

1 | Practice file

Working with words

1 Match 1–8 to a–h.

- 1 They'll be easy to work with – they certainly have b
 - 2 She's quite shy, but sometimes she comes ____
 - 3 As a financial adviser, I have to build ____
 - 4 I thought he was arrogant, so I took ____
 - 5 To attract younger customers, you'll have to project ____
 - 6 If your office is clean and tidy, it creates ____
 - 7 Your company needs to manage ____
 - 8 I'm afraid that these faults might mean our customers start to form a bad ____
- a across as being a bit unfriendly.
b ~~a reputation for good communication with clients.~~
c an impression of efficiency and professionalism.
d an instant dislike to him.
e a more modern image.
f a good relationship with clients so they trust me.
g opinion of us.
h its online profile more carefully.

2 Complete 1–8 with the adjectives from the list.

~~favourable~~ trustworthy simple ineffective
functional wary successful modest

- 1 Our new product got good press and favourable reviews.
- 2 We can speak freely – my assistant is very _____.
- 3 The advertising campaign was _____ – our sales actually fell slightly.
- 4 The design is simple and _____ so the product is very easy to use.
- 5 Fortunately our bid was _____ so we now have funds to develop the new department.
- 6 It is natural to be _____ of a company that has a poor reputation for customer service.
- 7 Don't be too _____ about your achievements at the interview. You need to let them know how much you've done.
- 8 Remember the golden rule when presenting: keep it short and _____.

Business communication

1 Complete the follow-up call from Pierre to Samir with these phrases.

would you like to meet I wondered if you'd
let's say can you tell me how I'll email you a map
let me know where in from France, won't you
see you I suggest we meet to I'm calling about
responding so quickly whatever's best

Pierre Good morning. This is Pierre Jouet.

¹ _____ the email I sent you last week in response to your enquiry.

Samir Oh yes. Thanks for ² _____.

Pierre ³ _____ had time to look at the brochure I sent you.

Samir Yes – it looks very interesting.

⁴ _____ discuss things further.

Pierre That would be fine. When

⁵ _____?

Samir ⁶ _____ next Wednesday at 10.00.

Pierre Fine. ⁷ _____ for you.

Samir You'll be travelling

⁸ _____?

Pierre That's right. I'm planning to drive and stay overnight in Bilbao. ⁹ _____
I get to your office?

Samir Are you familiar with Bilbao?

Pierre Not really.

Samir ¹⁰ _____ you're staying and ¹¹ _____ and directions from your hotel.

Pierre Thanks. OK. ¹² _____ next Wednesday at 10.00.

Samir I'll look forward to meeting you. Bye.

2 Put the words in 1–5 in the correct order.

1 and / work / name's / UB / for / my / James Sims / I .

2 given / Jill Sander / your / by / I / details / was .

3 I / interested / offer / in / if / to / our / see / are / you / still / wanted .

4 is / taxi / public / transport / by / best / or / it ?

5 you / later / I'll / my / confirm / call / assistant / to / today / get / to .

click here to download more books <https://t.me/EnglishZoneTextBooks>