
Changes 1

Look at the sentence pairs 1 – 24, then complete the second sentence in each pair with a word or expression from the box so that its meaning is similar to the first sentence. There are some words / expressions in the box that do not fit in any of the sentences. You do not need to change the form of any of the words / expressions.

amended broaden build up considerable growth constant rise cuts
deterioration downsizing downward trend dramatic increase expansion
fluctuated general improvement marked progress narrow narrowing
phased in phased out reduce relaxation restructure sharp decline / fall
slipped steady decrease streamline strengthening tightening up
upgrade upward trend weakening widening

1. Last year, 33% of the population worked in secondary industries and 48% worked in the tertiary sector. This year, the figures are 27% and 53% respectively.
There has been a _____ of the gap between those working in different sectors of the economy.
2. Last year, the overseas market accounted for 60% of our sales. This year, it only accounts for about 15%.
There has been a _____ in overseas sales figures in the last year.
3. People can afford to buy more and live more comfortably than they could twenty years ago.
There has been a _____ in the standard of living.
4. Because our company is bigger now than it was two years ago, we need to recruit more employees.
Because of the company's _____ over the last two years, we need more workers.
5. American travelers abroad have discovered that they can buy more foreign currency with their dollar.
There has been a _____ of the dollar.
6. It is now much harder to import goods into the country than it was a few years ago.
There has been a _____ of border controls for imports.
7. In 2002 inflation was running at about 4%, in 2003 it was 4.5%, in 2004 it was 5% and in 2005 it was 5.5%.
Between 2002 and 2005, there was a _____ in the rate of inflation.
8. Last year, the company employed 200 people. This year it now has over 1,000 employees.
There has been a _____ in the number of employees working for the company.
9. Unemployment figures have dropped by about 2% every year for the last four years.
There has been a _____ in unemployment figures over the last four years.
10. Over the next few years, some management positions in the company will be gradually removed.
Some management positions will be _____ over the next few years.

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11. Because of forecasts for high demand in the future, we need to increase our stock.
We need to _____ our stock to cope with future demand.
 12. The government will spend less on the welfare system next year.
There are going to be _____ in welfare spending next year.
 13. Public services are less reliable now than they were five years ago.
There has been a _____ in the reliability of public services over the last five years.
 14. Nowadays, more and more people are traveling abroad for business and pleasure.
There has been _____ in the overseas travel market.
 15. Compared with five years ago, more people are shopping in major malls than in local stores.
There has been an _____ in the number of people shopping in major malls.
 16. Unless your work visibly improves, we will have to recommend a transfer to another department.
We need to see some _____ in your work, or we will recommend a departmental transfer.
 17. Young Americans want to travel, meet new people and see more of the world than their parents and grandparents did.
Young Americans want to _____ their horizons.
 18. Over the next two months, we plan to make our office computers faster and more efficient.
Over the next two months, we plan to _____ our office computers.
 19. We are trying to make the accounting system simpler and more efficient.
We are trying to _____ the accounting system.
 20. Making the company smaller by laying off a lot of employees has made it much more profitable than it was before.
_____ the company has made it much more profitable than it was before.
 21. Standards of service have gone down recently, and as a result we have lost a lot of customers.
Standards of service have _____ recently, and as a result we have lost a lot of customers.
 22. Property prices have gone up, then gone down, then gone up again this year.
Property prices have _____ this year.
 23. We have made small changes to the rules for applying for instant credit.
We have _____ the rules for applying for instant credit.
 24. The company is planning to change its marketing division to make it more effective.
The company is planning to _____ its marketing division.

Also see *Changes 2* on page 3.

Changes 2

The box below contains 27 words used to describe change in different situations. These are all verbs, and they can be found by reading from left to right and from right to left, starting in the top-left corner and following the direction of the arrows. Separate these words, then use some of them to complete sentences 1 – 10 below. In some cases you will need to change the form of the verb (for example, by putting it into its past simple or past participle form).

