

## Working with words

- 1** Complete 1–10 with the best option a–c.
- Our perks include subsidized meals, health care and a \_\_\_\_\_ car.  
a corporate    b company    c commercial
  - How is company loyalty \_\_\_\_\_ by senior management in your company?  
a fulfilled    b acknowledged    c commissioned
  - Does your company offer any kind of non-professional staff \_\_\_\_\_?  
a development    b education    c extension
  - We're lucky to have a non-\_\_\_\_\_ pension plan.  
a contribution    b contributing    c contributory
  - I work for an airline, so my family gets a really good \_\_\_\_\_ on flights.  
a discount    b decrease    c bargain
  - Our company offers free medical \_\_\_\_\_ so we don't need to worry if we become ill.  
a assurance    b insurance    c reassurance
  - Non-cash \_\_\_\_\_ can often be more effective for staff motivation than extra money.  
a repayments    b rewards    c returns
  - Winning the prize gave me a great sense of \_\_\_\_\_.  
a realization    b completion    c achievement
  - I think this person deserves more \_\_\_\_\_ for her many years of service to the company.  
a recognition    b performance    c incentive
  - You seem bored most of the time. Maybe you'd get a promotion if you showed a bit more \_\_\_\_\_ at work.  
a reward    b enthusiasm    c performance

**2** Match the words from the list to statements 1–6.

*appreciation    bonus    commission    feedback  
fulfilment    incentive*

- You've done well this year, overall. There are a few things that need improvement, but you've also had some successes. \_\_\_\_\_
- My boss said he would really miss me if I left. It's nice to know he feels that way. \_\_\_\_\_
- If I'm one of the top ten salespeople, I'll get a ten-day holiday in Florida. \_\_\_\_\_
- The company has had a successful year, so I got an extra €2,000 in November – on top of my salary. \_\_\_\_\_
- If I can make six sales this month, that'll be 3% of €24,000 times six, which will be €4,320. \_\_\_\_\_
- I work for a charity. The salary isn't very high but the work is interesting and I feel I'm using my skills doing something very worthwhile. \_\_\_\_\_

## Business communication

- 1** Alain is making small talk with Kirsten at a conference. Number their conversation in the correct order 1–12.
- Kirsten Yeah. See you. \_\_\_\_
  - Alain Hello. It's Kirsten, isn't it? 1
  - Kirsten Yes, isn't it? I'm sure you'll enjoy the change in lifestyle. We decided to stay in the city because the house we wanted needed too much work. \_\_\_\_
  - Alain How are things? \_\_\_\_
  - Kirsten That's right. I thought I might see you here. \_\_\_\_
  - Kirsten That's amazing! We considered that line of business, too! \_\_\_\_
  - Alain No, not at all. Catch you later. \_\_\_\_
  - Alain No? What a coincidence. \_\_\_\_
  - Alain Oh dear. Were you disappointed? \_\_\_\_
  - Alain Yes, it is. In fact, we've bought a small farm and my wife runs a holiday rental business. \_\_\_\_
  - Kirsten No, not really. I don't think our children wanted to move. Well ... You don't mind if I go and get myself some food? \_\_\_\_
  - Kirsten Very good, thanks. I've heard you've moved into the country – is that true? \_\_\_\_

**2** Choose the most appropriate phrases in *italics*.

Jamal Hi, my name's Jamal. <sup>1</sup>*I don't think we've met. / How are things?*

Alicia <sup>2</sup>*No, I don't know you. / Nice to meet you.* I'm Alicia. Is this your first Nordica workshop?

Jamal Yes. My colleague is sick so my manager asked me to come instead. Do you know many people here?

Alicia Not really. I was recently transferred from Purchasing.

Jamal <sup>3</sup>*What a coincidence! / That's lucky!* So was I!

Alicia <sup>4</sup>*By the way / Apparently,* it's our new company policy – transfer rather than hire new people.

Jamal <sup>5</sup>*Really? / Oh dear.* We discussed the idea for our region, too, a few months ago.

Alicia <sup>6</sup>*Well, / By the way,* I'm sure it's a good solution for many companies.

Jamal Yes, you're probably right.

Alicia <sup>7</sup>*So, / In fact,* would you like a drink? I'm going to get a coffee.

Jamal Not at the moment, thanks. <sup>8</sup>*Catch you later. / Is that the time?*