

#### 23.1

Choose the best alternative to fill the gap.

- 1 Another name for Human Resources is ..... *Personal / Personnel.*
- 2 If a company needs to reduce the number of staff they have to ..... *lay employees off / lie employees off.*
- 3 Reducing the number of employees in a company is called ..... *downsizing / upsizing.*
- 4 Recruitment is all about ..... *taking on new employees / taking over new employees.*
- 5 The money that people earn per year is their ..... *celery / salary.*
- 6 The monitoring of employee performance is called ..... *appraisee / appraisal.*
- 7 ..... *Expectation / Expatriation* is when international companies place employees and their families abroad.

#### 23.2

Decide which of the alternatives (A–G) each sentence describes. Write the letter of your answer in the box at the end of the sentence.

1 This is when older staff agree to finish working before the expected date.	
2 When companies downsize, this increases in the local area.	
3 This improves the skills of the workforce.	
4 This is when staff of working age agree to leave their jobs without being forced to.	
5 These are groups of workers and managers who discuss company policies.	
6 These are industry-related organisations.	
7 This is the environment that people work in.	

A voluntary redundancy   B early retirement   C unemployment   D training   E working conditions  
 F trade unions   G works councils

#### 23.3

Write one word in each gap to complete the sentences. The first letter has been given to help you.

- 1 I've m..... to book the early morning flight so I can arrive in time for the meeting.
- 2 I'd like to book a n.....-s..... room for Thursday night, please.
- 3 Could you arrange for a d..... to pick us up from the airport?
- 4 We will be d..... from Heathrow at midday.
- 5 The flight r..... from Schiphol on Friday afternoon.
- 6 Please would you send me d..... of the Hilton Hotel at Gatwick?

Test mark /20