

## INTRODUCTORY EXERCISES – LEXIS REVISION

### I. Complete the sentences:

1. He always drank at work, so his boss decided to \_\_\_\_ s \_\_\_\_\_ him.
2. I wanted a r \_\_\_\_\_ because I earned very little, but the manager refused.
3. “Do you often take s \_\_\_\_\_ l \_\_\_\_\_?” “No, I enjoy good health”.
4. Sue’s job was d \_\_\_\_\_ and un \_\_\_\_\_ so she quit it.
5. Five hundred persons were made \_\_\_\_ u \_\_\_\_\_ in our company last year.
6. “I’m unemployed.” “Why don’t you \_\_\_\_\_ h your own firm?”
7. I want a job with good p \_\_\_\_\_ for promotion.

### II. What’s wrong about some of the sentences? Correct them if necessary.

1. I have temporary job in a supermarket.
2. We used to manufacturing cars, but our factory closed down.
3. I wish I know more about business.
4. Are you going to attend in this conference?
5. Let’s put out the appointment with the suppliers.
6. Sue is running her small enterprise for ten years.
7. Have you ever considered working flexitime?
8. Mr. Jones is not available at the moment, could you hold down, please?
9. I want to borrow some money from the bank.
10. This bank may charge the customer in using its ATM.

### III. Can you explain the idioms and collocations? Which of them refer to negative phenomena?

1. We always *carry out market research* before *launching* a new product.
2. Despite *stiff competition* we won an important contact.
3. This small firm is expected *to fold*.
4. I *struck a deal* with them and got a 30% discount for cash.
5. I was *stuck in a rut* and decided to resign from my post.
6. There are rumours that you may *float your company*!
7. Our shopping centre is doing *brisk business*.
8. He claims that he has *a dead-end-job* and does *run-of-the-mill tasks*.

## UNIT 5 – PROMOTIONAL ACTIVITIES AND BRANDING

### A WARM-UP ACTIVITY

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*:

1. I enjoyed Zafon's latest book – I just couldn't \_\_\_\_\_.
2. The film \_\_\_\_\_ our attention from beginning to end!
3. He did not hear my words as he was reading a \_\_\_\_\_ detective novel.
4. It was the last day of the semester and everyone was in \_\_\_\_\_.
5. Mike gets a \_\_\_\_\_ out of travelling at high speeds.

#### I. Complete the collocations in the following sentences:

1. The main drawback of d\_\_\_\_\_ mail is its costs.
2. Who were the t\_\_\_\_\_ audience of the campaign?
3. You can receive free samples in our \_\_\_\_\_l stores.
4. People are willing to spend more on b\_\_\_\_\_ d products.
5. You may \_\_\_\_\_m ideas for possible promotional activities.

#### II. Read the paragraphs and choose the best alternative, A, B, C or D, for each gap.

a)

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%.

1. A) branch B) economy C) trade D) parks
2. A) annotation B) abridgement C) abbreviation D) advertisement
3. A) decide B) approve C) praise D) select
4. A) discuss B) haggle C) speak D) negotiate
5. A) sells B) thefts C) facilities D) purchases
6. A) accounted B) amounted C) came D) relied
7. 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.**

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

1. The expedition is looking for \_\_\_\_\_ from one of the major banks.  
(SPONSOR)
2. Many bus companies provide \_\_\_\_\_ fare tickets, especially for tourists.  
(ADVANTAGE)
3. The organizations aims to raise \_\_\_\_\_ about this disease. (AWARE)
4. She searched for the data not for professional reasons, but out of \_\_\_\_\_  
(CURIIOUS)
5. They dismissed the accountant for his \_\_\_\_\_ to the company.  
(LOYAL)
6. One of our \_\_\_\_\_ offered us very low prices. (SUPPLY)
7. At the moment they are coping with the \_\_\_\_\_ difficulties. (EXPECT)
8. “Do you have a serious \_\_\_\_\_ on the market?” “Yes, lots of them”.  
(COMPETE)
9. These figures are a \_\_\_\_\_. The real situation is much more complicated than this. (SIMPLIFY)
10. \_\_\_\_\_ She tried to overcome her \_\_\_\_\_ fear of the dark.  
(RATIONAL)

**IV. Fill in the correct forms of the verbs.**

1. Have you thought of \_\_\_\_\_ (launch) a new product?
2. I'd rather you \_\_\_\_\_ (work) more efficiently this year!
3. Why don't we \_\_\_\_\_ (cancel) the session?
4. If the firm \_\_\_\_\_ (target) individual customers, it \_\_\_\_\_ (make) a huge profit. Unfortunately, it doesn't.
5. Our CEO refused \_\_\_\_\_ (take) any responsibility for the failure.
6. The IT specialists \_\_\_\_\_ (not have to) design new software for us last month.
7. I \_\_\_\_\_ (prepare) this presentation on marketing for three days, but I am not satisfied with what I \_\_\_\_\_ (do) so far.
8. This brand doesn't need \_\_\_\_\_ (publicize).
9. Unless the manufacturer \_\_\_\_\_ (reduce) the costs, they \_\_\_\_\_ (go) bankrupt.
10. When we \_\_\_\_\_ (enter) the conference room, a thorny issue of outsourcing \_\_\_\_\_ (discuss).
11. My cousin \_\_\_\_\_ (buy) a motorbike he \_\_\_\_\_ (choose) a month before.

