

8.1 Digital communication

1 Choose the correct option in italics to complete the text.

It seems that people are ¹*overloaded* / *caught* by emails these days. People are always ²*replying* / *checking* their emails and social media sites on their phones. Are you a ³*master* / *servant* or a slave to technology? How quickly do you ⁴*reply* / *check* to emails and messages? Some people have a special time when they ⁵*catch* / *write* up on these instead of interrupting what they are doing and responding immediately the messages come in.

2 Complete the sentences using the correct form of the words in the box.

benefit organise perform produce transform

- The company is hoping to increase _____ in the factory next month.
- We plan to _____ a large staff party to celebrate the company anniversary next year.
- The staff have just had their _____ review and I think we need to discuss some changes.
- The company offers great _____ to its staff such as health insurance.
- We have seen a huge _____ in the way people work in the last few years.

8.2 First and second conditional

3 Complete the paragraph with the correct conditional form of the verbs in brackets.

If we move to bigger premises it ¹_____ (be) very disruptive for staff and customers during the relocation. If I ²_____ (be) the boss, I ³_____ (think) very carefully about making this decision. I ⁴_____ (not spend) all my profit on a relocation at this stage. Staff ⁵_____ (have) to travel much further to get to work if this move goes ahead. And it won't affect just staff, but customers as well. Feedback from customers suggests that they will look for other suppliers if the company ⁶_____ (do) this. If we communicated better with the staff, we ⁷_____ (see) that this is not the solution. If I ⁸_____ (have) my own company, I ⁹_____ (not do) anything without talking to staff and customers first. If the move goes ahead, there ¹⁰_____ (be) many problems.

Functional language

8.3 Closing a deal

4 Complete the dialogue using the words or phrases in the box.

leaves sums sum up return understand

- A:** So that just about ¹_____ it up. We've agreed on the delivery dates.
- B:** But that still ²_____ the question of a discount. We really need 10 percent.
- A:** So what you mean is, you won't give us this order if we can't offer 10 percent?
- B:** That's right.
- A:** As I ³_____ it, we're still much cheaper than our main competitors. Our last offer is 8 percent. But if you increase your orders to £10,000 per month, then in ⁴_____ we would be prepared to give you 10 percent.
- B:** So, to ⁵_____, you'll give us a bigger discount.

8.4 Talking about priorities

5 There are five incorrect words in the dialogue. Write the correct words below.

- A:** We must complete this report on time. It's of the ¹**entire** importance. Please ²**do** it your number one ³**importance**. You can't put it ⁴**on** any longer.
- B:** Not possible, I'm afraid. I'm meeting clients today but I'll put it in my ⁵**security** right now for first thing tomorrow.
- A:** Thanks. I appreciate it.

1 _____ 3 _____ 5 _____
2 _____ 4 _____

8.5 Short report

6 Complete the short report using the phrases in the box.

it is recommended it looks at why it also seems that it was found it will make recommendations one of the key problems this report aims to

- ¹_____ outline the causes of customer complaints, which have risen dramatically in the last two months.
- ²_____ customers are unhappy and analyses why the complaints occurred. Finally, ³_____ about action to take now and the changes required to avoid a repeat of these problems.
- ⁴_____ is that customer orders are late or incorrect.
- ⁵_____ that staff in packing and distribution were unhappy because of shift changes. ⁶_____ some of them are not checking the orders properly. ⁷_____ that we discuss the shift changes with staff and try to come to an agreement which is good for both sides.