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IE exercises

## EMPLOYMENT AND CORPORATE CULTURE

**I. Who are those people?**

1. I deal with numbers = ac\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
2. I graduated from university and am being trained for a job = t\_\_\_\_\_\_\_\_\_\_\_\_  
3. I run my own firm = I am s\_\_\_\_\_\_\_-\_\_\_\_\_\_\_\_\_\_\_\_\_  
4. Her father retired ten years ago = p\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
5. She works in a call centre = o\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
6. I work for different employers and feel independent = f\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
7. I buy and sell stocks and shares = st\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
8. He repairs appliances in your bathroom = p\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
9. I show the orchestra how to play = c\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
10. He collects your rubbish = d\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
11. She prepares the articles to be published = e\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
12. I lost my job due to the cutbacks on the company’s budget = I was m\_\_\_\_\_\_\_\_\_\_\_\_ r\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
13. I live in the country but work in a big city = c\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
14. I lost my job two year ago = u\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
15. She has just applied for this post = a\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
16. A person who takes part in a course = p\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**II. Complete the collocations:**

1. I am going to \_\_\_\_\_\_\_ up my own company in a year.
2. My employees take too much \_\_\_\_\_\_\_\_\_ leave.
3. I had an argument with my boss, so I handed \_\_\_\_\_\_ my \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
4. When she was 55, she decided to \_\_\_\_\_\_\_\_\_\_ early \_\_\_\_\_\_\_\_\_\_\_\_\_\_.
5. As he earns very little, he asked for a \_\_\_\_\_\_\_\_\_\_\_\_.
6. I feel tired and underrated, there are no career \_\_\_\_\_\_\_\_\_\_\_\_\_\_s in my job!
7. I can \_\_\_\_\_\_\_\_\_\_\_ an interview at any time convenient to you.
8. Are you seeking permanent or \_\_\_\_\_\_\_\_\_\_\_\_ employment?
9. We do our best to \_\_\_\_\_\_\_\_\_\_\_\_\_ the gap between these two cultures.
10. Thanks to the fact that I worked \_\_\_\_\_\_\_-\_\_\_\_\_\_\_\_\_\_, I had some time for my family.
11. One of the \_\_\_\_\_\_\_\_\_\_\_\_ of working for a fashion designer is that you get to wear lots of nice clothes.
12. A portfolio career will make you more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, i.e. more attractive for a prospective employer.
13. Working in a different country can help you \_\_\_\_\_\_\_\_\_\_ your skills and \_\_\_\_\_\_\_\_\_\_ more experience.
14. Next year they plan to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ their two call centres to China.
15. It is unfair when a richer country \_\_\_\_\_\_\_\_\_\_\_ workers from a developing country, paying them very little money.
16. We \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ all our computing work to a specialist firm.

**III. Use the phrases in the sentences below:**

***in charge of / responsibilities / involves / balance / appointed / headquarters / subsidiary / output***

1. In 2000 she was \_\_\_\_\_\_\_\_\_\_\_\_ CEO of Technex and had to move to the UK.
2. Volvo plans to increase its car \_\_\_\_\_\_\_\_\_\_\_\_\_ next year.
3. Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are located in London, but we have many branches all over the world.
4. My job \_\_\_\_\_\_\_\_\_\_\_\_\_ working long hours.
5. His \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ include designing websites for the disabled.
6. I am \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the research team.
7. Your ability to \_\_\_\_\_\_\_\_\_\_\_\_ work with private life is great wisdom.
8. Sharp Electronics is the U.S. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ of Japan's Sharp Corporation.

**IV. What are the missing words or phrases related to corporate culture?**

An \_\_\_\_\_\_\_\_-\_\_\_\_\_\_\_\_\_\_\_\_\_\_ office does not have walls dividing it into separate rooms.

It was a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ decision made by all board members.

He has an \_\_\_\_\_\_\_\_-\_\_\_\_\_\_\_\_\_\_ policy, which means that staff are encouraged to come and see him if they have problems.

We live in a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ society, including people from many different countries, races, or religions.

“In many offices, people \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on Fridays.” “So what do they wear then?” “More informal clothes”.

**V. What are the missing parts of the collocations related to free time activities and eating out?**

1. I would like to \_\_\_\_\_\_\_\_\_\_ a course in architecture.
2. T’ai chi is a Chinese \_\_\_\_\_\_\_\_\_\_ art.
3. Did you \_\_\_\_\_\_\_\_\_\_\_\_ in that competition?
4. My brother \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ a new hobby: playing the violin.
5. Do you often \_\_\_\_\_ swimming?
6. Outdoor sports keep you \_\_\_\_\_\_\_\_\_\_\_\_.
7. My company organizes many \_\_\_\_\_\_\_\_\_\_\_\_ activities for the staff. (*done in free time*)
8. He \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a golf club last year.
9. I like this restaurant as a wide \_\_\_\_\_\_\_\_\_\_\_\_ of snacks is available here.
10. They serve freshly -\_\_\_\_\_\_\_\_\_\_\_ orange juice or \_\_\_\_\_\_\_\_\_\_\_ white wine when it is hot outside.
11. Three-\_\_\_\_\_\_\_\_\_\_\_\_\_ meals are much more expensive.
12. I love Italian \_\_\_\_\_\_\_\_\_\_\_\_\_, all those delicious dishes!

## BEHAVIOUR AND TRAITS OF CHARACTER

1. **What are the opposite adjectives?**

distracted - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

uptight - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

cautious - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

tidy - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

honest - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

patient - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**II. Supply the missing words referring to your personality.**

1. Mike is unable to make clear decisions or choices; in other words, he is i\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Researchers have to be very t\_\_\_\_\_\_\_\_\_\_\_\_\_\_to make sure lab results are accurate.

3. If you're looking for a job you need to be f\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ about where you're prepared to work.

4. I want to make a complaint because the staff are r\_\_\_\_\_\_\_\_\_\_ and h\_\_\_\_\_\_\_\_\_. In a four-star hotel it should not be tolerated!

5. Everybody needs a r\_\_\_\_\_\_\_\_\_\_\_ friend, someone you can trust.

6. As George turned out to be totally ir\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, I stopped collaborating with him.

7. You should be c\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_t, but not arrogant or conceited!

8. The paparazzi were pushy and in\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, so he became furious.

9. Co\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ students sometimes become too ambitious and unfriendly.

## PRESENTATIONS

**I. What are the names of visual aids you might use when delivering a presentation?**

1. It is a piece of electrical equipment used when giving a talk, which shows words or pictures on a wall or large screen so that many people can see them = o\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. It is a sheet of plastic or a piece of photographic film through which light can be shone to show a picture on a large screen = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. A set of large pieces of paper that are connected at the top so that you can turn the pages over to present information to people is called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

4. It is a circle divided into parts by lines coming from the centre to show how big the different parts of a total amount are = \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

5. It is a drawing that shows the different ranks of the people working in an organization = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. A picture of boxes of different heights, in which each box represents a different amount or quantity is referred to as a \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_.

7. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a drawing that uses a line or lines to show how two or more sets of measurements are related to each other.

**II. Provide the verbs or nouns which describe trends:**

In 2006 inflation \_\_\_\_\_\_\_\_\_\_ rapidly reaching its peak in May and then, to the economists’ relief, \_\_\_\_\_\_\_\_\_\_ off in September.

There has been a \_\_\_\_\_\_\_\_\_\_ of 40% in sales since 2007 and we are really concerned about the future of our firm.

When prices \_\_\_\_\_\_\_\_\_\_\_\_\_, they keep changing and becoming higher and lower.

**III. Provide three synonyms for each vocabulary item:**

go up = \_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_

decrease = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_

**III. What are the missing words?**

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_ of my presentation today is to compare the sales figures of the two products.
2. First, I would like to give you an \_\_\_\_\_\_\_\_\_\_\_\_\_\_ of our banks’ policies.
3. Let’s turn our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to this slide.
4. Now let’s \_\_\_\_\_\_\_\_\_\_\_ on to the third part of my speech.
5. That \_\_\_\_\_\_\_\_\_\_\_ me to the end of my presentation.

## PHRASAL VERBS

**I. Use the correct form of Phrasal Verbs:**

1. I have to \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ (*postpone*) the appointment with my lawyer.

2. As I did not meet their requirements, they \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_(*rejected*) my application.

3. She \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ (*ended the relationship*) with her boyfriend.

4. Do you \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ (*like; have a good relationship*) your brother?

5. Yesterday I \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ (*met by chance*) my old roommate.

6. The company \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ (*became successful*) after three years.

7. We \_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ (*wait with excitement*) attending your presentation!

8. The management wanted to \_\_\_\_\_\_\_\_\_ 100 workers \_\_\_\_\_\_\_\_ (*give them a* *sack*).

9. If you don’t know his telephone number, you can \_\_\_\_\_\_ it \_\_\_\_\_\_ (*search for this information*) in a directory.

10. She should \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ (*take care of*) her children!

**II. Have the right Phrasal Verbs been used? Correct them if necessary.**

1. When we were talking on the phone, he suddenly hung on.
2. It seems that they have to work out the answer to this question themselves.
3. Our manager is a very conceited person: he always talks up to us!
4. At the brainstorming session John came up with brilliant ideas.
5. My car is unreliable and often breaks around.

## FINANCE AND BANKING

**I. Match verbs in A and nouns or phrases in B to make collocations. Translate them into Polish:**

A: B:

pay off money between accounts

cancel a loan

bounce for a job

apply an interview

check your statement

set up direct debits

attend a bank account

download a cheque

transfer the balance

1. **Provide the defined words:**
2. put (money) into a bank account - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_t
3. the local office of your bank - \_\_\_r\_\_\_\_\_\_\_\_\_\_\_
4. take (money) out of your account - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_w
5. money lent by your bank, so you can spend more than is in your account - o\_\_\_\_\_\_\_\_\_\_\_
6. a machine that you use to get money from your account - c\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. a kind of loan which you take out when you buy a house – m\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. **Use the following phrases:**

SHARES / WAGES / RENT / TAX / STANDING ORDER / CURRENCY / EXCHANGE RATE / INCOME

1. “Could you explain what it is?” “Certainly, sir. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an arrangement by which our bank pays a fixed amount of money from your account every month or year”.
2. Do you believe that older people may have more disposable \_\_\_\_\_\_\_\_\_\_\_\_?
3. Without qualifications it's nearly impossible to get a job with decent \_\_\_\_\_\_\_\_\_\_\_.
4. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in early December was quite favourable and we made up our minds to buy some foreign \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
5. The minister claims that the way to raise energy prices is to impose a \_\_\_\_\_.
6. Some countries prohibit certain firms from selling their \_\_\_\_\_\_\_\_\_\_\_\_ to foreigners.
7. My landlady charges reasonable \_\_\_\_\_\_\_\_\_\_\_, so I don’t want to move out.

## URBAN LIFE, POLITICS, CURRENT AFFAIRS

**I. Provide the defined words and collocations:**

1. the road which helps drivers avoid the city centre: r\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

2. the place where we throw away rubbish: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_p

3. kinds of animals or plants which may become extinct: e\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

4. a very poor or / and dangerous district: \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_y

5. all the money you spend: \_\_x\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. all the money you earn: i\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. the place where an event is held: v\_\_\_\_\_\_\_\_\_\_

8. violence in the streets: r\_\_\_\_\_\_\_\_\_\_\_

9. the mixture of waste from the human body and used water: s\_\_\_\_\_\_\_\_\_\_\_

10. the process of rebuilding and revitalizing poor districts u\_\_\_\_\_\_\_\_\_\_\_\_ r\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**II. Use the following words and collocations in the sentences below:**

ETREPRENEUR, BE HELD, MARKET ECONOMY, TRANSITION, EXPAND, SHOWROOM, ENVIRONMENTAL DISASTER, DOWNSIZE, HEADLINES, ECONOMIC GROWTH, BUDGET, HUGE MAJORITY, TO IMPOSE SANCTIONS, CIVIL WAR, MEASURES

1. The UN security council may \_\_\_\_\_\_\_\_\_\_\_\_\_\_economic \_\_\_\_\_\_\_\_\_\_\_ on North Korea.

2. The government’s objective is to stimulate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

3. An economic system in which companies are not controlled by the government but decide what they want to produce or sell is called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

4. Being an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a way of fulfilling your creative potential.

5. If a company or organization \_\_\_\_\_\_\_\_\_\_\_\_s, it reduces the number of people it employs in order to reduce costs.

6. Tough \_\_\_\_\_\_\_\_\_\_\_\_\_\_ are being taken to reduce crime in the city.

7. A presidential election will \_\_\_\_\_\_\_\_\_\_\_\_\_ on 10 September.

8. In Rwanda thousands of orphaned children and displaced families escape from the tyranny of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

9. The Labour Party won a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at the last general election.

10. The scandal hit the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for weeks.

11. We need to ensure a smooth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ between the old system and the new one.

12. For more information or a copy of our brochure, please visit our \_\_\_\_\_\_\_\_\_\_ or telephone /3220.

13. Congress and President Bush approved the defense \_\_\_\_\_\_\_\_\_\_\_\_ .

14. The hotel wants to \_\_\_\_\_\_\_\_\_\_\_\_ its business by adding a swimming pool.

15. The Green Peace activists warn that such a project is a recipe for an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

By mgr Ewa Nowakowska

# BB exercises

## INTRODUCTORY EXERCISES – LEXIS REVISION

1. **Complete the sentences:**
2. He always drank at work, so his boss decided to \_\_\_\_s\_\_\_\_\_\_\_ him.
3. I wanted a r\_\_\_\_\_\_\_\_\_\_\_ because I earned very little, but the manager refused.
4. “Do you often take s\_\_\_\_\_\_\_\_\_\_ l\_\_\_\_\_\_\_\_\_\_\_?” “No, I enjoy good health”.
5. Sue’s job was d\_\_\_\_\_\_\_\_\_ and un\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ so she quit it.
6. Five hundred persons were made \_\_\_\_u \_\_\_\_\_\_\_\_\_\_\_\_ in our company last year.
7. “I’m unemployed.” “Why don’t you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_h your own firm?”
8. I want a job with good p\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for promotion.
9. **What’s wrong about some of the sentences? Correct them if necessary.**
10. I have temporary job in a supermarket.
11. We used to manufacturing cars, but our factory closed down.
12. I wish I know more about business.
13. Are you going to attend in this conference?
14. Let’s put out the appointment with the suppliers.
15. Sue is running her small enterprise for ten years.
16. Have you ever considered working flexitime?
17. Mr. Jones is not available at the moment, could you hold down, please?
18. I want to borrow some money from the bank.
19. This bank may charge the customer in using its ATM.
20. **Can you explain the idioms and collocations? Which of them refer to negative phenomena?**
21. We always *carry out market research* before *launching* a new product.
22. Despite *stiff competition* we won an important contact.
23. This small firm is expected *to fold*.
24. I *struck a deal* with them and got a 30% discount for cash.
25. I was *stuck in a rut* and decided to resign from my post.
26. There are rumours that you may *float your company*!
27. Our shopping centre is doing *brisk business*.
28. He claims that he has *a dead-end-job* and does *run-of-the-mill tasks*.

