

Exercises

53.1 Complete this extract from the close of a presentation with the words in the box. It is an internal presentation about departmental reorganization.

generated a lot of discussion give the floor
look at some options may be forced our job is to consider
that covers everything there is the option to
the next steps some difficult decisions would lead to

“ Right, I think ¹ _____ I have to say. Before I finish I'll just briefly summarize the key points, and then we can try to come to a decision and focus on

² _____.
So, right at the beginning I said that the aim of my presentation was to ³ _____ for reorganizing our sales and marketing operations. And I explained the reasons why.

We explored three alternatives. Firstly, we looked at keeping both a sales department and a marketing department in every country as now, but reducing all budgets and looking for cost savings wherever possible. Spending on advertising will be cut back considerably, and when people leave the company they will not automatically be replaced. We can expect that everyone's workload will increase.

Secondly, ⁴ _____ break up the national marketing teams, while keeping the sales teams. All marketing campaigns would be run centrally from head office, leaving just a skeleton staff in other countries. This option ⁵ _____, and I sense that many of you feel it's too drastic. However it's the option that offers the greatest cost savings, and we ⁶ _____ to consider it.

The final option is the possibility of merging sales and marketing into one large department in every market. This ⁷ _____ greater coordination, some cost savings, but also a loss of focus. I would like to hear more discussion about whether this option is viable.

So, in conclusion, now is the time to take ⁸ _____. I'm asking all of you to leave departmental loyalties to one side – ⁹ _____ the future survival and profitability of the company as a whole.

Thank you all for your attention. Now I'll ¹⁰ _____ to you for your questions and comments. ”

53.2 Study the phrases for dealing with questions below. Try to guess the single missing word in each gap. Write your answers lightly at the side. Several answers may be possible.


- That's a very good _____.
(Think of something else besides 'question'.)
- Sorry, can you _____ that again?
- Has anyone else _____ the same thing?
- OK, I think there's time _____ one last question.
- That's an interesting question. What's your own _____?
- Sorry, I didn't _____ that.
(Think of something else besides 'understand'.)
- I think that's outside the _____ of this presentation, but I'm happy to discuss it with you _____.
- I'm _____ you asked me that.
- I promised to finish _____ time, and I see that it's nearly ten o'clock.
- You _____ have thought quite a lot about this. What conclusion have you _____ to?
- Could you be a little more _____?
- Anyone like to _____ on that?
- I don't have that information to _____.
Can I get _____ to you? Is that all right?
- So, if I understand you _____, you're asking ...

Now fill in the gaps above with the suggested words in the box below.

afterwards back catch come comment
correctly experienced explain for glad hand
must on opinion point scope specific

53.3 Match phrases 1–14 from the previous exercise to the techniques below.

- Respond positively
- Clarify / Ask for repetition
- Redirect to the questioner
- Redirect to the group
- Delay an answer
- Control the timing

53.4  **8 Speaking practice: listen and repeat.** Repeat each phrase you hear and then listen to check.