some / a lot
- 5 much
- 6 lot
- 7 many / any
- 8 any
- 9 lot of / few

Unit 11

Working with words

Exercise 1

- 2 brainstorming
- 3 put forward
- 4 majority
- 5 backing
- 6 carry out

Exercise 2

- 2 a
- 3 g
- 4 e
- 5 h
- 6 c
- 7 d
- 8 b

Exercise 3

- 2 consensus
- 3 options
- 4 evaluate
- 5 confrontation
- 6 compromise

Business communication skills

Exercise 1

- 2 agree
- 3 face
- 4 point
- 5 thing
- 6 As
- 7 Absolutely
- 8 Come
- 9 correctly
- 10 agreed

Exercise 2

- 2 ~~not quiet~~ sure not quite sure
- 3 ~~I am hearing what you say~~ I hear what you are saying
- 4 ~~enough fair~~ fair enough
- 5 ~~As far I'm concerned~~ As far as I'm concerned
- 6 ~~fine to me~~ fine with me

Language at work

Exercise 1

- 2 have / will end
- 3 work / you will be
- 4 knew / would be
- 5 had / would they be
- 6 improves / will have to
- 7 would you feel / asked you
- 8 would do / went
- 9 could / would you do
- 10 arrive / will be able to

Exercise 2

- 2 could
- 3 Unless / I'll have
- 4 Unless / will look
- 5 will have to / if

Unit 12

Working with words

Exercise 1

- 2 a
- 3 a
- 4 a
- 5 b
- 6 c
- 7 c
- 8 b
- 9 a

Exercise 2

- 2 prototype
- 3 concept
- 4 reliable
- 5 simple
- 6 innovative
- 7 revolutionary

Business communication skills

Exercise 1

- 2 about
- 3 by
- 4 at
- 5 at
- 6 for
- 7 about
- 8 to
- 9 on
- 10 with

Exercise 2

- 1 Good
- 2 here
- 3 start / begin
- 4 First
- 5 Then
- 6 finally
- 7 free

Exercise 3

- 2 d
- 3 k
- 4 a
- 5 e
- 6 g
- 7 b
- 8 l
- 9 i
- 10 f
- 11 c
- 12 j

Language at work

Exercise 1

- 2 I ~~think~~ ~~quickest~~ I think the quickest
- 3 ~~the more~~ the most
- 4 ~~we ever~~ we have ever
- 5 ~~boredest~~ most bored
- 6 ~~a second~~ the second
- 7 ~~you ever~~ you have ever
- 8 ~~the most-busiest~~ the busiest

Exercise 2

- 2 worst
- 3 fewest
- 4 flexible
- 5 second
- 6 has
- 7 fewest
- 8 best

Unit 13

Working with words

Exercise 1

- 2 failure
- 3 faulty
- 4 breakdowns
- 5 unreliable
- 6 damaged
- 7 defective

Exercise 2

- 2 c
- 3 c
- 4 a
- 5 c
- 6 b
- 7 a

Business communication skills

Exercise 1

- 2 won't
- 3 do you mean by
- 4 keeps on
- 5 sounds as though
- 6 Have you tried
- 7 advise you to
- 8 should solve the problem
- 9 if I were you

Practice file answer key

Exercise 2

- 's always borrowing
- taking
- wrong
- should
- advise
- sounds
- solve
- appears
- putting

Language at work

Exercise 1

- have to
- should
- shouldn't
- should
- could
- should
- should
- would

Exercise 2

- 2 b 3 f 4 a 5 c 6 g 7 d 8 h

Exercise 3

- very tired too tired
- responses ~~enough~~ enough responses
- not enough clearly not clearly enough
- too much expensive too expensive / much too expensive
- I have time enough I don't have enough time

Unit 14

Working with words

Exercise 1

- with
- into
- up
- 6 stages
- in
- 7 end

Exercise 2

- 2 e 3 a 4 f 5 d 6 c

Exercise 3

- essentially
- First of all
- Once you've done
- 3 there are
- 5 Having
- 7 you're ready to

Business communication skills

Exercise 1

- we'd be delighted
- 4 how about
- 3 I was wondering if

Exercise 2

- I'm afraid something has come up.
- 3 That would be great.
- 4 I'm sorry for messing you around, but how about the week after?

Exercise 3

- 2 c 3 a 4 e 5 b 6 j
7 i 8 f 9 d 10 g

Language at work

Exercise 1

- make
- starts / are cut and painted
- sew
- are washed
- employs
- supports
- is encouraged and trained

Exercise 2

- is located
- was needed
- was won
- 3 was chosen
- 5 was held

Exercise 3

- was set up 20 years ago (by Hans Angst)
- must be sacked (by the manager) for being late
- have agreed to extend the hours of work
- is regarded as a sign of politeness in this culture

Unit 15

Working with words

Exercise 1

- confident
- patient
- enthusiastic
- 3 ambitious
- 5 hard-working
- 7 punctual

Exercise 2

- ability
- ful
- 3 -ing
- 6 -le
- 4 -ion
- 7 -m

Business communication skills

Exercise 1

- pleased
- happy
- seem
- 3 feel
- 5 strengths
- 7 thing

Exercise 2

- about
- 3 for
- 4 with

Exercise 3

- do
- sound
- 3 intend
- 5 add

Language at work

Exercise 1

- hadn't been
- said
- was suggesting
- came
- had waited
- 3 were all finishing
- 5 hadn't asked
- 7 stopped
- 9 hadn't liked

Exercise 2

- had had
- was growing
- were running
- hadn't / taken
- 3 were / becoming
- 5 had / graduated
- 7 had asked
- 9 was doing

Unit 16

Working with words

Exercise 1

- 2 c 3 a 4 a 5 a 6 a

Exercise 2

- complete waste of time
- significant breakthrough
- great success
- amazing achievement

Business communication skills

Exercise 1

- 2 i 3 h 4 a 5 e 6 j
7 b 8 g 9 f 10 c

Exercise 2

- I'll fill you in
- give me an overview
- this underlines the importance of
- could have gone better
- how did it go?
- what we need to do is
- Tell me more
- We should focus on

Language at work

Exercise 1

- Even though she is bad at paperwork, she is our best salesperson / Even though she is our best salesperson, she is bad at paperwork.
- Despite only having two products, it is an extremely successful business.
- They went ahead with the project, despite the fact that the research was unfavourable.
- Although the meeting went on and on, we made some useful decisions.
- He didn't know that the company was for sale. However, he did have an idea of how much it was worth.

Exercise 2

- The seminar was a waste of time. However, we enjoyed meeting our new colleagues. / We enjoyed meeting our new colleagues. However, the seminar was a waste of time.
- He was miserable, but he earned a lot of money.
- Despite the fact that we forgot our notes, we managed to give the presentation. / Despite forgetting our notes, we managed to give the presentation.
- The office was big, but there wasn't enough space for all the desks.