

Working with words

Complete the company types with words from the list.

electronics retail energy automobile aeronautical

- 1 We sell clothes. We're a _____ company.
- 2 They build aeroplanes. They're an _____ company.
- 3 We sell oil and gas. We're an _____ company.
- 4 Mercedes makes cars. It's an _____ company.
- 5 Sony makes and sells televisions. It's an _____ company.

Match 6–10 to a–e.

- 6 We build ____
 - 7 Maria and Sally design ____
 - 8 Amazon is an online company and it delivers ____
 - 9 Customers buy ____
 - 10 They export ____
- a clothes for retail companies.
 - b computer games from Nintendo.
 - c houses and office buildings in the UK.
 - d products to customers.
 - e products to companies all over the world.

Language at work

Complete the text with the correct form of the words in brackets.

Philips is an electronics company. It ¹¹ _____ (make) televisions, radios, and lots of other products. It ¹² _____ (have) factories all over the world. The company head office is in Amsterdam. Franco Rossi ¹³ _____ (work) for Philips, but he ¹⁴ _____ (not work) in Amsterdam. He ¹⁵ _____ (live) in Milan and is at the office in Italy.

Complete the conversation. Use *does* or *doesn't*.

- A Does FGC export its products?
 B Yes, it ¹⁶ _____.
- A Where ¹⁷ _____ it export to?
 B All over the world. Asia, Europe, the Middle East.
- A ¹⁸ _____ it export to Brazil?
 B No, it ¹⁹ _____. But I have a colleague in Mexico City and he sells our products in Mexico and Peru.
- A Who ²⁰ _____ he work for?
 B Mex International. It's an export company.

Business communication

Put the words in the right order.

- 21 to / I'd / order / like / medium boxes .

- 22 do / have / an / number / item / you ?

- 23 include / that / does / delivery ?

- 24 price / the / total / 's / what ?

- 25 confirm / you / can / order / by email / my ?

Match the sentences in 21–25 to these responses.

- 26 Yes, it does. _____
- 27 Three thousand five hundred euros. _____
- 28 Sure. I'll confirm that now. _____
- 29 How many would you like? _____
- 30 Yes, it's SSW-3142. _____

Result _____ / 30 marks

Unit 5 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

----- cut along this line -----
Student A

You work for a packaging company.

- Answer the phone and speak to the customer (Student B).
The prices of boxes are: 15 cents (small), 19 cents (medium), 25 cents (large).
- Confirm the order and end the call.

----- cut along this line -----
Student B

You are a customer.

- Order boxes from a packaging company (Student A):
3,000 small, 3,250 medium, 5,350 large.
- Ask for the total price.

Role-play 2

----- cut along this line -----
Student A

You are a customer.

- Order boxes from a packaging company (Student B):
4,250 small, 4,500 medium, 5,000 large.
- Ask for the total price.

----- cut along this line -----
Student B

You work for a packaging company.

- Answer the phone and speak to the customer (Student A).
The prices of boxes are: 20 cents (small), 23 cents (medium), 26 cents (large).
- Confirm the order and end the call.

Unit 5 Speaking test results

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

----- cut along this line -----

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			
place an order			
talk about the price			
confirm the order			
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			
place an order			
talk about the price			
confirm the order			
end the call			

Result _____ / 10 marks

----- cut along this line -----