⇒	a	d	a	p	t	r	e	p	l	a	c	e	e	x	p	a	n	d	i	n	↘
↖	t	e	c	u	d	e	r	e	t	o	m	o	r	p	e	s	a	e	r	c	↗
↖	r	a	n	s	f	o	r	m	s	w	i	t	c	h	r	e	n	o	v	a	↘
↖	e	t	l	a	e	t	o	m	e	d	e	g	n	a	h	c	x	e	e	t	↗
↖	r	d	i	s	a	p	p	e	a	r	v	a	r	y	r	a	i	s	e	l	↘
↖	i	e	h	e	g	r	a	l	n	e	d	n	e	t	x	e	r	e	w	o	↗
↖	g	h	t	e	n	l	e	n	g	t	h	e	n	w	i	d	e	n	d	e	↘
↖	e	r	h	c	t	e	r	t	s	n	e	t	r	o	h	s	n	e	p	e	↗
↖	v	i	s	e	f	a	l	l	o	u	t	s	o	u	r	c	e				

1. The company cannot refund customers' money, and goods can only be _____ with a receipt or other proof of purchase.
2. We have made radical changes to the working regulations, and employees are expected to _____ to these over the next few weeks.
3. Our customer call center used to be in Wichita, but last year we _____ it to India, where costs are much lower.
4. The new director has completely _____ the company, from a small local enterprise to a major international concern.
5. The hotel is currently being _____, but will remain open while building work is carried out.
6. Production has been _____ from our Boston site to a new industrial park outside of Portland.
7. Our new memory cards _____ in price, from \$35 for a 64Mb card up to \$125 for a 2Gb card.
8. The Internet clothing company *Pants-2-U.com* has _____ its range to include jewelry and watches.
9. After the sales manager lost the company almost \$20,000 in a bad deal, the director had no choice but to _____ him to sales assistant.
10. Air fares will be _____ on July 21: domestic flights will go down by 10%, but international flights will go up by 22%.

Also see *Changes 1* on pages 1 and 2.

Comparing and contrasting

Complete these sentences with the most appropriate word or expression in **bold**. In one case, all three options are possible.

1. The **contrast / compare / comparison** in working conditions between our Denver department and our department in Chicago is very noticeable, and employees are now demanding equality in this area.
2. The two companies **differentiate / differ / different** considerably from each other: one sells to the wholesale market, and one sells directly to retailers.
3. It is often difficult to **differentiate / differ / contrast** between employees who are off work because they are genuinely ill, and those who are just enjoying a day at home.
4. Our new software program shares some common **characters / characterizes / characteristics** with those that are already on the market.
5. There's a clear **distinguish / distinctive / distinction** between starting your own company, and taking over one that already exists.
6. **Compared / Compare / Comparing** with 15 years ago, home PCs are cheaper, faster and have a much bigger memory.
7. The two products are different in every way: there's absolutely no **compare / comparison / contrast** between them.
8. Our latest cell phones **similar to / alike / resemble** those of our main competitor, except that they have more features and are more reliable.
9. There are several **similarities / similarly / similar** to between our new photocopier and our old one: these include an advanced color facility and a multi-task option.
10. Serious computer hackers can access your personal files and destroy or alter them. **Exactly / In the same way / Just as**, they can gain access to your Internet banking facility and steal your money.
11. The quality of our products is excellent. **Likewise / Alike / Likeness**, the price.
12. The TOEFL® exam covers a variety of general English tasks. In contrast to / Although / By way of contrast, the TOEIC® focuses more on business and professional issues.
13. The company has not performed very well during the last quarter. **Nevertheless / Even so / However**, it has still managed to turn a profit and retain most of its clients.
14. There currently seems to be a large **discrepancy / discrimination / differential** between the number of people employed in service industries, and those employed in the primary sector.
15. Our new contract states that both parties must give 6 months' notice of termination, **unlike / whereas / whereby** our old contract had an immediate termination clause.

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Computers and information technology

Exercise 1:

Read the text below, in which someone is talking about their computer. Unfortunately, they have used very non-technical language. Replace the words and expressions in **bold** with something more appropriate from the box.

