

Revision 2 Units 16–30

Grammar

1 Write the verbs in the passive form in the appropriate tense.

- 1 We (disappoint) to hear that you are planning to leave us at the end of the year.
- 2 Then the piece (insert) in the top of the machine, which begins to rotate slowly.
- 3 Everything possible (do) to avoid this problem occurring again.
- 4 All possible steps (take) to get your luggage back to you as quickly as possible.
- 5 When we arrived, the drinks (pour) into glasses and placed on trays for the guests.
- 6 He said yesterday that the news (report) to those mostly closely concerned.

2 Complete each of these conditional sentences with the right form of the verb in brackets.

- 1 If I won the lottery, I you a house in the country. (buy)
- 2 If I him, I would have told him that you were here. (see)
- 3 If you get the chance, please you Liz the latest news about Barbara? (give)
- 4 I don't think we there, even if we had been able to afford it. (go)
- 5 She only the exam if she works very hard for the next three months. (pass)
- 6 You wouldn't have been able to do anything, even if you to. (want)
- 7 I you if you promised to keep it absolutely secret. (tell)
- 8 If you go, you me with you? (take)
- 9 I not you for someone else if the light had been on. (mistake)
- 10 If you not this house immediately, I will call the police. (leave)

3 Correct the mistakes in these sentences about the future. Use the present simple, the present continuous, *will* or *going to* to reformulate the verbs in *italics*.

- 1 According to the timetable, the train *is getting* in at just after 9.
- 2 What *do you do* this summer?
- 3 I *don't see* Michael next Tuesday at 9. I *see* him at 10.
- 4 *I'm walking* into his office and *I'm telling* him exactly what I think of him.
- 5 Thanks, everyone, for a very good meeting. I *send* you the report tomorrow.
- 6 It's been a tough day. When I get home, I *sit down* and just relax for half an hour.
- 7 I must hurry. Her plane *is going to land* in 20 minutes.
- 8 I think I *am calling* Pete and ask him what he thinks.

Now say why you made these changes.

4 Complete each sentence with a reporting verb from the box.

suggested asked advised said explained told

- 1 Renata me she was moving to another department next month.
- 2 She she was hoping some of us would move over there with her.
- 3 I her if it would mean more money.
- 4 She that I talk to Mark about this.
- 5 She also me to treat all this as confidential for the time being.
- 6 She that she could get into trouble if the news broke before it became official.

Business vocabulary

1 What are the four Ps?

.....
.....

Match the four Ps with their definitions (a–d).

- a What you need to do to help sell them
- b How much you sell them for
- c What to sell
- d Where to sell them

2 Complete each sentence about marketing with a word from the box.

mass relationship business-to-business
mix direct global

- Our only contacts with customers are by phone and by post.
..... marketing.
- We sell to millions of customers.
..... marketing.
- We sell all over the world.
..... marketing.
- We build strong partnerships with our clients.
..... marketing.
- The four Ps are at the core of our strategy.
marketing
- We sell to other companies, not to individual customers.
..... marketing.

3 Match words from each column to make word pairs about PR.

- | | |
|-----------------|--------------|
| 1 public | a audience |
| 2 ethical | b life |
| 3 environmental | c management |
| 4 target | d relations |
| 5 shelf | e impact |
| 6 client | f standards |

4 Match the legal terms with their definitions.

- | | |
|----------------|---|
| 1 judge | a the money you get if the court decides for you |
| 2 sue | b break a rule or a law |
| 3 cleared | c the place where legal cases are heard and decided |
| 4 bankrupt | d the person who hears and decides the case |
| 5 court | e take your case to a higher court |
| 6 compensation | f unable to pay your debts |
| 7 breach | g found not guilty of the crime you were accused of |
| 8 appeal | h take legal action against someone |

