

Working with words

Match 1–6 to a–f.

- 1 I work ____
- 2 We live in ____
- 3 They make ____
- 4 They sell products ____
- 5 We meet ____
- 6 We have fifty ____
- a New York.
- b in Asia and the Middle East.
- c for a global company.
- d offices in Europe.
- e parts for cars.
- f customers in our sales office.

Five people manage the things in 7–11. What department do they manage? Use words from the list.

*Human Resources Logistics IT Production
Finance*

- 7 products _____
- 8 transport _____
- 9 employees _____
- 10 money _____
- 11 computers and software _____

Complete the words with the right letter or letters.

- 12 We have three department _____ in our company.
- 13 England is a countr _____.
- 14 I sell software to compan _____ in Europe.
- 15 We have nine employee _____.
- 16 Six peopl _____ are in my team.

Language at work

Complete the conversation. Use *do* or *don't*.

- A What ¹⁷ _____ you do?
- B I'm a Sales Manager. Who ¹⁸ _____ you work for?
- A A telecommunications firm. I manage projects.
- B ¹⁹ _____ you have a sales office?
- A No, we ²⁰ _____. Our head office is in Berlin.
- ²¹ _____ you live in Berlin?
- B No, I ²² _____, but I work there.

Business communication

Complete the expressions. Use pairs of words from the list.

call + back Can + take Can + repeat give + message

- 23 He's out. _____ I _____ a message?
- 24 Sorry, I don't understand. _____ you _____ that?
- 25 Please _____ me _____ as soon as possible.
- 26 I'll _____ Rachel your _____.

Match the expressions in 23–26 to the correct response.

- 27 Yes, please. It's Alex in Production and I'm calling about the transport. _____
- 28 Thanks very much. _____
- 29 Sure. It's 0778 878 643. _____
- 30 What's your number? _____

Result _____ / 30 marks

Unit 4 Speaking test

Role cards

Copy this page and cut out the role cards for the students. In this test there are two role-play situations, and students should do both. Then use the *Speaking test results* form to evaluate each student's performance. You can then cut out the results and give them to the students.

Role-play 1

Student A

You work in Logistics. Call Nicola in Production. Speak to Student B.

- You want information about new products for Vietnam.
- You want Nicola to call back. Your mobile is 0768 963625.
- End the call.

Student B

You work in Production. Answer Student A.

- Nicola is your manager, but she is out.
- Take a message and check the number.

Role-play 2

Student A

You work in Human Resources. Answer Student B.

- Julian is your manager, but he is out.
- Take a message and check the number.

Student B

You work in Sales. Call Julian in Human Resources. Speak to Student A.

- You want a new sales assistant for the office in Dubai.
- You want Julian to call back. Your mobile is 0996 4562887.
- End the call.

Unit 4 Speaking test results

Use these forms to evaluate the students in both role-plays.

Student A Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
start the call			
leave a message			
take a message			
check the number and ask for repetition if necessary			
end the call			

Result _____ / 10 marks

Student B Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
start the call			
leave a message			
take a message			
check the number and ask for repetition if necessary			
end the call			

Result _____ / 10 marks