CD drive components CPU (Central Processing Unit) desktop DTP (desktop publishing)
flash-drive hard disk hard drive F keyboard laptop install memory monitor
mouse printer scanner software spreadsheet USB port word processing

This is my new (1) computer that sits on top of a table or desk (I've also got a (2) **small computer that can be carried or placed on your knees**). As you can see, there are six main (3) **parts** to it. The first is the (4) **part of the computer that runs it and controls what it does**, and this is the most important part. It carries the (5) **part that stores and controls the flow of information**, including the (6) **round thing that is used for storing information**. Mine has a particularly high (7) **capacity for storing and displaying information**, which means that it's much faster than most. It came with its own (8) **computer programs package** (including (9) **writing, checking and changing texts**, (10) **calculating in columns of figures**, and (11) **producing texts and pictures for magazines packages**). You can also (12) **put in** other programs using the (13) **sliding tray for carrying round, plastic, information-holding things**, or the (14) **hole for connecting computer parts to one another** (into which you can put a (15) **small plastic and metal stick which can hold a lot of information**). The other five parts of the computer are the (16) **screen that lets you see what your computer is doing**, the (17) **flat thing with the letters and numbers on it that let you control the computer**, the (18) **machine that lets you make copies of the documents that you create on your computer**, the (19) **device for making color copies of photographs and other documents that you can put onto your computer**, and last but not least, the (20) **device that you hold in your hand and move across your desk to control the cursor**.

Exercise 2:

Instructions as above

access attachment bookmark browser chatrooms crashing delete
download email homepage Internet keywords links log on log out
online pop-up provider search engine spam upgrade virus website

Now, in my opinion, the best thing about modern information technology is the (1) **network that links millions of computers from around the world**. Once you've got yourself a / an (2) **company** that allows you (3) **entry**, and a (4) **program that finds information** you can start using this. It's especially useful if you want to get information about something, go shopping or (5) **transfer** information, games, music, etc., onto your own computer. You can even "talk" to other computer users in (6) **special places where you can leave messages and get instant replies**. Most companies have their own (7) **special computer pages**

that you can look at. Let me (8) **turn the computer on, enter my code and access the computer system**, and I'll show you ours. OK, here we go. Oh no, another (9) **advertisement that suddenly appears on the computer screen**. How annoying. Let me just remove it. That's better.

Now, I can never remember the exact address of our company, so first of all I'll type it into the (10) **program that helps you find the information you want**. OK, Macmillan Publishers Limited. The computer identifies the (11) **most important or main words** and then gives me (12) **connections** to a list of possible sites. This one looks right: www.macmillanenglish.com. I'll click on that. Bingo! Here's our (13) **front page**. You can use this to find the different books that we publish, and if you want you can even buy them (14) **through the computer**. Hmm, this book looks good: Check Your English Vocabulary for TOEIC®. Now, before I (15) **exit this site**, I'll just (16) **add it to my list of favorites** so that I can find it more quickly next time.

Perhaps the most important thing, however, is (17) **a special electronic letter-sending facility**, which allows you to communicate with people around the world in an instant. Let me quickly check mine. Oh dear, nothing very interesting. Mainly a load of (18) **unwanted advertising**. I'll just (19) **remove** it: I don't particularly want to rent a vacation home in Mexico, have my future read by one of America's top astrologers or buy a phone that lets you smell the person you're talking to. There's something here from my sister with a / an (20) **document or file that has been sent with it**. You have to be careful with these: sometimes they contain a (21) **hidden routine placed in the program that destroys or corrupts files**. If you open it, it can do all sorts of horrible things to your computer. I had one last week that kept (22) **shutting down** my computer. I do have a protection package, but it's pretty out of date: I really ought to (23) **bring it up to date**.



The exercises above contain just a few of the words and expressions related to computers and IT. Many more enter our vocabulary each year. How many others do you know?

Condition and requirement

Rearrange the letters in **bold** to make words and expressions related to condition and requirement. The first one has been done as an example.