Business communication

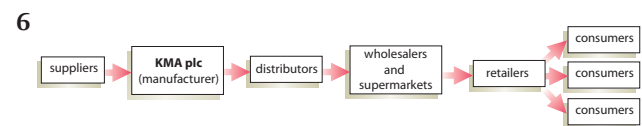
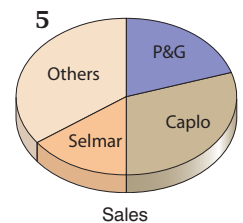
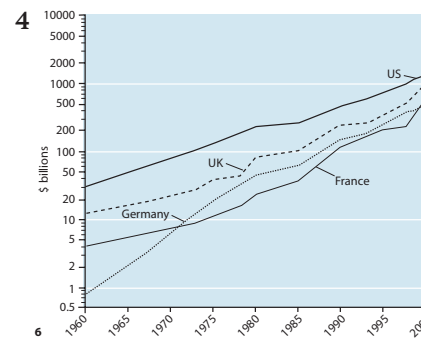
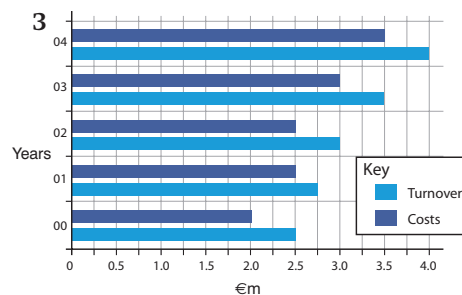
1 Label the visual supports (1-6) with words from the box.

table pie chart map flowchart graph (x2)



2

Trade flow	Imports		
Exports	North America	Western Europe	Asia
North America	xxx	180	219
Western Europe	298	xxx	248
Asia	428	319	xxx



2 Group the phrases below under the right headings.

Making suggestions **Bargaining**
Reaching a compromise agreement

We'd like to suggest ... I think we could go along with that.
 We agree to ... I can ... , on condition that ...
 Our proposal is to ...
 I think this is acceptable. We might consider ... , if you ...
 How about ...? We accept that ...
 What about ...? So long as you ... , we will ...
 We are prepared to offer you ... If you ... , we would be happy to ...
 Provided that you ... , I could ...

3 Complete the sentences we can use to summarise and close meetings.

- 1 So, I think we've had a u.....
d..... .
- 2 I think we all agree that we've made the
r..... d..... .
- 3 T..... is r..... out now.
- 4 Are there any m..... q..... ?
- 5 Does anyone want to a.....
a..... ?
- 6 If not, I think we can f..... .
- 7 Everything will be in the r..... .
- 8 Please do get in t..... if you need any
more c..... .
- 9 Can we f..... a d..... for
next time?
- 10 I'm glad to say we've f..... and the
meeting is c..... .

Social skills

1 Match the pieces of advice on social skills (1-10) with the sentences (a-j).

- 1 Persuading: make it attractive.
 - 2 Persuading: make it personal.
 - 3 Dealing with people who are difficult to understand: make sure the person understands how much you know or don't know about a subject.
 - 4 Dealing with people who are difficult to understand: ask them to explain instructions step by step.
 - 5 Dealing with conflict: try to make things better.
 - 6 Dealing with conflict: don't give in to the other person's demands.
 - 7 Giving feedback: get feedback first.
 - 8 Giving feedback: identify obstacles.
 - 9 Getting important messages across: choose the right moment.
 - 10 Getting important messages across: give the message a heading.
- a Can you talk me through what to do exactly?
b What did you find most difficult about it?
c Are you busy at the moment?
d Try and see it from my point of view.
e I really am sorry.
f How do you think it went on the whole?
g It's about the car.
h I honestly believe you'd enjoy it.
i I'm sorry but I don't understand what you've just said.
j It really is an incredible way to spend a holiday.

2 Complete each of these dialogues with your own words.

- 1 Persuading
A: No, it's nice of you to ask but I don't think I will.
B: That's a real pity. We'd
- 2 Dealing with people who are difficult to understand
A: So the first thing you need to do is to check the VPN connection.
B: I'm sorry. Could you assume
..... computers?
- 3 Dealing with conflict
A: I guess that I was wrong to criticise you for wanting to change the launch date.
B: I'm glad
- 4 Giving feedback
A: So I'll try and remember those things for my next presentation.
B: Is there anything next time?
- 5 Getting important messages across
A: I don't really have much time to talk just now.
B: I'm

General vocabulary

1 Complete each piece of advice with a verb from the box.

take sit bother get draw apply
recommend browse make set

- 1 If someone starts to you when you're on holiday, it's best just to ignore them and walk away.
- 2 If you have money or other possessions stolen while on holiday, you should an insurance claim as soon as you can.
- 3 If you are thinking of buying a book, it's best to go to a bookshop and through it to make sure it's what you want.
- 4 I've just finished an absolutely fantastic book. I would strongly you to read it too.
- 5 Make sure you do as much preparation as possible before you any kind of examination.
- 6 You shouldn't to university to do a course until you're really sure that it's the right one for you.
- 7 If you want to early retirement, then you should think about how you're going to spend your time after you stop work.
- 8 If you save more than you spend, you won't into debt.
- 9 It's a good idea for your professional and personal development to yourself goals.
- 10 Once you have done that, you can up an action plan so that you know how you are going to achieve them.

