

11.1

Draw a line from each word on the left to a word on the right to make a word pair. Then use your word pairs to complete the sentences below.

customer	monitoring
quality	systems
visual	oriented
market	feedback
automated	savings
professionally	intensive
production	checks
cost	skilled
labour	trained
highly	research

- 1 To maintain a high standard of quality for handmade products, are vital.
- 2 Production-based companies more often than not use in quality monitoring processes due to product volume.
- 3 Depending on the type of business, there are many different methods of
- 4 enables a company to understand levels of quality in relation to their competition.
- 5 In service organisations, quality control is monitored by
- 6 High quality handmade products often require processes.
- 7 These are carried out by workers.
- 8 Manufacturing companies are always looking to make and often use automated systems to achieve this.
- 9 Producers of high quality labour-intensive products require staff who have specialist skills and also have a considerable amount of experience.
- 10 Quality monitoring processes are very different in companies from those in service organisations.

11.2

Choose the best word or phrase from the box to fill each gap in the following points of advice about listening and helping understanding in a meeting.

handouts	sequencing	translating
visual supports	paraphrase	repetition
eye contact	summarise	active listening
KISS		

- When you are giving presentations or talking in meetings, it is always important to maintain (1) with your audience – focus on them and don't look out of the window!
- When you are talking about a number of points, try to use (2) language.
- Where possible, use (3) to illustrate your points more clearly.
- Try to remember (4) – always keep it short and simple.
- Your audience might find it helpful if you provide them with (5) so that they can listen to you and not focus on writing their own notes.
- It is always useful for your audience if you (6) your main point or points.
- When you are listening to someone, avoid (7) back into your mother tongue in your head – work in English.
- By using (8) and words such as 'I see', 'yes', and 'I understand' you are showing that you are following the conversation and that you understand.
- To clarify what you have just heard, you can (9) or summarise in a few words.
- Don't be afraid to ask for (10) if you feel that you have not fully understood what has been said.

Test mark	/20
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