1. **sa nlgo sa** customers continue to demand the BD17 model mobile, Telelink will continue to produce it. If demand falls, the line will be discontinued.
(Answer = As long as)
2. **seusln** we receive your payment within ten days, we will have to start charging you interest.
3. We will continue to offer you interest-free credit **no incotnido atth** you maintain regular repayments to your account. The minimum monthly repayment is \$250.
4. Everyone will get a raise **vognripid ttha** we meet our sales targets.
5. The main **retncopiinod** for increased consumer spending is a stable economy with low inflation and low interest rates. Without these, people will save rather than spend.
6. (Notice on a fire alarm): **ni eacs fo** fire, break glass.
7. **ni het nvete fo** a delay, all passengers will receive a voucher for a light meal at the airport.
8. We agreed to sign the contract, the only **aputonstili** being that it would run for at least five years.
9. The management has **nidncoalitoun** trust in its employees: it knows they will do their best at all times, even if things get difficult.
10. **sumsagin hatt** the flight is on time, we will meet you at LaGuardia airport at ten o'clock.
11. We will proceed with the delivery of spare parts **no teh autonmsspi hatt** your order has remained unchanged.
12. Being able to drive is one of the **quereesisitpr** of the job: if you cannot drive, you will not be considered for the post.
13. Before you accept a job, it is important that you agree with the **remst** and **ioctnsodin** set out in the contract.
14. It is a **nmreiretque** of the company that employees have a physical at least once a year.
15. If you have a query, telephone us at the number above. **niifagl ttha**, send us an email.
16. We need to involve at least 20 people on this project, **ehewotris** it can't go ahead.

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Confusing words

The sentences below are all missing one word. Four possible answers follow each sentence. Choose the best answer in each case. Note that each set of answers includes some words that are often confused with one another, either because: (a) they are related to the same topic, but have a different meaning; (b) they look similar but have a different meaning; (c) they are English words which have a similar-looking word in another language but which have a different meaning (we call these words *false friends*).

1. Try to make your report as _____ as possible: only give us the facts, and not your opinions.
(a) **subjective** (b) **objectionable** (c) **subjected** (d) **objective**
2. Environmental inspectors regularly _____ our kitchens and other food preparation areas to make sure they conform to regulations.
(a) **inspect** (b) **control** (c) **study** (d) **analyze**
3. _____ workers are often rewarded with higher salaries and other benefits.
(a) **conscious** (b) **conscientious** (c) **conscience** (d) **consciousness**
4. Airlines are already increasing their prices on the _____ that fuel prices are going to rise.
(a) **consumption** (b) **destruction** (c) **assumption** (d) **presumption**
5. The fire caused a lot of _____ to the building and factory machinery.
(a) **damage** (b) **harm** (c) **injury** (d) **wound**
6. Government subsidies helped to _____ many companies from having to close down.
(a) **prevent** (b) **preventive** (c) **avoidance** (d) **avoid**
7. The manager made it clear that he intended to _____ down some new rules to enforce workplace discipline.
(a) **lying** (b) **lie** (c) **laying** (d) **lay**
8. Cuts in advertising will have a serious _____ on sales.
(a) **effective** (b) **effect** (c) **affect** (d) **affection**
9. If you want to take photographs, you will need to apply for a _____.
(a) **permit** (b) **permission** (c) **permissible** (d) **permitting**
10. At the meeting, the manager talked _____ about the need for better attendance and punctuality.
(a) **briefly** (b) **briefing** (c) **shortly** (d) **shorts**
11. The office will be closed _____ it is being remodeled.
(a) **during** (b) **while** (c) **for** (d) **throughout**
12. Can you _____ me on the best course of action to take?
(a) **advisory** (b) **advisable** (c) **advice** (d) **advise**
13. Economic _____ slowly stagnated as the recession became worse.
(a) **active** (b) **action** (c) **activity** (d) **activist**
14. _____ their regular daytime job, many people do extra work in the evening.
(a) **by** (b) **beside** (c) **between** (d) **besides**

