

2.1

Decide which of the alternatives (A-L) completes each sentence. Write the letter of your answer in the box at the end of the sentence.

1 It's vital to build good with your investors, employees and consumers.	
2 You must focus on your customer's	
3 Good managers encourage employees to be and try out new ideas.	
4 When circumstances change, you are required to	
5 In order to be a good manager, you need to respect from your colleagues.	
6 Good managers have to responsibility.	
7 To encourage employees, good managers need to lead by	
8 When a mistake is made, managers have to be	
9 Managers need to treat everyone with	
10 An important task of a manager is to find ways to difficulties.	
11 Problems need to be out as and when they arise.	
12 Financial matters are also the concern of managers – in particular, they need to cut on unnecessary costs.	

A needs B earn C example D accept E sorted F resolve G creative
 H relationships I respect J down K accountable L adapt

2.2

Complete the gaps in the table by either down-toning the direct language, or by providing the direct language.

Down-toning language	Direct language
1	You must do it by Thursday.
2	The information you provided is wrong.
3	We've got to meet up soon.
4 Unfortunately, I won't be able to make the meeting.	
5	Do the report again.
6 Please feel free to call me if you require any assistance.	
7	You need to call him today.
8	Bye.

Test mark /20