## PROMOTIONAL ACTIVITIES AND BRANDING

**A WARM-UP ACTIVITY**

1. **The sentences below refer to interest, excitement and curiosity which are inextricably linked to advertising campaigns. Complete them with the following phrases: *gripping/ thrill / put it down* / *rivet* / *high spirits:***
2. I enjoyed Zafon’s latest book – I just couldn’t \_\_\_\_\_\_\_\_\_\_\_\_\_\_.
3. The film \_\_\_\_\_\_\_\_\_\_\_\_\_ our attention from beginning to end!
4. He did not hear my words as he was reading a \_\_\_\_\_\_\_\_\_\_\_ detective novel.
5. It was the last day of the semester and everyone was in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
6. Mike gets a \_\_\_\_\_\_\_\_\_\_\_out of travelling at high speeds.
7. **Read the paragraphs and choose the best alternative, A, B, C or D, for each gap.**

The Internet has transformed the car 1) \_\_\_\_\_\_\_\_\_\_. Selling cars used to be a relatively straightforward business. Customers might see an 2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the newspaper, perhaps pick up a brochure, visit a couple of dealers. They would then 3) \_\_\_\_\_\_\_\_\_\_\_\_ on a model, 4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ over the price and the trade-in value of their own car, order and take delivery.

With so many of its customers using the Internet to research their planned 5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_, Ford is changing the way it is spending its marketing budget. Four years ago, most of its advertising dollars went on traditional media, such as television, print and outdoor hoardings. Non-traditional forms, such as the Internet, 6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for only around 2% of the total. Now the 7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is 20%.

A) branch B) economy C) trade D) parks

A) annotation B) abridgement C) abbreviation D) advertisement

A) decide B) approve C) praise D) select

A) discuss B) haggle C) speak D) negotiate

A) sells B) thefts C) facilities D) purchases

A) accounted B) amounted C) came D) relied

A) number B) share C) sum D) count

**b) Now have a look at point 3 and 4 and remind your colleagues which prepositions we use with each of the mentioned verbs. Explain their meanings and make your own sentences with four of them.**

1. **Use the words in brackets to form words that fit in the sentences.**
2. The expedition is looking for \_\_\_\_\_\_\_\_\_\_\_\_\_ from one of the major banks. (SPONSOR)
3. Many bus companies provide \_\_\_\_\_\_\_\_\_\_\_\_\_ fare tickets, especially for tourists. (ADVANTAGE)
4. The organizations aims to raise \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ about this disease. (AWARE)
5. She searched for the data not for professional reasons, but out of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (CURIOUS)
6. They dismissed the accountant for his \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to the company. (LOYAL)
7. One of our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ offered us very low prices. (SUPPLY)
8. At the moment they are coping with the \_\_\_\_\_\_\_\_\_\_\_\_\_ difficulties. (EXPECT)
9. “Do you have a serious \_\_\_\_\_\_\_\_\_\_\_\_\_\_ on the market?” “Yes, lots of them”. (COMPETE)
10. These figures are a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The real situation is much more complicated than this. (SIMPLIFY)
11. She tried to overcome her \_\_\_\_\_\_\_\_\_\_\_\_\_ fear of the dark. (RATIONAL)
12. **Fill in the correct forms of the verbs.**
13. Have you thought of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (launch) a new product?
14. I’d rather you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (work) more efficiently this year!
15. Why don’t we \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (cancel) the session?
16. If the firm \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (target) individual customers, it \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (make) a huge profit. Unfortunately, it doesn’t.
17. Our CEO refused \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (take) any responsibility for the failure.
18. The IT specialists \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (not have to) design new software for us last month.
19. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (prepare) this presentation on marketing for three days, but I am not satisfied with what I \_\_\_\_\_\_\_\_\_\_\_ (do) so far.
20. This brand doesn’t need \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (publicize).
21. Unless the manufacturer \_\_\_\_\_\_\_\_\_\_\_\_\_ (reduce) the costs, they \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (go) bankrupt.
22. When we \_\_\_\_\_\_\_\_\_\_\_\_\_ (enter) the conference room, a thorny issue of outsourcing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (discuss).
23. My cousin \_\_\_\_\_\_\_\_\_\_\_\_\_ (buy) a motorbike he \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (choose) a month before.
24. **Correct the mistakes (if any) in the sentences below.**
25. The activists encouraged young people participating in the event.
26. Unilever succeeded in arousing people’s interest it the ‘AXE effect’.
27. We have arranged to hold the meeting at five.
28. It’s no use to invest so much money in the new project.
29. Mike suggested starting from scratch this time.

## OFFSHORING AND OUTSOURCING

**Getting started**

**Offshoring** is when a company moves part of its activities to another country, perhaps because costs are lower or to be closer to their markets. For example, a car manufacturer in Japan might move a factory to Britain. It may include outsourcing the activity to a company in another country.

**Outsourcing** involves employing a different company to do part of the work your company needs. For example, instead of having an accountant working for your company, you pay a specialised accountancy firm to do the accounts for you.

**Can outsourcing work for small businesses?**

Reading

**Discuss the following in small groups.**

1 What do you think are the advantages of offshoring for:

- the company?

- the receiving country?

- the customers?

2 What are the disadvantages?

**You can talk about:**

efficiency

customer services

costs and prices

flexibility

employment

Hoyt Corporation is a family-owned company based in Westport, Massachusetts USA, which produces dry-cleaning equipment for ships.

**1 Skim the following article to find the answer to the question in the title.**

Can outsourcing work for small businesses?

John Olinger has no plans to offshore customer-service tasks from his 40-person manufacturing firm to an overseas location. Wages may be cheaper for workers in Asia, but he is sticking with his staff of three customer-service representatives. That's partly because Olinger, president of Hoyt Corporation, doubts he could find overseas staff with the right expertise for his business, which makes dry-cleaning equipment for military submarines and ships. 'It's pretty difficult to find customer-service reps for our industry,' he said. 'It's pretty specialised.'

On the other hand, Olinger has outsourced his payroll operations to a domestic firm called ADP for roughly three years. To Olinger, outsourcing payroll tasks is an obvious solution for a small business like his. He says ADP saves him from having to hire an extra employee to manage the payroll - for less than half the cost of an

employee. At the same time, he says, ADP provides better service than an employee of his own could. 'It's absolutely crazy to keep payroll in-house these days,' he says.

Hoyt is like a lot of other small US businesses when it comes to outsourcing decisions. Small family businesses and other small organisations are quite comfortable contracting with other companies or independent professionals for tasks such as tax advice, graphic design work or computer systems help.

But small companies in the United States appear to limit outsourcing activity to their own country. Large companies have been employing overseas firms for services such as call centres. Yet the offshore outsourcing phenomenon is not reaching down to the level of small companies, and probably won't for the foreseeable future, says Debashish Sinha, an analyst with market-research firm Gartner.



According to Sinha, offshoring generally involves setting up an office or other facility abroad. That only makes sense when the company wants to transfer a significant amount of work offshore. You need a minimum amount of work in order for this model to be cost effective. For example, Sinha says, it wouldn't be wise to offshore customer-care contact centre operations unless the contact centre is going to employ 50 people or more.

Adapted from knowledge@warton.com

**2 Read the article again more carefully and choose the best answer for these questions.**

1 What reason does John Olinger give for not outsourcing customer service work?

A He believes it will cost more.

B His main customers are in the United States.

C He would not find staff who knew enough about his

products.

D His firm is not big enough.

2 What reason does he give for outsourcing payroll operations?

A It costs him less.

B An employee would not do the work well enough.

C The job requires little intelligence.

D He cannot afford to employ someone in-house for this.

3 According to Debashish Sinha, why do smaller companies not outsource offshore?

A They do not have the technology to manage it.

B Their volume of work does not justify it.

C Overseas companies are not interested in small

businesses.

D There are enough good professionals available

locally.

Vocabulary

**Find words or phrases in the passage which mean the following.**

1. not changing (paragraph 1)
2. knowledge (paragraph 1)
3. management of salary payments to employees (paragraph 2)
4. employ (paragraph 2)
5. places which deal with telephone enquiries for large organisations (paragraph 4)
6. future which can be predicted (paragraph 4)

**OFFSHORING AND OURSOURCING**

1. **Are these statements true?**
2. We talk about outsourcing when a company uses workers from outside the company to do a job.
3. Offshoring involves establishing some factories or branches of a company on a different continent.
4. The payroll department manages salary payments for workers in a company.
5. Offshoring may include outsourcing.
6. It always pays to move offshore when you run a small firm.
7. **Complete the conversation about offshoring with the adequate words you can find below the text. There are too many of them.**

A: So, can you tell us what made you take such a 1) \_\_\_\_\_\_\_\_\_\_?

B: Well, just let me say from the start that I fully 2) \_\_\_\_\_\_\_\_\_\_\_\_ with all those people who are going to be made   
3) \_\_\_\_\_\_\_\_\_\_\_, and I just want to give an assurance that we’ll do everything 4) \_\_\_\_\_\_\_\_\_\_ to help them find employment within the organization. But for us, the move is 5) \_\_\_\_\_\_\_\_\_\_\_\_\_ necessary – the saving in costs, especially 6) \_\_\_\_\_\_\_\_\_\_\_\_ costs, and the chance to locate half of our IT operation on the 7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ side of the world mean that the company will be so much more efficient.

A: I see… But the employees feel 8) \_\_\_\_\_\_\_\_\_\_\_\_\_, don’t they?

**other / uselessly /surprise / possible / works / insecure / absolutely / pension/ labour / fire / sympathise / decision / get / redundant / second**

1. **Use the words in brackets to form words that fit in the sentences.**
2. The situation is likely to continue for the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ future. (FORESEE)
3. Do all the applicants meet our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_? (REQUIRE)
4. The subsidiary tried to become \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the parent company. (DEPEND)
5. Please inform us if there are any \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ changes in your plans. (SIGNIFY)
6. Due to the \_\_\_\_\_\_\_\_\_\_\_\_\_ of management we made a loss. (EFFICIENT)
7. Conditions have improved \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ over the past few years. (CONSIDER)
8. Many employees expect \_\_\_\_\_\_\_\_\_\_\_\_ in the workplace. (FLEXIBLE)
9. **Put the verbs in the right forms:**

1. If we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (know) about the obstacles last year, we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (not decide) to outsource accountancy then.

2. I wish our superiors \_\_\_\_\_\_\_\_\_\_\_ (pay) us more… I can’t make ends meet on my salary.

3. The President ordered us \_\_\_\_\_\_\_\_\_\_\_\_\_ (give) more attention to tax forms.

4. My advice is: avoid \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (spend) money on risky undertakings.

5. Our representatives \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (travel) to Moscow tomorrow.

6. Now I think I made a mistake: I should \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (listen) to my advisors.

7. While he \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (take) the minutes of the meeting, the IT specialists \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (explain) their new initiative.

## NEW TECHNOLOGIES AND CHANGE

1. **Complete the excerpt of a text with the adequate words or phrases you can find below the text. There are too many of them.**

I’m not sure all this technology is a good thing. Take 1) \_\_\_\_\_\_\_\_ Blackberry phones, for example. I was 2) \_\_\_\_\_\_\_\_ a meeting last week where three of the six 3) \_\_\_\_\_\_\_\_\_\_\_\_\_ spent most of the time doing email under the table! People really 4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to it – it’s a drug! I heard about one executive whose wife 5) \_\_\_\_\_\_\_\_\_\_\_\_ so fed up with him checking his emails all weekend that she flushed his Blackberry down the toilet! As far as I am   
6) \_\_\_\_\_\_\_\_\_\_\_, information technology is just 7) \_\_\_\_\_\_\_\_\_\_ weapon in the class war. Management will use any way they can to 8) \_\_\_\_\_\_\_\_\_\_\_ the workers, and increasing productivity with computer systems is a way to get as much as they can.

**become addicted / exploit / these / interested / over / attendees / got / at / another / concerned / attendant / that / are keen / started**

**II. Form the collocations matching A with B:**

**A B**

obtain blocks

video fees

stumbling conferencing

job information

licence markets

home vacancies

key loan

**III. Use the words in brackets to form words that fit in the sentences.**

1. We've seen an enormous \_\_\_\_\_\_\_\_\_\_ in the number of businesses using the Web. (GROW)
2. The brochure shows the products that are \_\_\_\_\_\_\_\_\_\_\_ available. (CURRENT)
3. State employees are generally overworked and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (PAY)
4. The explorers admired the \_\_\_\_\_\_\_\_\_\_\_\_\_ and diversity of the Amazonian rainforests. (RICH)
5. I tried to find a suitable offer in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ ads. (CLASSIFY)
6. I got a job as a \_\_\_\_\_\_\_\_\_\_ reporter on the 'Daily Star'. (TRAIN)
7. The city introduced \_\_\_\_\_\_\_\_\_\_\_\_ schemes for recycling waste materials. (INNOVATE)
8. More women are entering \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ male jobs. (TRADITION)
9. The vast \_\_\_\_\_\_\_\_\_\_\_\_\_ of students dislike long lectures. (MAJOR)

**IV. Which of the definitions are wrong? Correct them if necessary.**

1. *Annual turnover* is the total amount of goods or serviced sold by a company during a month.
2. *Genuine interest* is one that you really feel and you do not pretend.
3. *The upside* is the worst part of a situation that is generally bad.
4. When you *enhance* your levels of service, you improve them.
5. *The impact* is the effect or influence that an event, situation etc has on someone or something.

## USING THE INTERNET

1. **Use the correct forms of the verbs:**
2. Susan is exhausted as she \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (design) our new website since last Monday.
3. “It’s high time you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (understand) how important e-shopping is”, said the boss.
4. More and more computer systems \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (upgrade) at the moment.
5. I believe we can no longer postpone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (dismiss) Mr. Smith.
6. The team failed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (mention) our latest success in the report.