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15. The computer system crashed on Monday, then again on Wednesday and finally today. These _____ breakdowns are wasting us time and costing us a lot of money.
(a) **continuing** (b) **continuous** (c) **continuation** (d) **continual**
16. She was very _____ of our efforts to help.
(a) **appreciable** (b) **appreciative** (c) **appreciating** (d) **appreciate**
17. The manager said he believed we would win the contract, but I knew that we didn't really stand a / an _____.
(a) **possibility** (b) **probability** (c) **chance** (d) **opportunity**
18. The proposals he put forward were excellent. _____, it quickly became apparent that they would work when put into practice.
(a) **Moreover** (b) **However** (c) **Nevertheless** (d) **Although**
19. We need to remain _____ to the needs of our customers, and react accordingly.
(a) **sensible** (b) **sensitive** (c) **sensitivity** (d) **sensibility**
20. A _____ amount of working hours are lost every year because of illness and absenteeism.
(a) **considerate** (b) **considerable** (c) **consistent** (d) **convenient**
21. The new salesman refused to wear a tie on _____.
(a) **principle** (b) **principality** (c) **principal** (d) **principally**
22. Nobody raised any _____ when we insisted on opening an hour earlier.
(a) **criticism** (b) **complaints** (c) **protests** (d) **objections**
23. The museum contains several _____ works of Renaissance art, including two paintings by Raphael, one by Dürer, one by Titian, and an early sketch by Pintorecchio.
(a) **worthless** (b) **valueless** (c) **priceless** (d) **useless**
24. Despite the recent economic recovery, many people are still looking for _____.
(a) **work** (b) **job** (c) **profession** (d) **career**
25. The Avicenna Partnership is a _____ company with a long and successful sales history.
(a) **respectable** (b) **respectful** (c) **respecting** (d) **respective**
26. Because of increased operating costs, we have been forced to _____ our prices.
(a) **rise** (b) **raze** (c) **raise** (d) **arise**
27. The bank has said it will be happy to _____ us the money, provided we have suitable collateral.
(a) **lend** (b) **borrow** (c) **lease** (d) **rent**
28. When we leave the office tonight, _____ me to turn everything off and lock up properly.
(a) **remembrance** (b) **reminisce** (c) **remember** (d) **remind**
29. Because of the current _____ situation, we have been forced to close down several of our city center outlets.
(a) **economical** (b) **economic** (c) **economize** (d) **economics**
30. Shortly before you hold a meeting, it is a good idea to send everyone in the office a _____ outlining the main points to be discussed.
(a) **memory** (b) **remind** (c) **memo** (d) **memorization**

Continuing, repeating and starting again

Exercise 1:

The sentences below all contain a word or expression in bold referring to *continuing something, repeating something, or starting something again*. In some of the sentences, the word has been used correctly. In others, the wrong word has been used.

Identify which sentences are correct and which are wrong. Replace the words in the wrong sentences with a correct word. You will find these words in the other wrong sentences.

1. Despite **repeated** warnings, you have failed to show any improvement in your work or your attitude.
2. The production line has been temporarily shut down following a report from the Health and Safety officer, but we hope to **ongoing** production as soon as possible.
3. The meeting will break for lunch at twelve thirty, and **restart** at two.
4. I think that we have talked enough about building permits for the new office. I would like to **reopen** to the previous subject of overdue payments.
5. We like to **continuous** good relations with our customers, and take any complaints very seriously indeed.
6. The computer crashed on Monday, then again on Wednesday and once more on Friday. If it gives us **persevere** problems, I suggest we get a new one.
7. A regular, repeated tone means that the person you are trying to call is already on the phone, but a / an **maintain** tone means that the number you are trying to call is not available.
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8. We are worried that work on the new warehouse will **progress** too slowly unless we offer the contractors more incentives.
9. We **understand** that you are supposed to retire next month, but we would be delighted if you would **carry on** working for us after that on a part-time basis.
10. The economic climate is very bad at the moment, and we are losing over \$10,000 a month as a result, but I suggest we **steady** and hope that recovery comes soon.
11. Unfortunately, the latest company report will **persist** the rumor that we are going to close down some departments.
12. The managing director called, and says he wants us to **press on** with the proposed changes to the distribution scheme despite opposition from the marketing department.
13. The hotel will be closed for renovations between October 15 and November 20, but will **revert** in time for the Thanksgiving holiday.
14. The directors have said they are delighted with the commitment you have shown the company this year, and hope that you will be able to **perpetuate** the good work.
15. If you **continual** in coming late and taking unauthorized breaks, we will have no option but to dismiss you from your post.

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16. Staff absenteeism is a / an **keep up** problem that we need to resolve as soon as possible.
 17. The **constant** noise from the highway outside the office makes it very difficult to concentrate.
 18. As long as the negotiations continue to **proceed** well, we hope to sign the contract by the end of the month.
 19. Unemployment figures have fallen by about 2% every year for the last ten years. It is hoped that this **resume** decrease will continue.
 20. If the government agrees to **pursue** its current policy of reducing taxation, we can afford to invest more in developing our technology.

Exercise 2:

Complete these sentences using the most appropriate word or expression from Exercise 1. In some cases you will need to change the form of the word (for example, from an adjective to an adverb), and in some cases more than one option is possible.

