

LANGUAGE

Lesson 8.1 Vocabulary

BULATS (4 options)/BECP (3 options)

1 Choose the correct option a, b or c.

It can be very difficult for some people to have a break from digital ¹ These are the people who normally ² their email and social media pages every few minutes. Many are addicted to the technology and hate not being able to ³ up on their emails. This problem is now in the workplace where ⁴ emails from colleagues can greatly affect work performance. Staff ⁵ can suffer because so much time is spent ⁶ constantly to emails.

Although companies have benefited greatly from the digital ⁷ that has taken place, it is not without its disadvantages. For example, total ⁸ on technology can be dangerous. Another problem is the way in which many people become ⁹ of technology, allowing it to control them. They are ¹⁰ with all the information available to them and become very stressed.

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|------------------|------------------|----------------|
| 1 a productivity | b communication | c organisation |
| 2 a check | b reply | c catch |
| 3 a overloading | b catch | c communicate |
| 4 a useful | b customer | c internal |
| 5 a productivity | b organisation | c technology |
| 6 a catching | b communicating | c replying |
| 7 a performance | b transformation | c organisation |
| 8 a overload | b productivity | c dependence |
| 9 a servants | b masters | c bosses |
| 10 a overloaded | b transformed | c organised |

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Lesson 8.2 Grammar

2 Complete the sentences using the first or second conditional.

- If we buy new equipment, we (be able) to produce more.
- If I left my job, I (travel) the world.
- We (get) a discount if we order more than 100 laptops.
- What would you do if you (be) me?
- We (give) people more money if we could, but we can't.
- We (not/have) enough space unless we move to a new office.
- Staff would be less stressed if they (not/take) their work home.
- (you/work) harder if the company offered you more money?
- If we (not/listen) to staff, then we will have problems.
- If we don't win this contract, the company (go) bankrupt.

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Lesson 8.3 Functional language

BULATS

3 Write one word which best fits each space.

So, that just about sums it ¹ We'll sign the contract today and we've agreed ² the project dates. We will provide you with all the necessary plans. ³ I understand it, these will be ready by the end of the week. That only ⁴ the question of the additional site. Do you have any ⁵ about where this might be?

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Lesson 8.4 Functional language

PTE Part B/BULATS

4 Write one word which best fits each space.

- This is of the importance so you need to start at once.
- You need to this your number one priority.
- You shouldn't time on this.
- We've given this design task a priority. We must do it first.
- You can't put this job forever. It's got to be done soon.

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Lesson 8.5 Functional language

BULATS

5 Write one word which best fits each space. Contractions count as one word.

This report ¹ at the reasons for the decrease in sales over the last three months. It also ² to suggest some ideas to improve the situation. It will then ³ recommendations about changes needed. ⁴ of the key problems is that people are just not spending as much as they used to on kitchen equipment. It seems that people are unwilling to shop for new products. This is because of the current economic situation. It is therefore ⁵ that we look at either dropping prices or offering a new cheaper range.

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SKILLS

Short listening

BECP Part One/BULATS

6 [BP_B1_Tests_08_001.mp3] You will hear eight short recordings twice. For questions 1–8 choose the correct answer.

1 What is the woman doing?

- a writing a text message
- b making a phone call
- c making a video call

2 What does the man think his company should do?

- a stop personal emails at work
- b make staff leave work phones in the office at night
- c make staff exercise more

3 Where did the man meet his boss?



a



b



c

4 Where does the woman work now?

- a in an open-plan office
- b in a private office
- c in her own home

5 Which product has a fault?



a



b



c

6 What has gone wrong with Helen's negotiation?

- a The customer wouldn't agree to a compromise.
- b Helen gave a bigger discount than she was allowed.
- c Helen didn't have the right information.

7 Which report does the man need today?

- a customer service
- b export sales
- c regional planning

8 What must the woman do first?

- a write the report
- b speak to the designers
- c check the contract

Reading

BECP Part Four/BULATS

7 Read the article and choose the correct answer a, b or c.

Digital technology: Does it really improve work?

The digital revolution took many older, well-established businesses by surprise. Unfortunately, many of these companies still do not use digital systems which are suitable for them. Larger organisations can often be much slower to react to change than smaller businesses and do not adapt as quickly.

Due to this lack of vision, these companies have sometimes been slow to follow a new way of doing business. As a result, they have had to watch new online shops eat into their market share. Technological innovation has allowed many new online retailers to set up. Even individuals are now able to sell their goods worldwide thanks to this technology.

However, when companies do allow technology to take over, the result is not always what was expected.

Colleagues no longer speak to each other face to face, but send hundreds of emails instead. This has led to people feeling isolated and alone, and people working alone are more likely to suffer from depression.

Digital communication systems help companies be more efficient, but managers need a good strategy to ensure that their staff know how to make the best use of system updates. Therefore, it is important that everyone is given training each time new software is introduced. Otherwise, employees will get frustrated if they do not know how to use the system effectively.

Two decades ago experts encouraged businesses to aim for paperless offices. While technology has made this possible, security is a big issue: every digital system that exists could be hacked into or power cuts could make the system crash completely. People therefore keep paper copies of important files in case these things happen.

A large percentage of the current workforce is made up of millennials, the generation brought up with digital technology. They expect the digital systems at work to function as quickly and efficiently as their home systems and this often is not the case. Companies which do not have up-to-date systems find that they are not attracting younger employees.

It is true that many companies have not chosen digital systems which are right for them. However, experts now recognise that one size does not fit all, which is good news for businesses who do not have extensive digital knowledge. They can now use consultants to advise them and help them avoid making expensive mistakes.

1 What does the first paragraph say about large organisations?

- a** They led the digital revolution.
- b** They do not make changes quickly.
- c** Their vision has surprised some people.

2 According to paragraph 2, what has technological innovation led to?

- a** a large number of new companies failing
- b** large companies exporting more
- c** online shops increasing their market share

3 What might happen when technology takes over?

- a** Colleagues expect better communication.
- b** There are more face-to-face meetings.
- c** Staff might become depressed.

4 What does the article say about digital communication systems?

- a** They are rarely effective.
- b** They need to be used correctly.
- c** They train staff efficiently.

5 What does the article say about the paperless office?

- a** Important files are still kept in paper form.
- b** Hacking has made it impossible.
- c** Businesses are expected to have them.

6 What do we learn about millennials?

- a** They want good digital systems at work.
- b** They are not attracted to large companies.
- c** They prefer to work from home.

7 In the last paragraph we learn that experts

- a** can make expensive mistakes.
- b** know that companies have individual needs.
- c** do not always have the answers.