**II. Read part of a radio programme and provide the missing words. Choose A, B, C or D.**

**Presenter**: Good evening. I’m Karen Blackstone, and tonight on *Fresh IT*, we are talking about how you can use the Internet to buy things and 1) \_\_\_\_\_\_\_\_\_ sort of things the Internet can really help to 2) \_\_\_\_\_\_\_\_\_\_. Not that questions of security and Internet 3) \_\_\_\_\_\_\_\_\_ are no longer such a issue, e-commerce and e-shopping are becoming an 4) \_\_\_\_\_\_\_\_\_\_\_\_ attractive option to 5) \_\_\_\_\_\_\_\_\_\_ businesses and consumers. I have three people with me in the studio: the writer and broadcaster Steve Longman, 6) \_\_\_\_\_\_\_\_\_\_\_\_\_ young actress Liz Dress, and our regular expert 7) \_\_\_\_\_\_\_\_\_\_\_ this programme, John Porter. So, what do you use the Net for, Steve?

**Steve**: Well, you know, I use the Internet quite a lot for my work – I research articles, stuff on the economy, background facts, and what have you. Anyway, I’d been thinking for some time that it was time for me to 8) \_\_\_\_\_\_\_\_\_\_\_\_ from it all and take a break. However, I am a computer 9) \_\_\_\_\_\_\_\_\_\_\_ , I’m afraid…

1) A. wherever, B. what, C. in, D. why

2) A. stick, B. sold, C. purchase, D. still

3) A. hijacking, B. fraught, C. fraud, D. pickpocket

4) A. decreasing, B. rocketing, C. new D. increasingly

5) A. both, B. nor, C. neither, D. a

6) A. uptight, B. ongoing, C. up-and-coming, D. upcoming

7) A. between, B. on, C. without, D. forward

8) A. get away, B. move on, C. put off, D. get along

9) A. odd, B. stranger, C. gear, D. geek

**III. Form the new words to complete the sentences:**

1. Your project lacks a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the product. (DESCRIBE)
2. His face was instantly \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, so I did not hesitate to say hello. (RECOGNIZE)
3. She said I was \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ dressed for such a formal occasion. (APPROPRIATE)
4. The university hopes to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ its ties with the local community. (STRONG)
5. Religion is one of the most \_\_\_\_\_\_\_\_\_\_\_\_\_ issues in Northern Ireland. (DIVIDE)
6. United Airlines' \_\_\_\_\_\_\_\_\_\_\_\_\_ of the company is being investigated by the Justice Department. (ACQUIRE)
7. Careless spelling mistakes in your letter of application can create an \_\_\_\_\_\_\_\_\_\_\_\_\_\_ impression. (FAVOUR)

## A STAFF SURVEY

1. **There are several verbs which collocate with the noun *survey*. Which of them do not fit?**

**verb + *survey*:**

carry out / conduct / make / do / launch / undertake

***survey* + verb:**

cover sth / comply / deal with / reveal sth / confirm sth / claim sth

1. **Identify the problems the company and the employees have to cope with:**
2. Past mistakes such as high \_\_\_\_\_\_\_\_\_\_\_\_\_\_m and poor quality will not be tolerated by the new owners.
3. Last year we noticed a high degree of staff t\_\_\_\_\_\_\_\_\_\_\_\_\_r among women.
4. Managers are always looking for ways to increase worker p\_\_\_\_\_\_\_\_\_\_\_y.
5. Now our employees have regular check-ups and they do not take s\_\_\_\_\_\_\_\_\_ l\_\_\_\_\_\_\_\_\_\_ as frequently as they used to.
6. There is a need to b\_\_\_\_\_\_\_\_\_\_\_ morale in the teaching profession.
7. Out staff objected to the idea of o\_\_\_\_\_\_\_-\_\_\_\_\_\_n offices as they prefer individual ones.
8. **Match the notions with their definitions.**

A. upturn B. changeover C. downturn D. outcome E. crunch F. peak times

1. a change from one activity, system, or way of working to another
2. the period when the greatest number of people are doing the same thing, using the same service etc
3. period or process in which business activity, production etc is reduced and conditions become worse
4. a difficult situation caused by a lack of something, especially money or time
5. an increase in the level of something, especially in business activity
6. 6. the final result of a meeting, discussion, war etc - used especially when no one knows what it will be until it actually happens
7. **Form the new words to complete the sentences:**
8. He is attending an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ course on "Understanding Computers". (INTRODUCE)
9. Conspicuous \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ means buying a lot of things, especially expensive things that are not necessary, in order to impress other people and show them how rich you are. (CONSUME)
10. Due to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ in interest rates our clients are reluctant to take out new loans. (FLUCTUATE)
11. Several hospitals are threatened with \_\_\_\_\_\_\_\_\_\_\_\_ . (CLOSE)
12. Special consideration should be given in information and assessment arrangements for members of ethnic \_\_\_\_\_\_\_\_\_\_\_ groups. (MINOR)
13. A car is quite a big expense, especially when you consider \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . (MAINTAIN)

## CUSTOMER LOYALTY

**I. Which of the sentences refer to someone’s loyalty and which ones to disloyalty?**

1. Even the Prime Minister’s **staunch supporters** are beginning to doubt the effectiveness of his policies.

2. Jean has **stuck by** her husband through thick and thin.

3. Remember that Johnson was **not always true to** the Democratic party.

4. Many **devoted followers** of the leader gathered in the hall.

5. She is definitely a politician **with unswerving loyalty to** the President.

6. They turned out to be only **true-weather friends**.

**II. When you create a brand successfully, your customers remain loyal to it for years. Read the following text about this issue and fill in the gaps:**

Successful brands are a company’s most valuable 1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_. Your brand is the 2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ symbol for your products and services and to get that symbol you 3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to make sure it has all the characteristics of a successful brand.

First of all, it needs to be distinctive, that is, it has to 4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the crowd, not be easily 5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ with competing brands. Then, it needs to be easy to memorise, so complicated images, 6) \_\_\_\_\_\_\_\_\_ many colours and sophisticated images are out.

The next thing is that brand name must be 7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to pronounce, and, if possible, in several languages. Your brand also has to fit the image of the product. I mean, there’s no point in 8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with a wonderful concept if it doesn’t have anything to do with the actual product.

Finally, it is important that the brand communicates the right 9) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ appeal to your target customer. Once established, a successful brand will almost never let you down.

**emotional / debt / hard / coming up / unmistakable / asset / need / stand up / hostile / stand out / confused / enough / must / too / easy**

**III. Form the new words to complete the sentences:**

1. He works for a Peugeot \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and earns a high salary. (DEAL)

2. We try to be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to the needs of the customer. (RESPONSE)

3. Our students are remarkably \_\_\_\_\_\_\_\_\_\_\_\_\_\_ and fresh in their views. (PERCEIVE)

4. The hotel offers a high standard of service at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ rates. (COMPETE)

5. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the Macintosh system would win converts. (SUPERIOR)

6. She travelled to Mississippi to help poor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ workers get jobs at shipyards in Pascagoula. (SKILL)

## COMMUNICATION WITH CUSTOMERS

1. **Match the sentences containing idioms related to communicating with other people with their meanings:**
2. I think we're talking at cross-purposes.
3. Are you talking shop again? Please join us and have a good time!
4. Two businessmen had a row and are not on speaking terms.
5. It is not always possible to speak your mind in politics.

*a. It means saying exactly what you think, in a very direct way.*

*b. The persons were talking about their jobs or businesses in a social situation with somebody who worked with them.*

*c. They stopped talking to each other.*

*d. We do not understand each other because we are talking about different things but fail to realize this.*

1. **Form the new words to complete the sentences:**
2. The new system became \_\_\_\_\_\_\_\_\_\_\_\_\_\_ in March. (OPERATE)
3. The manager had obtained the number from directory \_\_\_\_\_\_\_\_\_\_\_\_\_ and listened to her answer phone message a dozen times or more. (ENQUIRE)
4. If you are \_\_\_\_\_\_\_\_\_\_\_\_\_ with this product, please return it. (SATISFY)
5. There are one or two more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ signs in the economy now, so we are getting more optimistic about the future. (ENCOURAGE)
6. The sales assistants are trained to deal with customer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in a friendly manner. (COMPLAIN)
7. The Internet is an \_\_\_\_\_\_\_\_\_\_\_\_\_ source of information. (VALUE)
8. It is very hard to estimate the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of this new cure for a headache. (EFFECT)
9. **Complete the extracts about Customer Relationship Management. You do not need all the words listed below:**

1. Most senior \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ say their companies should be customer-focused. Yet when budgets are \_\_\_\_\_\_\_, some of the first \_\_\_\_\_\_\_\_\_\_\_\_\_\_ to be cut are for marketing and IT, both of \_\_\_\_\_\_\_\_\_\_ are supposed to help companies better understand and serve customers.

2.Customer relationship management (CRM) is a business strategy what helps a company integrate \_\_\_\_\_\_\_\_\_\_\_ and forge a tight connection with the customer. The promise is \_\_\_\_\_\_\_\_\_\_ using technology and human \_\_\_\_\_\_\_\_\_\_\_ strategically, businesses can transform themselves into the proverbial friendly general store – to \_\_\_\_\_\_\_\_\_\_\_\_\_ the same levels of customer service that were typical decades \_\_\_\_\_\_\_\_\_\_\_.

**narrow / provide / resources / expenditures / were / last / executives / itself / that / ago / which / tight**

**IV. Use correct Present tenses:**

I 1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (just finish) my course at the Franklin School of Business and I 2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (currently work) at JPC again while I 3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (consider) various opportunities. As JPC’s Finance Director 4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (leave) the company unexpectedly, I 5) \_\_\_\_\_\_\_\_\_\_\_\_\_ (agree) to manage the finance department until a new appointment is made. For example, for the last three weeks I 6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (design) a new audit procedure which I believe will significantly improve financial control. Besides, I 7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (always care) about good communication with our customers. However, I 8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (look) for a position in Asia for some time now as I am interested in broadening my horizons.

## CORRESPONDING WITH CUSTOMERS

1. **Have a look at the following sentences and fill in the gaps with suitable nouns which may appear useful in business correspondence or reports:**
2. The relationship between lawyers and their clients is based on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which means they cannot reveal any secret or private information to anyone else. (CONFIDENTIAL)
3. We appreciate the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of our employees. (RELY)
4. Middle-aged workers desire some sense of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as they are afraid of unemployment. (PERMANENT)
5. The city is building an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to the subway line. (EXTEND)
6. We plan to launch a training program to improve employees' \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (PERFORM)
7. The restaurant pays cash on \_\_\_\_\_\_\_\_\_\_ for fish, which the local fishermen like. (DELIVER)
8. This comment needs some \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (AMPLIFY)
9. Life \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in developing countries is appallingly low. (EXPECT)
10. By \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with other European countries, car prices in the UK are very high. (COMPARE)
11. They must face the \_\_\_\_\_\_\_\_\_\_\_ that the newspaper might go bankrupt. (LIKELY)

**II. Make suppositions about the past or criticise someone’s decisions using the Modal Verbs: can’t / could / may / might / must / should / shouldn’t / needn’t.**

***EXAMPLE:***

***The CEO did not commission a report and it was a serious mistake.***

***He should have commissioned a report.***

1. I haven’t found this file yet, but I am sure I did not delete it.  
   I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ deleted the file.
2. It is possible that the accountant cooked the books.  
   He \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
3. The staff conducted a detailed analysis of the problem, but it turned out to be unnecessary.  
   The staff \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. My colleagues used abusive terms at the meeting and I didn’t like it.  
   They \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ such words.
5. We are certain that Jack participated in the discussion yesterday.  
   He \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ part in the discussion.

**III. There are several words missing from the following letter of complaint. Identify them in the list below and fill in the gaps.**

**Late delivery of documents**

Dear Mr. Murphy,

I am writing to you to 1) \_\_\_\_\_\_\_\_\_\_\_\_ my dissatisfaction with your document-delivery service.

Last Monday we 2) \_\_\_\_\_\_\_\_\_\_ you to deliver 3) \_\_\_\_\_\_\_\_ important legal documents to our offices in Budapest in time for a meeting with company 4) \_\_\_\_\_\_\_\_\_\_\_ on Monday morning. The documents did not, in fact, 5) \_\_\_\_\_\_\_\_\_ them until 4 o’clock on Friday afternoon, with the result that we 6) \_\_\_\_\_\_\_\_ to cancel the meeting and reschedule it for this week. This nearly resulted 7) \_\_\_\_\_\_ us losing an important contract.

I would like to remind you that we are a long-standing client of 8) \_\_\_\_\_\_\_\_ and that we 9) \_\_\_\_\_\_\_\_\_ on you to provide us with a trouble-free service. I must emphasise that we will only continue to use your service if deliveries continue to be 10) \_\_\_\_\_\_\_\_\_\_\_ in the future.

Yours sincerely,

XYZ.

**problem-free / in / lovers / my / express / write / asked / admitted / some / little / lawyers / arrive / reach / had / must / yours / rely / on / troublesome**

## FINAL EXERCISES

CONFIRMATION OF REWARD

**I. Read the formal letter below and supply the missing prepositions. In some gaps no preposition is necessary.**

**Confirmation of reward**

Dear Carl, Robert and Maria,

I am very pleased to announce that the project that your team presented 1)\_\_\_\_\_\_ the annual TechStart business award committee has been selected as this year’s winner.

Congratulations to you all for your excellent Rainbow Systems project, which we hope will now have the opportunity to develop into a viable business venture.

It is a great pleasure for me to be able to confirm 2)\_\_\_\_\_ this award and to know that your team will now be able to benefit 3)\_\_\_\_\_ the financial and material assistance that TechStart will put 4)\_\_\_\_ your disposal. We will be arranging a meeting in late October with you and all of those who will be involved 5)\_\_\_\_\_\_ the StartUp programme.

6)\_\_\_\_\_ the meantime I am enclosing three invitations for the press conference and award ceremony, which will be held 7)\_\_\_\_\_ TechStart’s head office on the 7th October. Both the local and national media have been invited to attend 8)\_\_\_\_\_ these events.

Once again, congratulations to you all 9)\_\_\_\_\_ your hard work and 10)\_\_\_\_\_ the innovative approach that you took throughout the project.

I look forward 11) \_\_\_\_\_ seeing you on the 7th October and 12) \_\_\_\_ having the pleasure 13)\_\_\_\_\_ presenting you with the award 14)\_\_\_\_\_ person.

Yours sincerely,

Michael Chimp,

Chief Executive

enc.