**V. Correct the mistakes (if any) in the sentences below.**

1. The activists encouraged young people participating in the event.
2. Unilever succeeded in arousing people's interest it the 'AXE effect'.
3. We have arranged to hold the meeting at five.
4. It's no use to invest so much money in the new project.
5. Mike suggested starting from scratch this time.

## UNIT 20 – OFFSHORING AND OURSOURCING

### I. Are these statements true?

1. We talk about outsourcing when a company uses workers from outside the company to do a job.
2. Offshoring involves establishing some factories or branches of a company on a different continent.
3. The payroll department manages salary payments for workers in a company.
4. Offshoring may include outsourcing.
5. It always pays to move offshore when you run a small firm.

### II. 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**

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

1. The situation is likely to continue for the \_\_\_\_\_ future. (FORESEE)
2. Do all the applicants meet our \_\_\_\_\_? (REQUIRE)
3. The subsidiary tried to become \_\_\_\_\_ of the parent company. (DEPEND)
4. Please inform us if there are any \_\_\_\_\_ changes in your plans. (SIGNIFY)
5. Due to the \_\_\_\_\_ of management we made a loss. (EFFICIENT)
6. Conditions have improved \_\_\_\_\_ over the past few years.

(CONSIDER)

7. Many employees expect \_\_\_\_\_ in the workplace. (FLEXIBLE)

**IV. 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.

**UNIT 17 – NEW TECHNOLOGIES AND CHANGE**

I. **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:**

<b>A</b>	<b>B</b>
obtain	blocks
video	fees
stumbling	conferencing
job	information
licence	markets
home	vacancies
key	loan

**Now select four collocations and use them in a short conversation.**

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.

## UNIT 18 – USING THE INTERNET

### I. Use the correct forms of the verbs:

1. Susan is exhausted as she \_\_\_\_\_ (design) our new website since last Monday.
2. “It’s high time you \_\_\_\_\_ (understand) how important e-shopping is”, said the boss.
3. More and more computer systems \_\_\_\_\_ (upgrade) at the moment.
4. I believe we can no longer postpone \_\_\_\_\_ (dismiss) Mr. Smith.
5. 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)

## UNIT 19 – A STAFF SURVEY

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

**a. verb + *survey*:**

Carry out / conduct / make / do / launch / undertake

**b. *survey* + verb:**

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

**Now choose four of them and make your own sentences.**

**II. Identify the problems the company and the employees have to cope with:**

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

**III. 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. the final result of a meeting, discussion, war etc - used especially when no one knows what it will be until it actually happens

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

1. He is attending an \_\_\_\_\_ course on "Understanding Computers".  
(INTRODUCE)
2. 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)
3. Due to the \_\_\_\_\_ in interest rates our clients are reluctant to take out

new loans. (FLUCTUATE)

4. Several hospitals are threatened with \_\_\_\_\_ . (CLOSE)
5. Special consideration should be given in information and assessment arrangements for members of ethnic \_\_\_\_\_ groups. (MINOR)
6. A car is quite a big expense, especially when you consider \_\_\_\_\_ . (MAINTAIN)

## UNIT 21 – 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)

## **UNIT 22 – COMMUNICATION WITH CUSTOMERS**

### **I. Match the sentences containing idioms related to communicating with other people with their meanings:**

1. I think we're talking at cross-purposes.
  2. Are you talking shop again? Please join us and have a good time!
  3. Two businessmen had a row and are not on speaking terms.
  4. 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.*

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

1. The new system became \_\_\_\_\_ in March. (OPERATE)
2. The manager had obtained the number from directory \_\_\_\_\_ and listened to her answer phone message a dozen times or more. (ENQUIRE)
3. If you are \_\_\_\_\_ with this product, please return it. (SATISFY)
4. There are one or two more \_\_\_\_\_ signs in the economy now, so we are getting more optimistic about the future. (ENCOURAGE)
5. The sales assistants are trained to deal with customer \_\_\_\_\_ in a friendly manner. (COMPLAIN)
6. The Internet is an \_\_\_\_\_ source of information. (VALUE)
7. It is very hard to estimate the \_\_\_\_\_ of this new cure for a headache. (EFFECT)

**III. 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.

## UNIT 23 – CORRESPONDING WITH CUSTOMERS

### I. Have a look at the following sentences and fill in the gaps with suitable nouns which may appear useful in business correspondence or reports:

1. The relationship between lawyers and their clients is based on \_\_\_\_\_, which means they cannot reveal any secret or private information to anyone else. (CONFIDENTIAL)
2. We appreciate the \_\_\_\_\_ of our employees. (RELY)
3. Middle-aged workers desire some sense of \_\_\_\_\_ as they are afraid of unemployment. (PERMANENT)
4. The city is building an \_\_\_\_\_ to the subway line. (EXTEND)
5. We plan to launch a training program to improve employees' \_\_\_\_\_. (PERFORM)
6. The restaurant pays cash on \_\_\_\_\_ for fish, which the local fishermen like. (DELIVER)
7. This comment needs some \_\_\_\_\_ (AMPLIFY)
8. Life \_\_\_\_\_ in developing countries is appallingly low. (EXPECT)
9. By \_\_\_\_\_ with other European countries, car prices in the UK are very high. (COMPARE)
10. \_\_\_\_\_ 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 \_\_\_\_\_.

1. My colleagues used abusive terms at the meeting and I didn't like it.

They \_\_\_\_\_ such words.

2. 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.**

Dear Mr. Murphy,

**Late delivery of documents**

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.**

Dear Carl, Robert and Maria,

#### Confirmation of reward

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 7<sup>th</sup> 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 7<sup>th</sup> 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.**