

**Working with words**

~~Cross out~~ the noun in **B** which you cannot use with the verb in **A**.

A	B
1 send	a button / a text message / money
2 charge	a battery / a phone number / a phone
3 select	a contact / an account / a battery
4 access	an account / a battery / a website
5 register	a device / a text message / for a service
6 click on	a phone / a link / a button
7 log out of	an account / a website / a text message
8 download	a device / an app / a contact
9 link	the details / a device / an account
10 key in	the details / an app / a phone number

**Language at work**

Tick (✓) the correct sentences and change the incorrect sentences.

*Example: We work 8 hours always a day. ✗*  
*We always work 8 hours a day.*

- 11 They're always late for work. \_\_\_\_  
 \_\_\_\_\_
- 12 We work on sometimes Saturdays. \_\_\_\_  
 \_\_\_\_\_
- 13 She takes a lunch break never. \_\_\_\_  
 \_\_\_\_\_
- 14 Do you often take a sick day? \_\_\_\_  
 \_\_\_\_\_
- 15 I finish rarely on time. \_\_\_\_  
 \_\_\_\_\_
- 16 Is he usually at the warehouse in the afternoon? \_\_\_\_  
 \_\_\_\_\_

Complete these conversations with the missing question words.

- 17 A \_\_\_\_\_ do you work for?  
 B Microsoft.
- 18 A \_\_\_\_\_ does your company produce?  
 B We don't produce anything. We provide financial services.
- 19 A \_\_\_\_\_ do you work?  
 B In Lyon in France.
- 20 A \_\_\_\_\_ do you have meetings with your boss?  
 B Never.
- 21 A \_\_\_\_\_ do you travel to work?  
 B By bus.
- 22 A \_\_\_\_\_ do you start work?  
 B At nine o'clock.
- 23 A \_\_\_\_\_ do you work at home?  
 B Because I write computer software. I don't have to work in an office.

**Business communication**

Replace 24–30 in the conversation with a–g, so that the meaning stays the same. Write the letters next to the numbers.

- 24 \_\_\_\_ a Do you want a hand
  - 25 \_\_\_\_ b help me
  - 26 \_\_\_\_ c enter
  - 27 \_\_\_\_ d Next
  - 28 \_\_\_\_ e Yes, of course.
  - 29 \_\_\_\_ f That would be great.
  - 30 \_\_\_\_ g how do I
- A Hi, can you <sup>24</sup>give me a hand?
  - B <sup>25</sup>Sure. What's the problem?
  - A Well, how do I buy a ticket from this machine?
  - B First of all, touch the screen. <sup>26</sup>Then, press the ticket. Do you want me to select the next train?
  - A <sup>27</sup>Yes, please. And also, <sup>28</sup>I don't know how to pay with my credit card.
  - B Put your card in here and <sup>29</sup>key in your PIN. And finally, take your ticket.
  - A Thanks a lot.
  - B <sup>30</sup>Can I help you with your luggage?
  - A No, it's OK. I can carry it, thanks.

Result \_\_\_\_\_ / 30 marks

# Unit 4 Speaking test

## Role cards

Copy this page and cut out the role cards for the students. Students should do both role-plays. Then copy and 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.

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

### Student A

- It's your coffee break. You see a visitor at the coffee machine in your company.
  - Offer help.
  - Explain how to get a cup of coffee (*put money in, press button, etc.*).
  - Ask the visitor who he/she works for.
  - Ask another question about his/her company.
  - Ask how often the person visits your company.
- You are at a conference in Germany. You want to buy a ticket for the bus to the city centre. You don't understand how to use the ticket machine. Respond to Student B's offer and answer his/her questions.

### Student B

- You are a visitor at a company. You want a cup of coffee but you don't understand how to use the coffee machine. Respond to Student A's offer and answer his/her questions.
- You are at a conference in Germany. You are buying a ticket for the bus to the city centre. Another person at the conference doesn't know how to use the ticket machine.
  - Offer help.
  - Explain how to buy a ticket (*press button, put in credit card, etc.*).
  - Ask the visitor who he/she works for.
  - Ask another question about his/her company.
  - Ask how often the person visits Germany.

## Unit 4 Speaking test results

Use these forms to evaluate the students.

----- 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)
offer help			
explain how a machine works			
ask a visitor who he/she works for			
ask another question about the visitor's company			
ask how often the person visits			

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)
offer help			
explain how a machine works			
ask a visitor who he/she works for			
ask another question about the visitor's company			
ask how often the person visits			

Result \_\_\_\_\_ / 10 marks

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