**II. What would you like your professors / superiors to congratulate you on?**

**Discuss it in pairs. Justify your opinions.**

By mgr Ewa Nowakowska

# Word formation 100

1. The …………… on the Olympic Games was much better on the other channel. **COMMENT**

2. Sales are higher by 5 per cent …………… to this time last year. **COMPARE**

3. It is …………… to arrive 10 minutes prior to the start time. **ADVISE**

4. …………… who accept a counteroffer are often the first ones who get laid off when times get tough. **EMPLOY**

5. The new …………… will be working closely with both departments.  **APPOINT**

6. Economic conditions may be responsible for the …………… of social unrest. **CREATE**

7. A …………… body is a committee that is responsible for making and enforcing the rules which control a public organization.  **GOVERN**

8. We will require 20% of the total …………… and the rest upon the delivery of the merchandise. **PAY**

9. A large number of companies are trying to …………… by not taking on new staff. **ECONOMY**

10. He has just been …………… director of the publishing division. **APPOINT**

11. As a student he lived very ……………. , rarely going out and buying very few clothes. **ECONOMIC**

12. The environmental argument was a …………… factor in the debate. **DECIDE**

13. The interview proved that he had no …………… skills. **EMPLOY**

14. You can get an extra pension for adult …………… . **DEPEND**

15. We have to focus our …………… efforts on providing salesmen with road map to success. **DEVELOP**

16. She stopped the car at the petrol station and told the …………… to fill it up. **ATTEND**

17. The department provides special …………… to those with large families. **ASSIST**

18. He is doing an …………… of consumer trends in cellular market such as Japan. **ANALYSE**

19. It’ll be a while before we start being …………… . **PROFIT**

20. We …………… negotiated the inclusion of that amendment. **SUCCESS**

21. She was asked about the pay increase but made no …………… **COMMENT**

22. I need someone …………… to look after my children while I’m at work. **DEPEND**

23. If you ………….. a particular project, you provide the money that are necessary to pay for it. **FINANCIAL**

24. A machine or piece of equipment that is …………… is working or able to be used. **OPERATE**

25. General …………… trends can be traced through government publications. **ECOMOMY**

26. James has the job of ……….. the advertising budget for the next year. **MANAGE**

27. We are worried because one of our major …………… is growing at a rapid rate. **COMPETE**

28. For this product we need to anticipate questions buyers might have and address them in the ......... . **ADVERTISE**

29. They found themselves in the most …………… agreement on anything. **SATISFY**

30. Roger, …………… by nature, said nothing. **COMMUNICATE**

31. We keep a tight control on the organization’s …………… **FINANCE**

32. What is the most …………… way of heating this building? **ECONOMY**

33. His achievements are …………… with the best. **COMPARE**

34. I was once …………… for a part in a film. **INTERVIEW**

35. Being unemployed is a most …………… prospect. **ATTRACT**

36. The permit doesn’t guarantee the …………. of a parking space. **AVAILABLE**

37. His lectures are meaningless to anyone outside his ……………. . **SPECIAL**

38. This is a major inspiration for their …………… in architecture. **CREATE**

39. The interviewer asked the …………… a lot of questions. **APPLY**

40. We have chosen the project with the highest ………….. index. **PROFIT**

41. The boy was given a prize for regular …………… . **ATTEND**

42. Why don’t you find a job and end this …………… upon your parents? **DEPEND**

43. The loan was the only temporary …………… to the difficulties. **SOLVE**

44. He is the only person I know with a real …………… of income-tax legislation. **KNOW**

45. He is directly responsible to the …………… bodies of the university. **GOVERN**

46. Mr Jenkins has considerable expertise in managing difficult situations and shows both …………… and skill in dealing with staff. **SENSITIVE**

47. Most …………… believe that the US is poised to make steady progress on this issue. **ANALYSE**

48. The full ……………of an idea may take years. **DEVELOP**

49. If you are …………… , you don’t find it easy to make a decision. **DECIDE**

50. They made a …………… of different countries’ eating habits. **COMPARE**

51. The day ended …………… . **SUCCESS**

52. …………… levels are unlikely to rise significantly before the end of next year.  **EMPLOY**

53. The grants are ............. to the largely uneducated people in the remote area. **ACCESS**

54. This is an interesting and highly …............ book. **INFORM**

55. Many Poles ………….. their lives to the service of the country. **DEDICATION**

56. The letters had been placed in …………… piles, one for each letter of the alphabet. **ORGANIZE**

57. Could I ………….. ask you to move your chair a little? **POSSIBILITY**

58. Every job is an opportunity to …………… base salary, benefits, and other incentives that add to job satisfaction and provide financial security. **NEGOTIATOR**

**59.** He emphasized the …………… for good planning and management. **NECESSARY**

60. Hopefully, the economic …………… package that the government is preparing will improve the current situation. **RECOVER**

61. Customer service ………….. held about 2.3 million jobs in 2008. **REPRESENT**

62. It would be ………….. not to turn up for work without calling. **RESPONSIBLE**

63. The partners had several meetings …………… to signing the agreement. **PREPARE**

64. They have a highly …………… staff of about 40. **SPECIAL**

65. The new system became …………… in March. **OPERATE**

66. …………… production has fallen by 20% over two years. **INDUSTRY**

67. You will be working in a changing situation, where ……………, inventiveness and bold independence are important. **INITIATE**

68**.** He is a leading …………… with business interests in Germany.  **INDUSTRY**

69. This opinion was held by …………… all the experts. **VIRTUAL**

70. The ……………. and management of brand value has become a major issue in the past couple of years. **MEASURE**

71. Romania offers a large skilled labour force at ………….. low rates in most sectors.  **COMPARE**

72. It is one of the most …………… neighbourhoods in the city. **DESIRE**

73. If there are no relatives available, there is a list of other qualified …………… for the registration. **INFORM**

74. Men are under strong pressure to be successful and …………… . **COMPETE**

75. Let’s talk in purely………………. terms. **FINANCE**

76. He is an …………… and innovative manager. **IMAGINE**

77. He is very good at marketing and …………..good at negotiating. **REASON**

78. The rules were …………… designed to protect the traveler. **SPECIALISE**

79. The company expects to make a …………… gain of at least 6 per cent this year. **PRODUCE**

80. Market research is a …………… tool of management. **SCIENCE**

81. The number of …………… recruited through employment agencies is falling . **EMPLOY**

82. The plan is …………… feasible. **ECONOMIC**

83. Nobody questions the …………… network of the family. **SUPPORT**

84. They presented a number of alternative …………… about the future of Higher Education. **PREDICT**

85. He has acquired a great deal of …………… knowledge . **SPECIALISE**

86. His doctor described his general state of health as fairly …………… . **SATISFY**

87. Working with children has always been their …………… . **SPECIAL**

88. We have not been very …………… in tackling this problem in the past. **SUCCEED**

89. There are some conventional situations where everyone behaves ………. .  **PREDICT**

90. He insists that his success is due to …………….. factors than brilliance. **MOTIVATE**

91. Similar schemes have been in …………… in other countries for years. **OPERATE**

92. The Government’s action had …………… a by-election. **NECESSARY**

93. Decisions were ............... slow. **NECESSARY**

94. The scheme was fully …………… by 2005.  **OPERATE**

95. Consumers who have been …………… with the service of their local branch should write directly to the Chairman of the Board. **SATISFY**

96. They invited him to speak …………… because of his experience in inner cities. **SPECIAL**

97. There is nothing more …………… than doing the work you love. **SATISFY**

98. They deserve the right to make …………… decisions. **MANAGE**

99. Seldom do you teach such ............... and brilliant students. **INDUSTRY**

100. We provide …………… designed courses in response to the individual needs of our students. **SPECIAL**

By mgr Ewa Wójcik

# Language elements sets

SET 1

*I. Complete the text using the words from the list. There are twice as many words as you need.*

THE FOUNDER OF IBM

Thomas Watson Senior began his business career as a sewing machine …………………… (1) and later, when he became President of IBM, he used his sales techniques to promote the company’s name. There were IBM anthems, IBM songbooks, IBM regulation clothes, and the company motto: ‘*Think*’.

When Watson joined IBM in 1914, the company was almost broke. Under his …………………………… (2), it grew beyond all expectations, and …………………………… (3)   
a leading position in the information-processing industry.

Watson believed that the way to win a man’s loyalty is to build up his self-respect. Until the 1950s, IBM never sold machines. They just rented them to customers. Watson insisted on this …………………………… (4), and it helped the company to survive the Depression of the 1930s.   
He had a strong personality and made all the ………………………… (5) decisions himself. As many as forty top people reported to him ………………………… (6). The only ……………………… (7) he gave to his managers was: “Be careful with people, don’t swear, and wear a white shirt.”

|  |
| --- |
| *minor salesman personally founded overheads priority established advice leadership politics major personal advise policy* |

*II. Use the words in brackets to form words that fit in the sentences. Use one word in each case.*

1. If you wish to confirm your ……………………………………. in the conference, please call me. [ATTEND]

2. It is predicted that there will be a wider ……………………………………. of job offers next year. [CHOOSE]

3. She is still a student so she wants a job with ……………………………………. working hours. [FLEXIBILITY]

4. All the …………………………………… were looking for a job with good promotion prospects. [APPLY]

5. Coca-Cola is one of the most …………………………………… products in the world. [RECOGNISE]

6. With fierce ……………………………………… from her ambitious agent, she started a career as a professional model. [COURAGE]

7. That’s the most …………………………………… task I’ve ever dealt with in my life. [CHALLENGE]

8. Any sales representative will tell you that to sell your product ……………………………………, you have to know it inside out. [EFFECT]

*III. Supply the correct forms of the words in brackets.*

1. It was at the airport when he realised that he ............................................... (leave) his passport at home.

2. He made me ............................................ (pay) the bribe.

3. Our President said he ............................................. (hope) that a period of growth would replace the years of recession.

4. My sister ................................................ (be) interested in advertising ever since she was a teenager.

5. This company ............................................. (take over) by ours next year.

6. Mr Brown is ............................................. (little) responsible boss I’ve ever met.

7. Companies ......................................... (not/spend) so much on advertising if it didn’t work.

8. She refused ............................................. (sign) the contract last week.

9. They should ................................................... (not/be) so aggressive during their last negotiations in London.

10. He is used ............................................. (check) his e-mail box every morning.

SET 2

*I. Complete the text using the words from the list. There are twice as many words as you need.*

DEVELOPING COUNTRIES

Although too many people in the West do still live in …………………………… (1), on the whole, Westerners are much ……………………………… (2) than those who live in developing countries. Things that are essential to our everyday lives, and which we take   
for granted, such as electricity, are ……………………………… (3) for millions of people around the world. Is this situation acceptable or should the West be giving more ……………………………… (4) to developing countries?

Some ………………………… (5) and economists believe that a number of Western financial ………………………… (6) would be in everyone’s interest. As those countries get richer, they will become valuable trading partners for the West. Yet, there is an enormous amount of work to be ……………………………… (7) before people in developing countries can enjoy the kind of lives that most citizens lead in the West.

|  |
| --- |
| *politics investments luxurious poverty politicians wealthy application made wealthier assistance commerce feedback government done* |

*II. Use the words in brackets to form words that fit in the sentences. Use one word in each case.*

1. I lack ……………………………………, so I need some support from my boss and colleagues. [CONFIDENT]

2. This computer game was designed for …………………………………… clients. [ADVENTURE]

3. The majority of factory workers were claiming compensation for unfair ………………………… . [DISMISS]

4. He didn’t give me any ………………………….…. for his strange behaviour at the last conference. [EXPLAIN]

5. The question: “What are your ……………………………………. and weaknesses?” – will come up in all job interviews.

[STRONG]

6. In order to support her family, she has been working full-time ……………………... for five years. [EMPLOY]

7. There is going to be an …………………………………… charge for delivery. [ADD]

8. She has been taken on as a part-time consultant for the London …………………………… agency. [RECRUIT]

*III. Supply the correct forms of the words in brackets.*

1. The board of our company should stop ............................................... (waste) so much money on unnecessary trips abroad.

2. What …......................................... (you/do) to my desk?! I can't find anything in this mess.

3. In the past our company used ............................................. (invest) overseas a lot.

4. We wouldn’t have made any profit if we ............................................. (accept) the deal on their terms.

5. She'll give us a call as soon as she ............................................. (reach) the headquarters.

6. We .................................................. (should/sell) the company’s shares before their value decreased significantly.

7. The Prime Minister confirmed that the prices ............................................... (cut) soon.

8. Who ............................................ (lead) the conference tomorrow?

9. He always ............................................ (interfere), doesn’t he?

10. They finally agreed ............................................ (allocate) all their inherited money.

SET 3

*I. Complete the text using the words from the list. There are twice as many words as you need.*

JOB FAIRS

Although a certain percentage of ………………………… (1) will still be unemployed six months after leaving university, the majority will have found employment by then, as   
a result of visiting a job fair.

Job fairs are ………………………… (2) at many universities each year. Companies come along to ………………………… (3) jobs, the career structures and benefit packages that go with them. Job fairs are an effective way for undergraduates to find out what kind of job they might be interested in.

If you go to a job fair, dress ……………………… (4). Don’t wear jeans and a T-shirt.   
Wear a suit! You don’t want to look ………………………… (5) when you have your first meeting with your potential ………………………… (6). If you are interested in a job on offer, you may have to fill in an ………………………… (7) form, so it is helpful to take along some relevant information with you such as a CV as well as all your certificates.

|  |
| --- |
| *held recruitment irresponsibly advertise application professionally employer organise irresponsible applicant announce unprofessionally graduates provisional* |

*II. Use the words in brackets to form words that fit in the sentences. Use one word in each case.*

1. I hope that this investment will prove to be highly …………………………………… . [PROFIT]

2. Staff …………………………………… should be carried out by the management every year. [ASSESS]

3. Each …………………..…………... from work has to be excused, otherwise you will be dismissed. [ABSENT]

4. Inexperienced staff contributed to the total ……………………………………. of our business plan. [FAIL]

5. What are your …………………………………… regarding your professional career? [EXPECT]

6. Customers will buy our new product only when the price is ……………………………… enough. [COURAGE]

7./8. A few ……………………………… were made, so that overall ………………………………… of our company is much better now. [IMPROVE] [PERFORM]

*III. Supply the correct forms of the words in brackets.*

1. He ............................................... (finish) his report by the time his boss returned.

2. I will lay you off if you ............................................ (be) late to work again!

3. I wonder how you managed ................................................. (persuade) the bank manager   
to give you such a big loan.

