14 Processes

Starting point

Possible answers

applying for a job
see job advert → write letter and CV → attend interview

moving your office
find new location → book removal firm → send out new contact details → decide what needs to be moved where

buying a house
decide budget → compare estate agents → choose one → look at houses → apply for mortgage → make an offer → move in

Working with words

1

1 Biodiesel is different to petrol-based fuel because it is made out of plants and vegetable oils.
2 No, it has been used for centuries.

2

1 The procedure is fairly simple.
2 There are two main stages: growing and processing.
3 The end product is a good quality fuel which you can use in any transport vehicle.

3

1 Make / out of
2 pick up
3 Feed / into
4 taken out
5 Mix / heat
6 Put / into

4

Possible answers

1 Take the cartridge out of the printer
2 Put it (the cartridge) into an envelope.
3 Put the new cartridge into the printer.
4 Feed the paper into the printer.

5

a 5       c 2       e 4
b 1       d 3       f 6
Business communication skills

1

1 Anton represents a group of investors who are interested in the plans for a new refinery.
2 Firstly, he invited him to visit Moscow, and secondly, to join him for a drink (I’d like to invite you to …, Would you like to join me for …).
3 Karl responds to the invitations with these expressions: That would be great and I’d love to, but I’m afraid I have another appointment.

3

1 The change of plan is that the meeting will have to wait.
2 The reason is that colleagues of Anton want to look at other types of biofuels as well as Karl’s jatropha plant.

4

1 change of plan  3 understand
2 As a result  4 a shame

6

1 a  3 b  5 b
2 a  4 a  6 a

7

1 ’d love to 4 messing you around
2 something has come up 5 How about joining us in
3 Sorry

Practically speaking

1

1 d, g  3 d, g  5 d, g
2 c, g  4 c  6 d, g

Language at work

2

• Do your research before the event. ✓
• Make sure you meet new people.
• Start conversations by mentioning someone you both know. ✓
• Pay attention to the speaker.
• Introduce other people to each other.
• Find someone to introduce you to the person you want to meet. ✓
• Learn people’s names and don’t forget them.
• Don’t leave without the numbers of important contacts.
Case study

Discussion

Possible answers

Other methods include
• tickets with barcodes that can be scanned into machines at the airport
• a code number you type into a self check-in machine
• an online checking-in link on the company’s website.

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<tr>
<th></th>
<th>Advantages</th>
<th>Disadvantages</th>
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<tbody>
<tr>
<td>1</td>
<td>for passengers</td>
<td></td>
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<tr>
<td></td>
<td>• faster / less time waiting</td>
<td>• impersonal</td>
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<td></td>
<td>• fewer queues</td>
<td>• passengers may make mistakes entering information</td>
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<td>• online booking and checking-in allows more</td>
<td>• assumes everyone uses computers, or is</td>
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<td>flexibility in ticket choice / seat</td>
<td>comfortable with technology</td>
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<td></td>
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<td>• real check-in staff ask security questions,</td>
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<td>unlike machines, so airline security may</td>
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<td>be compromised</td>
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<td></td>
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<td>• luggage still has to be checked in as normal</td>
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<td>2</td>
<td>for airlines</td>
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<td></td>
<td>• cheaper in long term (once investment is</td>
<td>• needs large initial investment in technology</td>
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<td></td>
<td>made)</td>
<td>• passengers will need help using the technology</td>
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<td>• fewer staff required</td>
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<td>• easier to fill planes</td>
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