2 Write the missing words in the story.

I was just like thousands of others. I left (1) s..... school when I was 18 and went to university to do a (2) d..... in English. When I came out of university I was in debt because of my student (3) l..... . I got a job, paid my (4) i..... tax to the government, booked a (5) p..... holiday once a year and flew somewhere sunny on a (6) c..... flight. I would lie on the beach and read my (7) p..... book and think about writing a best-(8) s..... . Except that that's what I did. I took a big (9) r..... , resigned from my job and wrote a successful book. Now my (10) w.....-l..... b..... has improved a great deal and I book holidays in the sun several times a year!

Revision 2 ANSWERS

Grammar

- 1
1 were disappointed / are disappointed
2 is inserted
3 is being done / will be done / has been done
4 are being taken / will be taken / have been taken / were taken
5 were being poured / had been poured
6 had been reported / would be reported
- 2
1 would buy 2 had seen 3 will ... give
4 would have gone 5 will ... pass
6 had wanted 7 would tell 8 will ... take
9 would ... have mistaken 10 do ... leave
- 3
1 gets (*present simple for a future event which is part of a timetable*). Also possible: will get.
2 are you doing (*present continuous for a fixed future arrangement, especially for personal travel and meetings*). Also possible: are you going to do.
3 am not seeing, am seeing (*present continuous for a fixed future arrangement, especially for personal travel and meetings*).
4 I'm going to walk, I'm going to tell (*going to for an intention, a decision or plan but with few fixed arrangements yet*). Also possible: I'll walk, I'll tell.
5 will / 'll send (*future simple for a future action decided at the moment of speaking*).
6 am going to sit down (*going to for an intention, a decision or plan but with few fixed arrangements yet*).
7 lands (*present simple for a future event which is part of a timetable*). Also possible: is landing.
8 will / 'll call (*future simple for a future action decided at the moment of speaking*). Also possible: going to call.
- 4
1 told 2 said 3 asked 4 suggested
5 advised / asked 6 explained / said

Business vocabulary

- 1
Promotion (a) Price (b) Product (c) Place (d)
- 2
1 direct 2 mass 3 global 4 relationship 5 mix
6 business-to-business
- 3
1 d 2 f 3 e 4 a 5 b 6 c
- 4
1 d 2 h 3 g 4 f 5 c 6 a 7 b 8 e

Business communication

- 1
1 map 2 table 3 graph 4 graph 5 pie chart
6 flowchart
- 2 *Suggested answers*
Making suggestions
We'd like to suggest ...
Our proposal is to ...
How about ...?
What about ...?
We are prepared to offer you ...
- Bargaining
I can ... , on condition that ...
We might consider ... , if you ...
So long as you ... , we will ...
If you ... , we would be happy to ...
Provided that you ... , I could ...
- Reaching a compromise agreement
I think we could go along with that.
We agree to ...
I think this is acceptable.
We accept that ...
- 3
1 useful discussion 2 right decision(s) 3 Time, running 4 more questions 5 add anything 6 finish 7 report 8 touch, clarification 9 fix, date 10 finished, closed

Social skills

- 1
1 j 2 h 3 i 4 a 5 e 6 d 7 f
8 b 9 c 10 g
- 2
Suggested answers
1 love you to come
2 that I don't know very much about
3 that you accept my point
4 else you think you should work on
5 sorry but it's really important

General vocabulary

- 1
1 bother 2 make 3 browse 4 recommend
5 sit / take 6 apply 7 take 8 get 9 set 10 draw
- 2
1 secondary 2 degree 3 loan 4 income 5 package
6 charter / cheap 7 paperback 8 seller 9 risk
10 work-life balance