4. She ….............................................. (work) for me ever since she completed her education.

5. She asked me if I ............................................... (want) to go with her to the conference.

6. My fax machine …........................................... (repair) now.

7. I ............................................... (give) you a call when the plane lands.

8. My assistant apologised …........................................... (not/bring) the documents I needed.

9. I ................................................. (should/behave) better at the last meeting.

10. The shareholders met yesterday and decided what ............................................. (far) action to take in order to solve the problem.

SET 4

*I. Complete the text using the words from the list. There are twice as many words as you need.*

LACK OF FAITH IN POLITICIANS

A recent …………………………… (1), which was …………………………… (2) over a period of three months, has shown an increase in distrust for politicians. They have always been ……………………………… (3) as untrustworthy, but now politicians are below estate agents and even lawyers in the public estimations.

A ……………………………… (4) of the people who were questioned associate politicians with an inability to tell the ……………………………… (5). They believe they are responsible for most of the country’s problems, have had a negative effect on the country’s image …………………………… (6), cause more problems than they solve and never ……………………………. (7) for making mistakes. Politicians more often give the impression of being arrogant and lazy, becoming active at election time only.

|  |
| --- |
| *admit found out minority true survey agenda regarded truth apologise respected aboard majority carried out abroad* |

*II. Use the words in brackets to form words that fit in the sentences. Use one word in each case.*

1. Can I be of any ……………………………………. to you at the conference? [ASSIST]

2. Our board is there to ensure that all shareholders achieve the best return on their …………….…… . [INVEST]

3. Each candidate should know what is involved in the …………………..……………... process. [APPLY]

4. Advertising is a highly …………………………………… industry. [COMPETE]

5. There was no reasonable …………………………………… for her decision. [EXPLAIN]

6. When you are a receptionist or secretary, a nice outer ……………………………… is essential. [APPEAR]

7. He ………………………………… in completing the project yesterday. [SUCCESS]

8. I’d like a job that would be ……………………. . It doesn’t really have to bring me a lot of money. [REWARD]

*III. Supply the correct forms of the words in brackets.*

1. Last Friday we ................................. (tell) by the manager that there would be no pay rise.

2. It’s the first time I ............................................... (attend) such difficult negotiations.

3. If I ….............................................. (know) about the problem earlier, I would have reacted quicker.

4. I don’t mind your ............................................... (use) my laptop when I’m away.

5. We ............................................... (talk) about his poor performance when he came into the room.

6. We should ................................................ (not/break) off diplomatic relations with this country. It was a great mistake.

7. They made me ............................................... (resign) from that position.

8. He can’t be sure until he ............................................... (check) it tomorrow.

9. I am used ............................................... (get) up at 5 a.m. every morning.

10. “What ............................................ (you/do) tonight? Shall we go out instead of working?”

SET 5

*I. Complete the text using the words from the list. There are twice as many words as you need.*

THE PROS AND CONS OF TECHNOLOGY

Technology is making a reality of what only yesterday was but a dream. It ……………… (1) benefits for vast numbers of people. One may call it a blessing on …………………… (2) that it does not threaten man’s interests. We have to use it carefully because the same inventions which save human life and …………………… (3) the world can also be used to produce dangerous weapons or chemicals which may threaten our planet. Another problem that “the machine age” has brought us is pollution and waste …………………… (4). The development of nuclear power, pesticides and the plastics industry have introduced serious hazards into the environment. Our planet may be impossible to ………………… (5) soon.

Moreover, we are helped by so many machines that we have become lazy and have adopted   
an unhealthy way of life. Cars take us everywhere quickly and easily but at the same time ……………………… (6) the atmosphere and clutter up the cities which are not able to accommodate them all. On the other hand, having …………………… (7) to a computer and a telephone link, some people do not even have to leave their homes to do their daily work and to communicate with the world outside, which in turn may lead to isolation and frustration.

|  |
| --- |
| *habitat pollute assess provides suburb condition renewal*  *improve prove disposal inhabit appeal access involves* |

*II. Use the words in brackets to form words that fit in the sentences. Use one word in each case.*

1. ……………………..…… for disciplinary reasons is something that executives use as a last resort. [DISMISS]

2. You should be creative and ………………………………. if you want to set up your own business. [RESOURCE]

3. Great …………………………………… of the entire team resulted in gaining a new client. [COMMIT]

4. Bosses should recognise that valuable …………………………………… are rare on the market and should be really appreciated. [EMPLOY]

5. Could you …………………………………… ‘bear market’ to me? I don’t understand this term. [DEFINITION]

6. Most of our new and …………………………………… workers need some assistance from their older colleagues. [EXPERIENCE]

7./8.Writing a proper ……………….…… letter is as important as your good ………………………… at the job interview.

[COVER] [PERFORM]

*III. Supply the correct forms of the words in brackets.*

1. She wanted to know if I .................................................. (sign) the contract the day before.

2. We avoid ............................................. (spend) a lot on advertising in order to cut costs.

3. Their product won’t be launched till he ................................................ (do) a final check.

4. While I ................................................ (write) the report, my boss came in and asked for it.

5. I told the manager that it was the ................................................ (bad) hotel I had ever stayed at.

6. He ................................................ (should/make) more of an effort with that deal. It was a complete failure.

7. Our boss rarely lets us ................................................ (take) any days off.

8. If I knew how to solve the problem, I ................................................ (not/need to) employ a consultant.

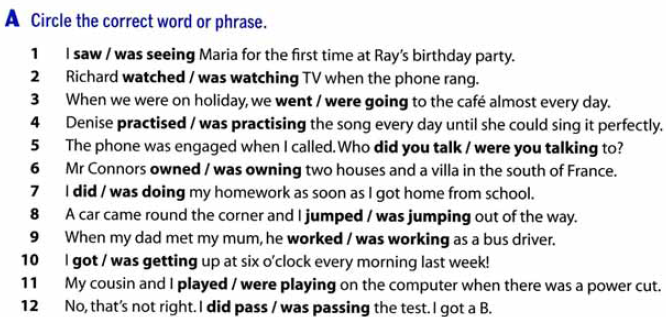
9. All sectors of industry ................................................ (show) rises in output recently.

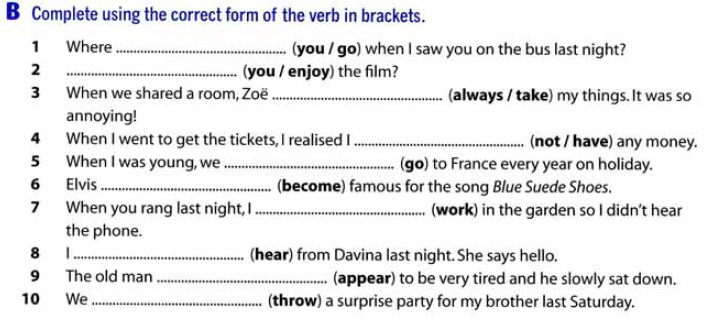
10. The new investment plan, which ............................................... (announce) yesterday, will take 5 years to complete.

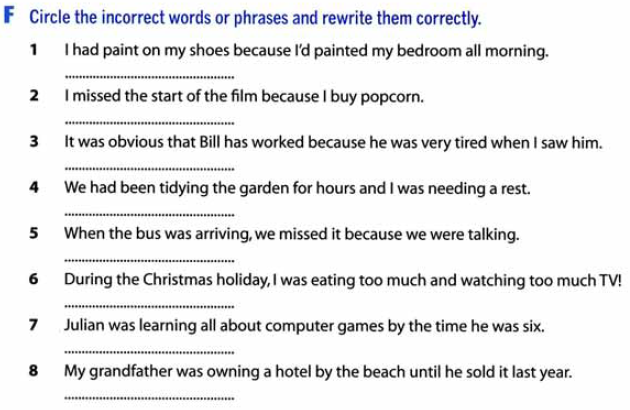
By mgr Monika Hryniewicz

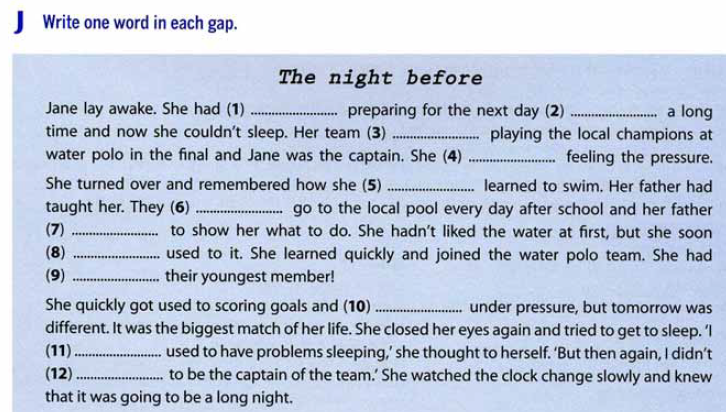
# Grammar revision

## Past time: past simple, past continuous, past perfect simple, past perfect continuous, would, used to, be/ get used to

