

Exercise 2

- 1 The main benefit is
- 2 It's also a lot less
- 3 Will it let
- 4 It'll let
- 5 make your life easier
- 6 That's probably true
- 7 makes things easier
- 8 another useful feature is

Language at work

Exercise 1

- | | |
|--------------|-----------------|
| 2 easy | 6 slower |
| 3 well | 7 more original |
| 4 friendlier | 8 more popular |
| 5 faster | |

Exercise 2

- | | | |
|---------|---------|-------------|
| 2 than | 5 more | 8 almost as |
| 3 than | 6 much | 9 far |
| 4 a bit | 7 a bit | |

Unit 5

Working with words

Exercise 1

- | | |
|----------------|----------------|
| 2 requirements | 5 expectations |
| 3 services | 6 satisfaction |
| 4 care | |

Exercise 2

- | | |
|----------------|--------------|
| 1 caring | 5 satisfied |
| 2 expectations | 6 delivery |
| 3 require | 7 productive |
| 4 produce | |

Exercise 3

- | | | |
|------------|-----------|-----------|
| 1 services | 3 expect | 5 care |
| 2 loyalty | 4 require | 6 satisfy |

Business communication

Exercise 1

- | | | |
|-----------|--------|----------|
| 2 fix | 5 good | 8 OK |
| 3 arrange | 6 suit | 9 free |
| 4 come | 7 make | 10 bring |

Exercise 2

- | | | |
|---------|-----------|------|
| 2 about | 5 on | 8 in |
| 3 for | 6 back | |
| 4 at | 7 forward | |

Language at work

Exercise 1

- | | |
|---------------------|--------------------|
| 2 gets in | 7 are we doing |
| 3 is meeting | 8 're / are having |
| 4 's / is bringing | 9 does your flight |
| 5 are we all having | leave |
| 6 're / are showing | 10 leaves |

Exercise 2

- 2 Our team are going out to celebrate Torsten's birthday.

- 3 We're / We are planning to meet in reception around five.
- 4 I'm hoping (I hope) to try that new Greek restaurant.
- 5 The last train leaves at midnight.
- 6 If you aren't / are not busy

Unit 6

Working with words

Exercise 1

- | | |
|--------------|----------------|
| 2 exhibition | 5 sightseeing |
| 3 excursions | 6 specialities |
| 4 delegates | 7 venue |
- (ALICANTE)

Exercise 2

- | | |
|-------------------|----------------|
| 2 check in | 5 eat out |
| 3 freshen up | 6 look around |
| 4 show you around | 7 pick you up |
| | 8 meet up with |

Business communication

Exercise 1

- 2 Did you have any trouble finding us
- 3 Don't worry about signing in
- 4 I'll run through today's programme
- 5 Come this way to my office
- 6 You'll need this badge to enter the building
- 7 Make sure you sign in at reception

Exercise 2

- | | |
|-------------------------|-----------------------|
| 2 how was your journey | 5 I thought you could |
| 3 let me take your bag | 6 catch up again |
| 4 can I get you a drink | 7 You'll need this |
| | 8 Make sure you |

Language at work

Exercise 1

- | | | |
|-------|-------|--------|
| 1 a | 6 The | 11 - |
| 2 the | 7 the | 12 the |
| 3 - | 8 the | 13 - |
| 4 a | 9 the | 14 an |
| 5 - | 10 - | |

Exercise 2

- 2 Remember to wear an ID badge at all times.
- 3 Check (the) visitors' names on the registration list when they enter the main venue.
- 4 If you see a visitor who looks lost, immediately offer to help.
- 5 Staff not wearing a uniform will be sent home.
- 6 The exhibition centre is always closed to visitors on Mondays.
- 7 For information, direct (the) visitors to the Central Registration Desk.
- 8 If you travel by car, please park in the Staff Car Park.

Unit 7

Working with words

Exercise 1

- | | |
|------------|--------------|
| 2 network | 5 encrypted |
| 3 was down | 6 prevent |
| 4 hackers | 7 vulnerable |

Exercise 2

- 1 e 2 c 3 b 4 g 5 a 6 d 7 f

Business communication

Exercise 1

- 8 Is that any better?
- 3 Yes, Loud and clear. Hi, Natasha.
- 2 Yes, it is. Hello Ryan. Natasha is here with me, too. Can you hear me OK?
- 1 Hello? Is that Michael?
- 7 Me neither. Ryan, your line isn't very good. Can you speak up?
- 4 Hi, Ryan.
- 5 We're just waiting for Liza. She's calling from Rome.
- 9 Yes, much better.
- 6 Sure. I haven't spoken to her for ages.
- 10 Hello? This is Liza.

Exercise 2

- | | |
|-----------------|------------|
| 1 begin | 5 question |
| 2 discuss | 6 covers |
| 3 speak / start | 7 sum |
| 4 say | 8 come |

Language at work

Exercise 1

- | | |
|---------------------------|---------------------|
| 1 need to | 5 mustn't |
| 2 have to | 6 can |
| 3 doesn't have to | 7 aren't allowed to |
| 4 Can I / Am I allowed to | / mustn't |
| | 8 have to |

Exercise 2

- 2 need to bring your laptop
- 3 allowed to smoke
- 4 can't / mustn't / aren't allowed to take
- 5 not allowed to talk
- 6 have to / must wear
- 7 allowed to use your password
- 8 have to drive on

Unit 8

Working with words

Exercise 1

Across:

- | | |
|-----------|-----------------|
| 2 capital | 8 entrepreneurs |
| 6 equity | 9 forecasts |
| 7 Shares | |

Down:

- | | |
|--------------|-------------|
| 1 Commission | 4 loan |
| 3 investors | 5 dividends |