1. We have asked them _____ to send us the invoice, but they have ignored us every time.
2. The air conditioning is _____ breaking down, usually when it's really hot.
3. Sales figures have been dropping by about 3% a month. If this problem _____, we will have to start making staff cutbacks.
4. Train services between Abilene Creek and Elgin City have been suspended while the track is repaired, but will _____ early next week.
5. Learning a language isn't easy. You need to _____ if you want to make any real progress.
6. One of the most important things you should do in this line of work is _____ a sense of humor, especially when things go wrong.
7. The work on the new airport isn't _____ fast enough, and won't be ready in time for the beginning of the tourist season.
8. The presentation ended early because of _____ interruptions from the audience.
9. Employee development workshops help our team to develop new and more effective ways of working, but eventually many of them _____ to their old ways.
10. Everyone is delighted with the quality of service you provide. _____ it _____!

Contracts

Look at paragraphs 1 – 6 in the boxes, and answer the questions that follow them.

1.

This contract is binding, and we expect all the parts involved (both clients and suppliers) to abide by the terms and conditions stated in sections 3a – 37g on pages 1 – 17.

1. One of the underlined words / expressions in the above sentence is wrong. Identify and correct it.
2. True or false: A contract that is *binding* is flexible and can be changed at any time.
3. Which of these words / expressions could replace *abide by*?:
(A) choose (B) agree with (C) obey (D) change

2.

On terminator of this contract, the company will be obliged to return any unused materials to the supplier within 28 days, unless provision has been made for a temporary extension. If any of the rules of the contract are broken, all materials must be returned immediately.

1. One of the underlined words / expressions in the above sentence is wrong. Identify and correct it.
2. True or false: *Provision* has a similar meaning to *arrangement*.
3. Rearrange these letters to make two words which have a similar meaning to *obliged*:
degabtlio edequir

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3.

The contract was originally verbal, but we've finally managed to get the company to give us something on paper. They say that this contract is un-negotiable, but maybe we can persuade them to amend some of the details before we sign on the dotted line.

1. One of the underlined words / expressions in the above paragraph is wrong. Identify and correct it.
2. True or false: The speaker thinks that it might be possible for small changes to be made to the contract before she signs it.
3. Rearrange the letters in **bold** to make four words which have the same meaning as *verbal* in this situation
rola kosnep plidemi etodnurdso

4.

Swillpot Airline Catering Corp. was sued by Pan-Globe Airways when they were found to be in breach of their contract, specifically that they had failed to comply with clause 27B, which stated that their food should be "fit for human consumption."

1. One of the underlined words / expressions in the above sentence is wrong. Identify and correct it.
2. Find a word or expression in paragraphs 1 – 3 above which has a similar meaning to *comply with* in paragraph 4.
3. True or false: Pan-Globe Airways is unhappy with Swillpot Airline Catering because they have breached *all* of their contractual terms.

5.

Withers Interiors Inc. has have entered into an agreement with Sophos Construction to act as sole providers of quality interior fittings commencing August 15 this year. This is to run for 18 months, with a 3-month period of note in the event of cancellation by either side.

1. One of the underlined words / expressions in the above sentence is wrong. Identify and correct it.
2. Which word in the paragraph is the closest in meaning to the noun *contract*?
3. True or false: If either Withers Interiors Inc. or Sophos Construction want to end the contract, they must tell the other company 3 months before they do it.

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6.

This contract recognizes the anointment of Mr. Alan Wiley as a member of the board of AKL Publishing following the company's amalgamation with Berryhill Books. While Mr. Wiley may continue to buy stocks in the company, he may not acquire a controlling interest, and he may have no professional dealings with any third parties during this period.

1. One of the underlined words / expressions in the above sentence is wrong. Identify and correct it.
2. True or false: AKL Publishing recently separated from Berryhill Books.
3. Mr. Wiley can buy as many shares as he likes in the company.
4. In addition to sitting on the board of AKL Publishing, how many other companies can Mr. Wiley work for?

Different situations

Look at paragraphs 1 – 10, and answer the question that follows each one.

1.

If it is formal, it should begin with a polite salutation. If you don't know the recipient's name, call them *Sir* or *Madam*, but if you know their name, always use it (beginning with *Mr.* for men and *Ms.* for women). It should be brief, clear and to the point. End with *Yours sincerely*. Some people end theirs with *Yours truly*. Only use *Best wishes* at the end if it is informal.