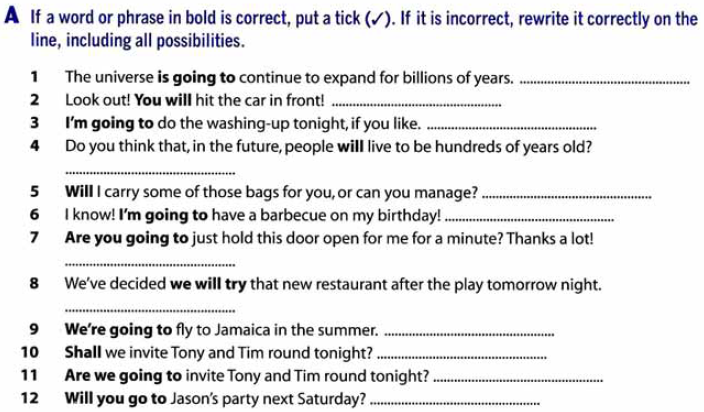


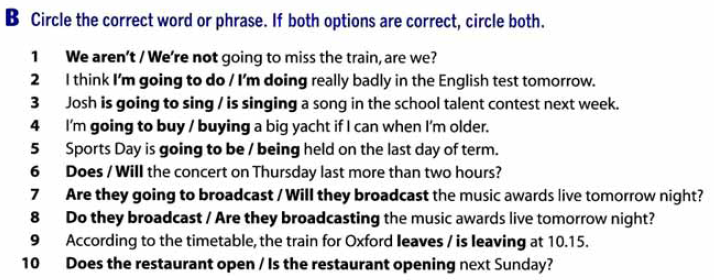


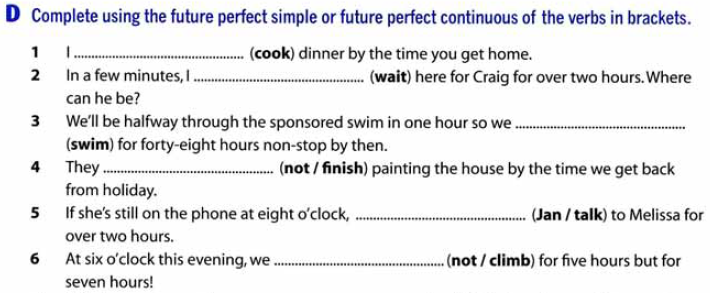


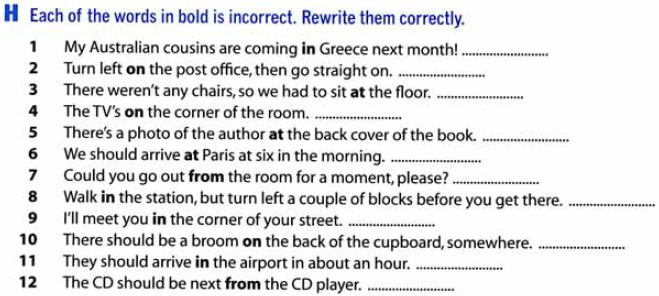


## Future time/ present tenses in time clauses

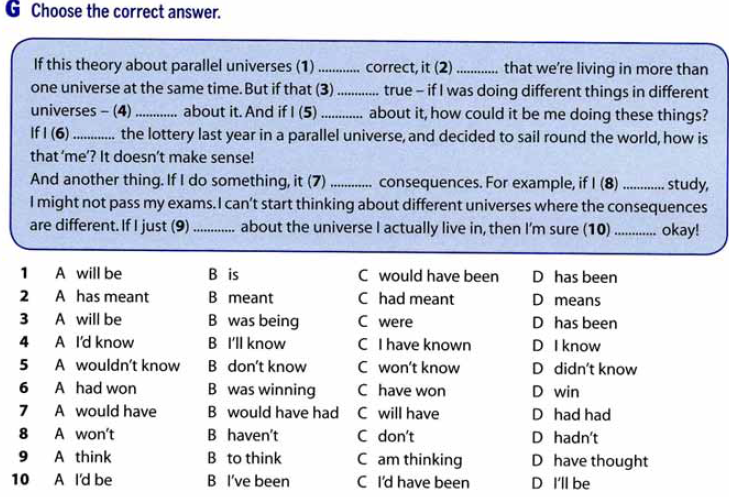




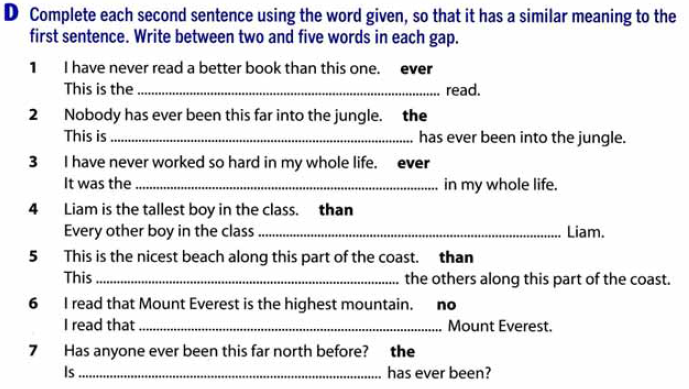




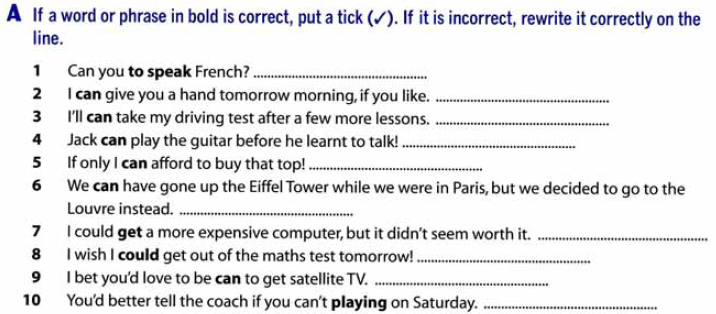
## Conditionals

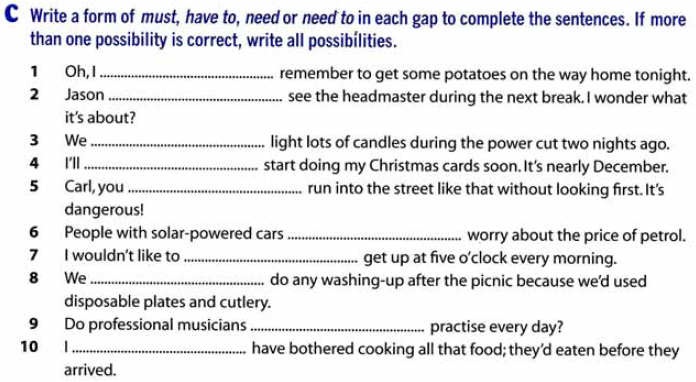


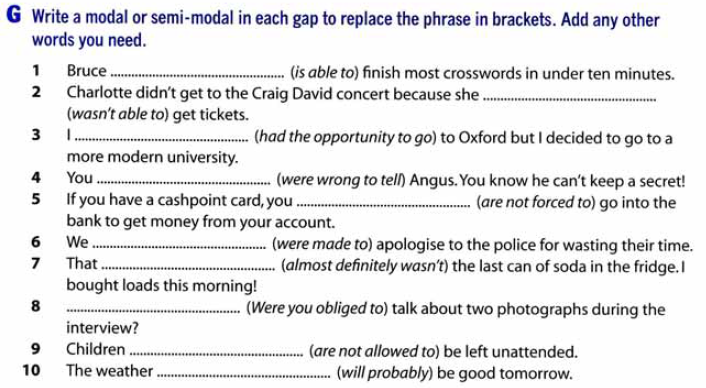
## Comparative and superlatives



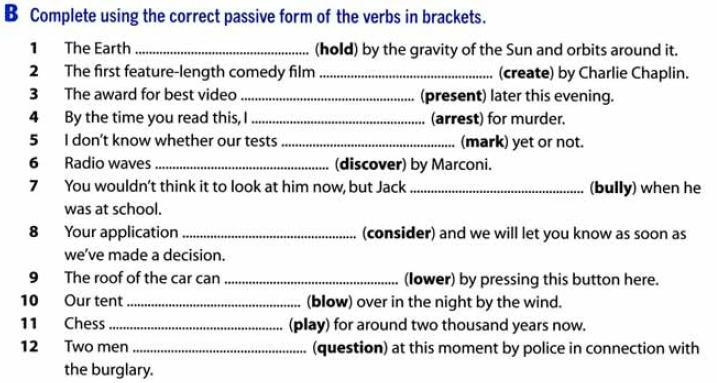
## Modals



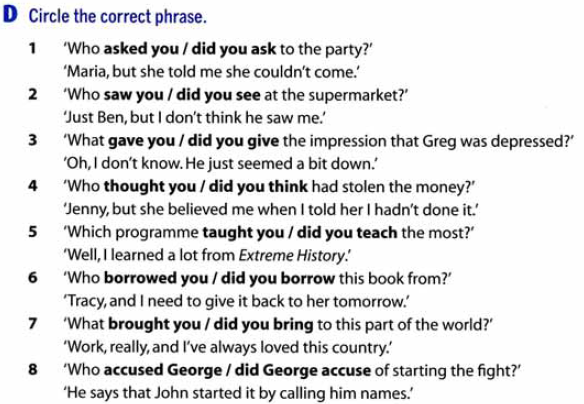


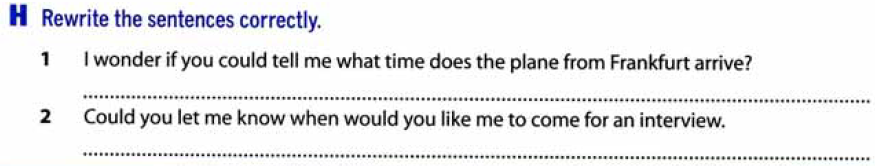


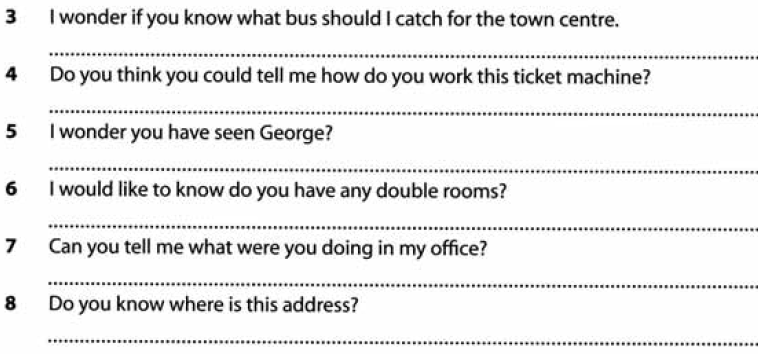
## Passive



## Questions







## Reported speech

A. Fill in the gaps with said or told.

1. “Call me at 5 o’clock,” he …………… to me.

2. Susan ……………….. the class about her trip to Kenya.

3. They …………………….. that the film was horrible.

4. “Don’t take my glass!”, she ……………………….. angrily.

B. Rewrite these sentences in reported speech.

1. “I’ve been seeing patients all morning,” the doctor said.

2. “Mum, I forgot to walk the dog,” the boy said to his mother.

3. “We won’t go out tonight," Craig said to his wife.

4. “I’m looking for a new job,” the man said.

5. “I’ve just finished my homework,” he said to me.

6. “I need another secretary,” the boss said.

7. “Are you from Boston?” the man asked the professor.

C. Complete the sentences using words in bold. Use two to five words.

1. “Don’t touch the switch with wet hands,” she said to him.

**to** She told ……………………………… the switch with wet hands.

2. “What did you see in the distance?” she asked me.

**seen** She asked ………………………………… in the distance.

3. “Have you got a pen?” he asked her.

**if** He ……………………………………… got a pen.

4. “Don't touch the exhibits,” the museum guide said to us.

**warned** The museum guide ……………………………………. the exhibits.

5. “Be quiet!” the teacher said to us.

**told** The teacher ……………………………………… quite.

6. “Have you spoken to Ann yet?” he asked me.

**had** He asked me ……………………………… to Ann yet.

7. “Why didn't you call the police?” he asked me.

**called** He asked me ………………………………….. the police.

8. “I will need your help,” he said to Jane.

**would** He told Jane ……………………………………….. help.

# Reading sets

Reading 1

A Hazardous Profession

Complete the text with the following words: \*ropes\* collected\* living\* clips\* opened\* cultured\* profession\* shells\* signalled\* contact\* sifted\* descend\* size\* edges\*

Perhaps one of the most hazardous ways of making a ……………………….1 from the sea was diving for pearls. Only the most daring would risk their lives in this ……………………………2 . The technique of pearl diving was simple. Divers attached themselves to ……………………3 which were used to keep them in ………………………4 with an assistant on board the ship. Attached to a different rope were large weights which helped to speed the divers’ …………………..…….5. and, hence, conserve their breath for searching the seabed. Also needed were nose……………….………6 , heavy gloves which provided protection for their hands against the sharp ……………………….7. of the oyster …………………….8 , and a net in which they …………………..……9 the oysters. These nets were slung around the divers’ necks so as not to impede the usage of their hands. When the divers ………………………. 10 their intention to surface, the assistant hauled them and their load of oysters up. The oysters were then ……………………….11 and any pearls found were……….……….12 through sieves and graded according to …………………….13 and quality. Once a widely practised profession, pearl diving has largely disappeared with the development of the ………………………..14 pearl.

Risk and Leisure Activities

Complete the text with the following words: \*records\* medical\* minimize\* caution\* avalanches\* \*fall\* leisure\* enjoyment\* crash\* guarantee\*

Almost all sports and outdoor ……………………….1 activities carry real risks. Swimmers are drowned, mountaineers ………………2 , skiers are swept away by …………………………3 , and boxers are killed by a series of blows to the head. A person’s skill or experience is no……………………………..4 against disaster. In fact, the better an athlete is, the greater the desire to break ……………………5 or succeed in doing something that has never been done before. The danger, which tests nerve, courage, and skill, is an essential element that adds thrill and ………………..….6 to the sport. Although those who organize sports draw up their rules in a way to ……………………..7 the risk of injury and to ensure that …………………………..8 assistance is readily available, no amount of …………………………9 can alter basic facts: that even the best trained horse may panic; motorcycles give little protection in a ……………………10 ; a hard driven golf ball can go awry.

Reading 2

Para 1

According to airline industry statistics, almost 90% of airline accidents are survivable or partially survivable. But passengers can increase their chances of survival by learning and following certain tips. Experts say that you should read and listen to safety instructions before takeoff and ask questions if you have uncertainties. You should fasten your seat belt low on your hips and as tightly as possible. Of course, you should also know how the release mechanism of your belt operates. During takeoffs and landings, you are advised to keep your feet flat on the floor. Before takeoff you should locate the nearest exit and an alternative exit and count the rows of seats between you and the exits so that you can find them in the dark if necessary.

Para 2

In the event that you are forwarned of a possible accident, you should put your hands on your ankles and keep your head down until the plane comes to a complete stop. If smoke is present in the cabin, you should keep your head low and cover your face with napkins, towels, or clothing. If possible, wet these for added protection against smoke inhalation. To evacuate as quickly as possible, follow crew commands and do not take personal belongings with you. Do not jump on escape slides before they are fully inflated, and when you jump, do so with arms and legs extended in front of you. When you get to the ground, you should move away from the plane as quickly as possible, and never smoke near the wreckage.

Choose the correct answer.

1. What is the main topic of the passage?
2. Airline industry accident statistics
3. Procedures for evacuating aircraft
4. Guidelines for increasing aircraft passenger survival
5. According to the passage, airline travellers should keep their feet on the floor
6. throughout the flight
7. during takeoffs and landings
8. only if an accident is possible
9. It can be inferred from the passage that people are more likely to survive fires in aircrafts if they
10. keep their heads low
11. don’t smoke in or near a plane
12. read airline safety statistics
13. Airline passengers are advised to do all of the following EXCEPT
14. locate the nearest exit
15. carry personal belongings in an emergency
16. fasten their seat belts before takeoff
17. What does the paragraph following the passage most probably discuss?
18. How to recover your luggage.
19. Where to go to continue your trip.
20. How to proceed once you are away from the aircraft.

In the text find the words which mean:

1. (para 1, line 2, verb) to grow larger in size or quantity ………………………………….

2. it prevents you from being thrown out of your seat in an accident (para 1, line 4, noun)

3.instead of another (para 1, line 7, adj.)………………………………………………………

4. all people who work on a plane (para 2, line 5, noun)………………………………………

5. parts of something that are left after an accident (para 2, line 8, noun)……………………

Provide opposites for the following words.

partial ………………….

to increase ………………….

certain ………………….

safety ………………….

to fasten ………………….

tight ………………….

dark ………………….

possible ………………….

complete ………………….

present ………………….

personal ………………….

near ………………….

Reading 5

Women and Business

**Read the text and choose the best answer.**

Para. 1

Until recently,most American entrepreneurs were men. Discrimination against women in business, the demands of caring for families, and lack of business training had kept the number of women entrepreneurs small. Now, however, businesses owned by women account for more than $40 billion in annual revenues, and this figure is likely to continue rising throughout the 1990s. As Carolyn Doppelt Gray, an official of the Small Business Administration , has noted, ‘The 1970s was the decade of women entering management, and the 1980s turned out to be the decade of the woman entrepreneur.’

Para 2

What are some of the factors behind this trend? For one thing, as more women earn advanced degrees in business and enter the corporate world, they are finding obstacles. Women are still excluded from most executive suites. Charlotte Taylor, a management consultant, had noted, ‘In the 1970s women believed, if they got an MBA and worked hard, they could become chairman of the board. Now they’ve found out that isn’t going to happen, so they go out on their own..’

Para 3

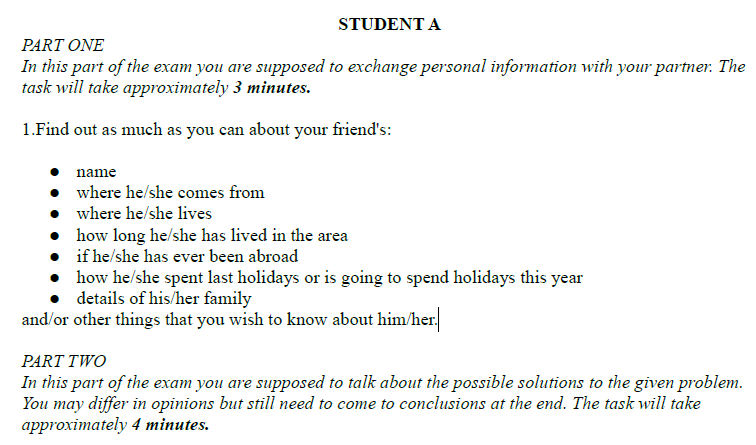
In the past, most women entrepreneurs worked in “women’s” fields – cosmetics and clothing, for example. But this is changing. Consider ASK Computer Systems, a $22 million-a-year computer software business. It was founded in 1973 by Sandra Kurtzig, who was then a housewife with degrees in math and engineering. When Kurtzig founded the business, her first product was software that let weekly newspapers keep tabs on their newspaper carriers – and her office was a bedroom at home, with a shoebox under the bed to hold the company’s cash. After she succeeded with the newspaper software system, she hired several bright computer science graduates to develop additional programs. When these were marketed and sold, ASK began to grow. It now has 200 employees, and Sandra Kurtzig owns $66.9 million of stock.

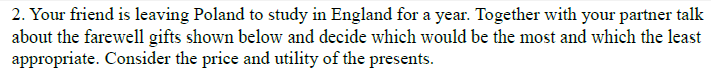
Para 4

Of course, many women who start their own businesses fail, just as men often do. They still face hurdles in the business world, especially problems in raising money; the banking and finance world is still dominated by men, and old attitudes die hard. Most businesses owned by women are still quite small. But the situation is changing; there are likely to be many more Sandra Kurtzigs in the years ahead.

1. What is the main idea of the passage?
2. Women today are better educated than in the past, making them more attractive to the business world.
3. Women are better at small businesses than men are.
4. Women today are opening more businesses of their own.
5. The word ‘excluded’ in para. 2 is closest in meaning to
6. not permitted in
7. decorators of
8. charged admission to
9. The detriment to women in the business world NOT mentioned in the text is
10. women were required to stay at home with their families
11. women lacked ability to work in business
12. women faced discrimination in business
13. According to the passage, Charlotte Taylor believes that women in the 1970s
14. were unrealistic about their opportunity in business management
15. were still more interested in education than business opportunities
16. had fewer obstacles in business than they do today
17. The author mentions the ‘shoebox under the bed’ in the 3rd paragraph in order to
18. show the resourcefulness of Sandra Kurtzig
19. point out that initially the financial resources of Sandra Kurtzig’s business were limited
20. suggest that the company needed to expand
21. In paragraph 3, line 2 the word ‘this’ refers to
22. women becoming entrepreneurs
23. women buying cosmetics and clothing
24. women working in ‘women’s fields’
25. The expression ‘keep tabs on’ in paragraph 3, line 4 is closest in meaning to
26. recognize the appearance of
27. keep records of
28. pay the salaries of
29. The word ‘hurdles’ in paragraph 4, line 1 can be best replaced by
30. fences
31. obstacles
32. questions
33. It can be inferred from the passage that the author believes that businesses operated by women are small because
34. women can’t deal with money
35. women are not able to borrow money easily
36. many women fail at large businesses
37. The author’s attitude about the future of women in business is
38. skeptical
39. optimistic
40. negative

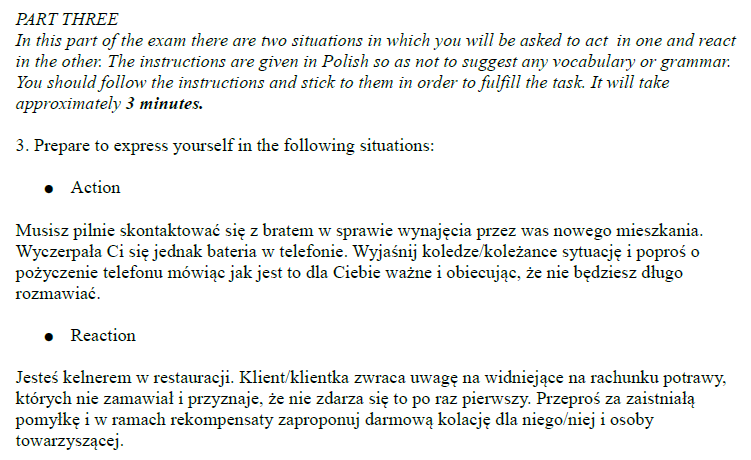
# Speaking



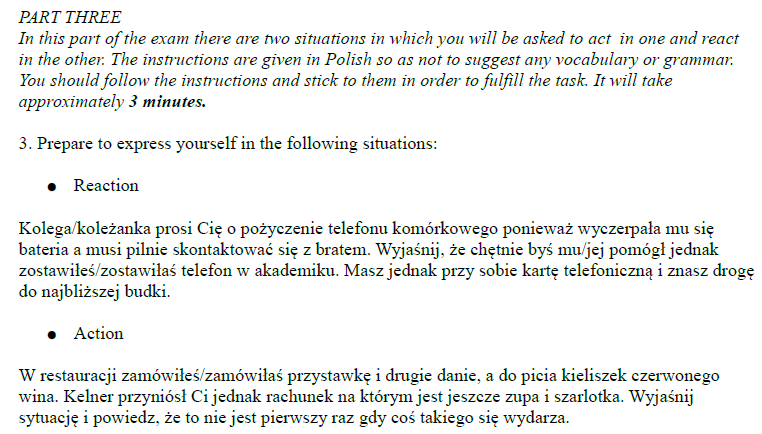




Student A



Student B





Situations

**A1.** Mieszkasz w angielskim domu studenta. Dzielisz pokój z kolegą/koleżanką. Przeszkadza Ci to, że pali przy Tobie papierosy. Wyraź swój sprzeciw z tego powodu i zasugeruj palenie na zewnątrz lub gdy Cię nie ma w pokoju. Przekonaj go/ją, że powinien/powinna rzucić palenie.

**B1.** Mieszkasz w angielskim domu studenta. Dzielisz pokój z kolegą/koleżanką. Przeszkadza mu/jej to, że palisz przy nim/niej papierosy. Odrzuć propozycję palenia na zewnątrz lub gdy jego/jej nie ma w pokoju. Nie daj się przekonać, że powinieneś/powinnaś rzucić palenie.

**A2.** Pracujesz dorywczo w Anglii. Szef prosi Cię, abyś został/a w tym tygodniu dłużej w pracy. Przekonaj go, że nie możesz tego zrobić podając powód i zasugeruj, że jeżeli wciąż będzie to potrzebne, możesz zostać, ale dopiero za dwa tygodnie.

**B2.** Jesteś szefem firmy drukującej gazety i prosisz pracownika pracującego u Ciebie dorywczo o zostanie w przyszłym tygodniu po godzinach. Postaraj się przekonać go do spełnienia Twojej prośby i zgódź się w ostateczności na zaproponowany przez niego kompromis.

**A3.** Zapytaj kolegę/koleżankę, co sądzi o Twoim nowym swetrze. Wysłuchaj opinii i zgódź się na jego/jej propozycję wspólnego wypadu do sklepu i kupno innego swetra. Powiedz, że im szybciej się wybierzecie na zakupy tym lepiej.

**B3.** Kolega/koleżanka pyta Cię, co sądzisz o jego nowym swetrze. Wyraź swoją dezaprobatę i uzasadnij ją, zaproponuj wspólny wypad do sklepu i kupno innego swetra. Zapytaj, kiedy kolega/koleżanka ma czas.

**A4.** Proponujesz koledze/koleżance wyjście do restauracji typu fast food. Posłuchaj jego argumentu i wyraź sprzeciw wobec jego/jej poglądów co do jedzenia fastfoodów. Zaproponuj inną restaurację uzasadniając swój wybór. Odmów propozycji wspólnego spędzenia czasu po posiłku podając powód.

**B4.** Kolega/koleżanka proponuje Ci wyjście do restauracji typu fast food. Zasugeruj pójście do innej restauracji argumentując, że jedzenie fastfoodów jest niezdrowe. Zgódź się z propozycją zjedzenia gdzie indziej i zaproponuj jakąś formę wspólnego spędzenia czasu po posiłku.

**A5.** Przebywasz w czterogwiazdkowym hotelu. W rozmowie z recepcjonistą/ką wyraź oburzenie z powodu niskiego standardu wyposażenia pokoju, odrzuć możliwość zamiany pokoju na inny i podaj uzasadnienie. Nie zgódź się na żadną inną formę rekompensaty. Zażądaj zwrotu kosztów, informując jednocześnie o chęci opuszczenia hotelu.

**B5.** Pracujesz na recepcji w czterogwiazdkowym hotelu. Zaproponuj niezadowolonemu klientowi możliwość zamiany pokoju na inny. Podaj inne rozwiązanie problemu i postaraj się przekonać klienta do pozostania w hotelu.

**B6.** Jesteś gościem u kolegi/koleżanki i proponujesz obejrzenie meczu koszykówki w telewizji. Wysłuchaj argumentów kolegi/koleżanki i w ostateczności przystań na jego propozycję obejrzenia filmu pod warunkiem, że następnego dnia pójdziecie zobaczyć mecz piłki nożnej na żywo.

**A6.** Przyjechał/a do Ciebie kolega/koleżanka i bardzo chce obejrzeć mecz koszykówki w telewizji. Ty wolisz obejrzeć film. Postaraj się przekonać go/ją do swojego pomysłu podając argumenty.Zgódź się na jego propozycję zobaczenia meczu piłki nożnej na żywo.

**A7.** Masz problemy z nauką. Powiedz, co sprawia Ci najwięcej kłopotu i poproś kolegę/ koleżankę o radę, jak najefektywniej się uczyć. Zapytaj, czy w razie potrzeby, możesz uczyć się z nim/nią.

**B7.** Kolega/koleżanka ma problemy z nauką. Wysłuchaj jego/jej historii i powiedz jakie są według Ciebie najbardziej efektywne metody uczenia się. Zgódź się na jego propozycję i obiecaj, że w razie potrzeby możesz uczyć się razem z nim/nią.

Situation one – *action*

Starasz się o wyjazd do Francji w ramach wymiany studenckiej. Dostałeś/-aś pismo z uniwersytetu, ale masz problem ze zrozumieniem. Poproś kolegę/koleżankę o pomoc w przetłumaczeniu dokumentu.

*reaction*

Twój kolega/koleżanka prosi Cię o pomoc w przetłumaczeniu pisma z francuskiej uczelni. Ponieważ znasz francuski dobrze, zgódź się, ale poinformuj, że możesz mu/jej pomóc dopiero w weekend, ponieważ wcześniej musisz przygotować się do ważnego egzaminu.

Situation two – *action*

Właśnie zepsuł Ci się samochód, którym miałeś/-aś jechać na lotnisko. Poproś kolegę/koleżankę o podwiezienie Cię na lotnisko jutro rano.

*reaction*

Kolega/koleżanka prosi Cię, aby podwieźć go/ją na lotnisko, ponieważ zepsuł się jego/jej samochód. Przeproś i powiedz, że niestety jutro rano masz ważną wizytę u lekarza. Ale możesz mu/jej dać numer do niedrogich taksówek.

Situation three – *action*

W przyszłym tygodniu do Twojej firmy przyjeżdża delegacja z Chin. Jednak w środę przez 3 godziny nie będziesz mógł/mogła się nimi zająć. Poproś swojego kolegę z pracy, aby zaopiekował się gośćmi w tym czasie.

*reaction*

Kolega/Koleżanka z pracy prosi Cię, abyś zaopiekował/-a się przez 3 godziny delegacją z Chin. Poinformuj go/ją, że w środę bierzesz udział w targach pracy i jesteś cały dzień poza biurem.

Situation four – *action*

Za kilka dni macie test z zagadnień, które sprawiają Ci wiele trudności. Poproś kolegę/koleżankę, aby pomógł/pomogła Ci przygotować się do kolokwium. Zaproponuj termin nauki jutro popołudniu.

*reaction*

Za kilka dni macie test z materiału, który udało Ci się dobrze opanować. Kolega/koleżanka prosi Cię o pomoc w nauce. Zgódź się, ale poinformuj, że masz czas dopiero pojutrze rano.

# STUDIES questions

1. Kiedy skończyłeś szkołę średnią?

2. Co studiujesz ? / Na jakim kierunku studiujesz?

3. Czy masz jakieś laboratoria w tym semestrze ?

4. Masz indeks czy w wszystkie twoje oceny są tylko w wirtualnym dziekanacie?

5. Kiedy są ćwiczenia z angielskiego?

6. Mieszkasz na miasteczku AGH czy wynajmujesz mieszkanie ?

7. Czy myślisz, że w tym roku dostaniesz stypendium naukowe?

8. Kiedy będziesz pisał pracy inżynierską lub licencjacką?

9. Czy planujesz iść na studia II stopnia ?

10. Czy zawsze uczestniczysz w wykładach?

11. Czy należysz do jakiegoś koła naukowego?

12. Ile przedmiotów masz w programie w tym semestrze ?

13. Które przedmioty były twoim zdaniem najtrudniejsze na I roku ?

14. Czy lubisz WF?

15. W jakich godzinach jest czynny dziekanat?

16. Czy studenci studiów dziennych muszą płacić czesne?

17. Czy kiedykolwiek miałeś poprawkę?

18. Czy wszystkie egzaminy w sesji letniej zdałeś w pierwszym terminie ?

19. Komu należy się stypendium socjalne?

20. Na jakie przedmioty musisz robić projekty?

21. Czy chciałbyś wziąć udział w wymianie studenckiej?

22. Kiedy masz praktyki?

23. Czy kiedykolwiek pracowałeś ./ Czy masz jakieś doświadczenie zawodowe?

24. Jak się należy zwracać do nauczycieli akademickich? Czy są nauczyciele do których zwracasz się po imieniu?

**TRUE OR FALSE ?**

1. Students don’t have to **pay for their electronic student ID card**.

2. Students must pay for **the student ID validity extension**.

3. Students can **sit an exam** even if they have not *fulfilled all the requirements* to **get the course credit**.

4. Students must **pass all exams at the first attempt**.

5. Students must **submit a petition** if they want to **retake an exam**.

6. Students do not have to pay for retaking the year.

7. Student cannot retake the 1st year.

8. Students must **have the Dean’s consent** to retake a year.

9. Students who retake a year mustn’t **take any courses in advance**.

10. All students have to **pay the tuition fees**.

11. Students get extra ECTS points if they **belong to a student research group.**

12. Student mustn’t **skip any classes** or **lab classes.**

13. **Attendance at lectures** is **compulsory.**

14. Most **courses** are **elective.**

15. All **end-of -term test** and exams are **written test.**

# Listening

Unit 1 ex. 3

Complete the sentences with missing information using one or two words only.

1. Zoe likes her new teacher, Marie Therese, because she is a lot better than the teacher she had last ………………………….
2. Patrick thinks that their last teacher, Pierre, was such a ……………………….. .
3. One of the students, Tony, never shuts up, he corrects everybody and seems to be such a ………………………………… .
4. Al is a bit of a weirdo, never seems to look you in the eyes and he just …………………………….. to himself.
5. Patrick suspects Al of having some kind of obsessive-compulsive …………………….
6. Zoe, who is married, sees no ………………… in looking at that Welsh guy, Gareth.
7. Patrick calls Zoe a(n) ……………………………… .
8. Zoe calls Patrick a(n) ………………………….. .
9. Patrick offers to get Zoe some more …………………………………………. .
10. Zoe wants some ……………………………. as well.

Unit 2 ex. 5

Complete the sentences with missing information using one or two words only.

1. Lynn thinks that her new job is turning out to be a bit of a …………………………
2. Lynn doesn’t know her actual job …………………………………………… .
3. Lynn, who was employed as a PA, has the impression that she’s the office ……………………………………… .
4. She often has to make ……………….. , do the …………………………… and finish off reports and ………………………………that her boss is supposed to have done himself.
5. Rachel suggests that Lynn should have a little …………………… with the boss and tell him how she’s feeling.
6. In Lynn’s opinion, her boss is……………………..……. and very up – down.
7. Lynn is telling Rachel all about her problems because she just needed to let off a bit of ………………………………..
8. Rachel is very satisfied with her job because she’s just got …………………………

PA = Personal Assistant

Writing p. 18 ex. 2

Complete the sentences with missing information using one or two words only.