■ *What is the speaker talking about?*

2.

Mr. Jenkins: What's the schedule for today?

Ms. Ranscombe: Well, after everyone has arrived and registered, there will be coffee in the reception area. This will give everyone a chance to meet their fellow delegates and do some networking. This will be followed by a session in the main hall: I believe the speaker will be giving a presentation on new marketing trends. After a break at 11 o'clock there will be different seminars for areas of special interest. The afternoon will consist of a series of workshops, and then there will be an evening reception and dinner for all the participants.

■ *Where are Mr. Jenkins and Ms. Ranscombe?*

3.

Dr. Akkabar: Hello, Mr. Andrews. What can I do for you today?

Mr. Andrews: I originally just wanted a checkup, but two days ago I lost a filling, and I think one of my crowns is coming loose. I guess that will be expensive to fix.

Dr. Akkabar: Well, it might be, but we have various payment options that might spread the cost. Take a seat and I'll have a look. Hmm. Your gums look a little sore. How often do you brush and floss?

Mr. Andrews: About five times a day!

■ *What is Dr. Akkabar's job?*

4.

Our company is committed to helping employees learn more about their jobs and develop their skills, so we run regular sessions to facilitate this. These are usually in the form of seminars and workshops, and cover a wide range of subjects, including leadership skills, problem solving, decision-making, negotiation skills and interpersonal development. Our employees can then review and practice these skills through our online program which is run on the company intranet.

■ *True or false: The speaker thinks that his employees don't work hard enough.*

5.

Is that Amanda Mellors? Oh, well, could you put me through then? You can't get through? Oh, her line is busy. I see. No, sorry, I can't hang on. Could you give me her extension? It's confidential, is it? Well, could you ask her to get back to me later? Hello? HELLO? I don't believe it, I've been cut off.

■ *What is the speaker doing?*

6.

Each employee has at least one of these a year. Each session lasts about 45 minutes, and we ask them various questions. For example, we ask them if they think the work they are doing meets the correct standards and whether or not they have met the objectives we have set for them. We also like to know if they are happy with the way their career is progressing, if they would like to do something more challenging, and also if they receive sufficient encouragement, praise and motivation from their managers.

■ *Rearrange the letters in bold to make words: The speaker is talking about his company's **elmoeyep verwie** program.*

7.

My boss is abrasive, bigoted, conceited, confrontational, critical, insensitive, intolerant and obstinate.

■ *Does the speaker have a good boss or a bad one?*

8.

Ms. Collins: You will be expected to oversee the work of the production department, agree product specifications with sales departments and time schedules with the stock control department, ensure the product is manufactured according to agreed specifications, inspect the quality of the finished product, produce sales reports for the head office, visit and negotiate with suppliers on base material prices and deal with everyday problems as they arise.

Mr. Sheppard: Anything else?

Ms. Collins: Yes. Make my coffee. With plenty of cream and sugar, please.

■ *What is Ms. Collins explaining to Mr. Sheppard?*



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9.

Ms. Colley: What's your diagnosis? Is it serious?

Mr. Sagala: Oh no. You have a throat infection, but it's fairly minor and nothing to worry about.

Ms. Colley: Can you treat it?

Mr. Sagala: Oh yes, I'll give you a prescription for antibiotics. They should cure it. But make an appointment to come back and see me in a week. It's contagious, so I suggest you take a few days off work.

■ *How does Mr. Sagala make his living?*

10.

Mr. Samson: This says we owe them \$180, but the order was only for \$131.

Ms. Grant: Yes, but that price didn't include sales tax.

Mr. Samson: I know, but even with tax it should only come to \$165.

Ms. Grant: That's true. Oh, wait, look what it says at the bottom. Shipping and handling: \$15.

Mr. Samson: Oh, right. Well, I guess we had better pay them. Who do we make the check payable to?

Ms. Grant: Oh, we don't need to send them anything. The payment will be automatically deducted from our account at the end of the month. Unfortunately, what this doesn't show us is the import duty we will have to pay. I guess we can expect to get a bill from Customs soon.

■ *What are Mr. Samson and Ms. Grant looking at?*

Look at the situations again, and highlight the key words and expressions that helped you to identify what each one is about.