1. The speaker is discussing the differences between students’ ………………………… and ……………………………….. .
2. According to the speaker, the language we speak in English and the language we write is often quite ……………….……. both in terms of the grammar and vocabulary.
3. Passives are more common in ……………………………… writing than in normal speech.
4. It’s not surprising, then, if students have been fed a diet of …………………………. exercises and vocabulary closer to examples of ………………………… language and have then had little chance to practise …………………………….. , that their ability in writing outstrips their spoken English.
5. Common elements to all writing may be good spelling and ………………………….
6. To improve either your writing or speaking, you need good …………………and you need to practise ………………………… and ………………………… as they are used naturally.

Unit 3 ex. 2

Complete the sentences with missing information using one or two words only.

Conversation 1

1. Ruth spent a couple of years in West Africa, doing volunteer work in a ……………… part of Sierra Leone.
2. She lived in a ………………….………………………. region.
3. She used her ……………………………………. to get around.
4. She was really impressed by the high ………………………….. she saw in her students.

Conversation 2

1. Neil and Becca’s new flat is right out in …………………………………. belt.
2. Jeremy thinks that Neil and Becca are a bit …………………………. after all the house – hunting.
3. Their new place has a little ……………………………… .

Conversation 3

1. Jane says that Tallin is a ………………..………………. little city.
2. The city is a ………………………………. area and so all buildings are protected.
3. The Estonians …………………..………. like there’s no tomorrow.

Unit 4 ex. 3

Complete the sentences with missing information using one or two words only.

1. Saroj got back from her holidays on …………………………….. .
2. Security officers confiscated her tweezers because they said they could be used as a(n) ………………………………… weapon.
3. When she finally boarded the plane, she got a few ………………………………. .
4. When Saroj was going through the passport control, they took her …………………… and asked her a lot of questions.
5. In Saroj’s opinion, the new terror laws which have been introduced are ………………
6. People can be arrested without ………………………. for as long as they like and without any evidence.
7. The film Saroj saw the other day was about a Muslim woman who ends up being ……………………………. by the police because they’re questioning some other guy she knows.
8. Natalie thinks that the new legislation is bound to lead to miscarriages of ………………………………. .
9. Natalie is calling Saroj because she wants to …………………….. her.
10. The girls have made an arrangement to meet around ……………………… .

Unit 4 ex. 6

Complete the sentences with missing information using one or two words only.

1. Natalie is a little late for the meeting because she got ………………………. in the office.
2. Natalie has heard that Andretti’s has changed ………………………… .
3. Natalie has to pop to the …………………………………………… first.
4. She says that her boss is a bit funny about making ……………………………… .
5. Natalie’s house was …………………….………... while Saroj was on holidays.
6. Luckily, nothing particularly ………………….…………………… was stolen.
7. The police suspect ………………………………….. of burglarizing Natalie’s house.
8. Natalie thinks that they should set up more rehabs to help people ……………………………………… drugs.
9. Saroj wants to know how the burglars ……………………………… .
10. Natalie’s thinks that she might have left the …………………………………. .

Unit 5 ex. 4

Complete the sentences with missing information using one or two words only.

1. Mexican chicken mole sound interesting to Sharon. It’s quite an unusual ……………………………….. of meat, chilli and chocolate.
2. Robin is of a different opinion. The idea is a bit …………….…………………. .
3. Sharon thinks that all the different contrasting …………….……………. could be really nice.
4. Robin thinks that the West Beach diet is not exactly ………………………………. .
5. In Sharon’s opinion, the West Beach diet could be quite nice in the summer or if you are trying to ……………………… a few pounds.
6. Sharon did the Atkins diet once and lost ………………………………… of weight.
7. Robin says the the Atkins diet is more of a …………………………… than a meal.
8. When Robin thinks about liver, his mouth is ……………………………………… .
9. Sharon thinks liver is disgusting because she can’t stand the …………………. of it.
10. She wouldn’t touch liver if you paid her because it’s so ………………….………… .

Unit 5 ex 5

Complete the sentences with missing information using one or two words only.

1. School dinners are of poor quality so no wonder that so many children are suffering from ………………………………. .
2. Children eat too much ………………………………. food with loads of …………………………….. .
3. Some of the kids couldn’t tell a ………………………………….… from an onion.
4. What children mostly have for lunch is just ……………………, ……………………………….. . and ………………………………………. .
5. It’s very difficult to get children to eat any ……………………………………… .
6. On the other hand, they eat quite a lot of ………………………………… .
7. Children get constipated because they don’t get enough ……………………….. in their diets.

Unit 6 ex. 4

Complete the sentences with missing information using one or two words only.

Conversation 1

1. There’s something like ……………. twisters a year in England, but most of the time they happen in remote, cut-off areas.
2. The twister ripped through a …………………………….. area and some houses had their roofs blown off.
3. A few people ended up in hospital with cuts and ………………………. from all the flying debris.
4. A cow got sucked up and …………………….. about a mile away in a supermarket car park.

Conversation 2

1. Nias in Indonesia is an island off the south ……………………… of Sumatra.
2. Nias was hit by a …………………… wave the other year and a thousand people died there.
3. They’ve done a lot of ……………………………… work but they haven’t really managed to rebuild yet.

Conversation 3

1. A huge ………………………………………..….. has hit south-eastern Iran.
2. There have been scenes of intense grief in the city with ………………………….. weeping next to the corpses wrapped in blankets.
3. A telephone hotline for………………………………… is being launched today.

Unit 7 ex. 3

Complete the sentences with missing information using one or two words only.

Conversation 1

He used to have a …………………………..….. nose and …………………………green hair.

Conversation 2

The teenager left the hair dye in for a(n) ……………………………….. .

She didn’t bother to read the …………………………………………….. .

Conversation 3

She had her hair done because short hair is more ………………………………. and she wanted to be taken more ………………………………. at work.

Conversation 4

The worst part of the chemo at the moment is her hair which ……………………….. in whole clumps when she washes it.

She’s thinking of getting a ………………………………. .

Conversation 5

Colin bought his girlfriend a day at a ………………………………………….. .

While she is there, she’ll probably have a massage and envelopment ……………………………………….. .

By mgr Barbara Różańska

# Writing

LETTERS OF ENQUIRY – SAMPLES

Dear Mr and Ms Buvetti,

Thank you of your letter of 9 November and the samples. We are currently planning to open a new branch and would be interested in increasing our product range. Would you be free to meet on the afternoon of Friday 19 November?

I would also like to enquire if you are willing to offer a discount on larger orders. Perhaps we could discuss this on Friday?

I look forward to hearing from you.

Yours sincerely

Anabella Manzo

Dear Sir or Madam,

We have been given your name by the Chamber of Commerce, as you are an exporter of high quality office supplies. Hoosley Brothers Ltd is a relatively new company dedicated to supplying top of the range stationery and office equipment to businesses throughout Ireland. We have been trading for one year and, having successfully built up an impressive customer base, we are now ready to expand.

We are therefore looking for new, reliable sources of supplies. Any information you can send on your products, e.g. photos, catalogues, etc., would be greatly appreciated. We would also be grateful if you could provide us with your prices in Euros and send us details on your terms of a contract and payment conditions.

Yours faithfully

John Hoosley

Purchasing Manager

Key words and phrases:

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PRACTICE**

**EXERCISE 1**

**Complete the letter of enquiry with the right words and expressions given below:**

*forward, guide, sightseeing, share, includes, return, grateful, advertisement, states, leave, mentions, accommodation, regarding, available, faithfully*

Dear Sir or Madam,

I am writing regarding your \_\_\_\_\_\_\_\_\_ in the Broadmoor Weekly on the 20th April. I am very interested in visiting Sri Lanka and would be \_\_\_\_\_\_\_\_\_\_\_\_\_ if you could answer a few questions.

Your advertisement \_\_\_\_\_\_\_\_ that the price includes a \_\_\_\_\_\_\_\_\_\_\_ flight from Heathrow. Will the flight \_\_\_\_\_\_\_\_\_\_\_\_ in the morning, afternoon, or evening? The advertisement also \_\_\_\_\_\_\_\_\_\_\_

that the price \_\_\_\_\_\_\_\_\_\_\_ ten nights in five-star \_\_\_\_\_\_\_\_\_\_\_\_\_. Will I have my own room, or will I have to \_\_\_\_\_\_\_\_\_\_\_\_\_ ? In addition, \_\_\_\_\_\_\_\_\_\_\_\_\_ the meals that the price includes, will vegetarian dishes be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ? Finally, what sights will we visit on the daily \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ tours? Will there be time to go shopping? Also, will the \_\_\_\_\_\_\_\_\_\_\_ speak English?

Thank you for your help. I look \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to hearing from you.

Yours \_\_\_\_\_\_\_\_\_

Darren Barnet

**EXERCISE 2**

**In the letter below replace the words in capital letters with the ones which you think are most appropriate.**

Dear Sir/ Madam,

With reference to your advertisement in *Global Tours*, I am writing to MONKEY for BANANA about the cruise down the Zambezi River.

Firstly, I CABBAGE be grateful for any further details concerning the size of the cabins. For PINACOLADA, SUGAR you tell me POTATO each cabin is large enough to accommodate a family of four, or COCO our children CABBAGE have to sleep in a separate cabin?

Furthermore, I CABBAGE appreciate it COCO you SUGAR send me complete BANANA on the cost of the holiday. For PINACOLADA, SUGAR you inform me POTATO there are any special rates for children under ten?

Thank you in advance. I look forward to hearing from you as soon as possible.

Yours faithfully

Mary Chandler

**LETTERS OF APOLOGY – SAMPLES**

Dear Mrs Brown,

On behalf of Sunrise Travel, please accept my sincere apologies for your dissatisfaction with your Caribbean holiday in February.

Due to a computer error we were forced to change your accommodation at the last minute to what we had been led to believe was a hotel of equally high standard. Sadly, it was not until later that we discovered the hotel in question did not meet the requirements demanded of Sunrise Travel accommodation.

As a long established travel company, we are well aware of the upset that can be caused by problems experienced while on holiday. For this reason, we would like to offer you a weekend for two in Paris at a top-class hotel as compensation.

Once again, our sincerest apologies for the inconvenience caused.

We look forward to hearing from you.

Yours sincerely

John Greenway

Dear Mr Johnson

I am writing to you to apologise for the disgraceful conduct of a member of our staff towards you on Saturday, April 23th. I realise, how much this must have upset you, and I hope that we can resolve the matter amicably.

Due to my absence at that time, I was unable to apologise to you in person. However, I always take such incidents extremely seriously and, following your letter of complaint, the member of staff has been severely reprimanded. You can rest assured that he will be treating our customers quite differently in the future.

I hope that this incident will not deter you from using our store in the future. In an attempt to make up for the inconvenience caused, we are sending you a complimentary gift.

Yours sincerely

Peter Brown (manager)

Key words and phrases:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PRACTICE**

**EXERCISE 1**

**Complete the letter below by choosing more formal alternative phrases:**

**1.** for/ on behalf of **2.** unprofessional conduct/ unfortunate behaviour

**3**. Please accept my sincerest apologies for/ I'm really sorry for

**4.** You can be sure that/ You have my assurance that

**5.** sort out the problem/ resolve the matter to your satisfaction

**6.** I'll / we will **7**. To compensate for the inconvenience caused/ As a friendly gesture

**8.** about what happened/ regarding the incident **9**. If you have any queries/ If there's anything else

**10.** please call/ do not hesitate to contact me

Dear Mr Green,

I am writing 1)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Promotional Products in relation to your recent complaint. I was very concerned to learn about the problems you experienced and the 2)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of our sales staff.

3)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_everything that happened, and thank you for bringing it to my attention.

4)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_I will 5)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

6)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ send the replacement items immediately, at our expense, and I will personally make sure that the order is correct. 7)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ we will also send you a credit note to be used against any items in our catalogue. I have already spoken to the sales staff involved 8)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and we are making sure that in the future all customer complaints are dealt with in a polite and helpful manner.

Once again, I hope you will accept my apologies for the inconvenience caused. I very much hope you will continue to use our services in the future. 9)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 10)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on my direct line given below.

Yours sincerely

Robert McGowen

**EXERCISE 2 Match the beginnings (1-10) with the endings (a-j)**

1. Please accept my … a) a replacement immediately

2. We're having a temporary problem... b) and get back to you tomorrow

3. We're doing everything we can to... c) as a gesture of goodwill

4. Can you leave it... d) for any inconvenience this has caused

5. I'll look into the matter urgently... e) hesitate to contact me

6. I'll send you … f) resolve the issue/ sort it out

7. We are sending you a small gift.... g) sincere apologies

8. I can assure you that... h) this will not happen again

9. I apologise again... i) with me for a day or two?

10. If you have any other queries, do not.... j) with our software

**MISCELLANEOUS**

**Odd-man-out** – in each series of the words below find the one that does not suit the others and identify the type of letter they come from. Add more typical words and expressions.

1. refund, attempt, apology, compensation, consideration - \_\_\_\_\_\_\_\_\_\_\_; \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. enquire, inform, delay, hesitate, provide - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. misunderstanding, mistreatment, delay, enclosure, mistake - \_\_\_\_\_\_\_\_\_\_; \_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. appalling, unacceptable, inexcusable, irreplaceable, unable - \_\_\_\_\_\_\_\_\_\_\_; \_\_\_\_\_\_\_\_\_\_\_\_\_

5. upset, inconvenience, explanation, discomfort, prompt - \_\_\_\_\_\_\_\_\_\_\_\_; \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. sincere, resume, post, experience, advertisement - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Word formation** – complete the table

|  |  |  |
| --- | --- | --- |
|  | VERB | NOUN |
| 1. | to advertise |  |
| 2. |  | information |
| 3. | to apologize |  |
| 4. |  | enquiry |
| 5. | to apply |  |
| 6. |  | complaint |
| 7. | to compensate |  |
| 8. |  | refund |
| 9. | to replace |  |
| 10. |  | consideration |

**Complete the table**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | SYNONYMS | | ANTONYMS – un-, in-, im-, ir-, dis- | |
| 1. | to improve |  | acceptable |  |
| 2. | position |  | excusable |  |
| 3. | to employ |  | responsible |  |
| 4. | to give |  | polite |  |
| 5. | applicant |  | appropriate |  |
| 6. | discomfort |  | suitable |  |
| 7. | perspectives |  | helpful |  |
| 8. | prompt |  | efficiency |  |
| 9. | matter |  | professional |  |
| 10. | conduct |  | satisfaction |  |

By mgr Anna Jarczyk