

Review 1

Gaining experience

1 Match the verbs 1–10 with the phrases a–j to make expressions about internships abroad.

- | | |
|--------------|---|
| 1 work | a) your communication to the local style |
| 2 acquire | b) together after work |
| 3 experience | c) without pay |
| 4 adjust | d) skills on an internship |
| 5 go out | e) life in another country |
| 6 build | f) before you speak and be diplomatic |
| 7 live | g) relationships between people from different cultures |
| 8 take | h) with uncertainty |
| 9 think | i) employers with your experience |
| 10 impress | j) time to make a decision |

2 Complete the sentences with four expressions from Exercise 1.

- It is common for interns to _____, but the experience they gain compensates for not receiving a salary.
- In China, team spirit is very important and people often _____ to get to know each other.
- Multicultural teams may take more time to make decisions. You need to be patient and _____ for a while.
- In a hierarchical organization, everyone respects the boss. Adjust your communication to the local style, _____ so that people don't think you are rude.

3 How do you say these numbers, prices, email addresses, times and dates?

1,400 7,650 3.75 100,000 £4.2m \$820
maria@bt.com info@myworld.biz/news 4.30pm
10.40am 4 June 2014 21 March 1996

4 Use an item from the first box and one from the second box to complete the sentences. Look carefully at the whole context.

always nearly always never often rarely sometimes

advertise arrive discuss have leave let

- Yes, it's true. I _____ at my office a few minutes late. The traffic is normally bad.
- Before I got my new job, I played tennis with my friends every week, but now I _____ time. We only play a few games a year now, in the summer.
- I'm a sales rep, so I know that you _____ the customer talk first and tell you their needs. It's important to listen, and then start selling.
- We _____ our products in glossy magazines like Vogue, but it's expensive. We do this for 30 to 40% of our products.
- I _____ the office at lunchtime, buy a sandwich and sit in the park. Occasionally, I have lunch at my desk, but I don't enjoy it.
- I _____ my personal life at work. No-one needs to know about it, and I don't ask other people.

5 Complete the expressions for meeting people and making conversation.

- I'm at the Marriott. Where are you _____?
- A: Nice to meet you. B: Nice to meet you, _____.
- Excuse me, is this seat _____?
- I'm sorry, I _____ must go now.
- I see that you work at Siemens. What exactly _____ you do there?
- By the _____, did you hear the news about Japan?
- Is this your first visit _____ Dubai?
- Mei, _____ is Gerard from our Paris office.
- Enough about me. _____ talk about you.
- It was nice _____ to you.

6 Match the expressions in Exercise 5 with these uses.

- | | |
|-------------------------------------|--|
| a) a first line with a stranger | <input type="checkbox"/> |
| b) introductions and greetings | <input type="checkbox"/> <input type="checkbox"/> |
| c) the early part of a conversation | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| d) changing the subject | <input type="checkbox"/> <input type="checkbox"/> |
| e) finishing a conversation | <input type="checkbox"/> <input type="checkbox"/> |

7 Complete these sentences from emails with a pair of words from the box.

ask/mind call/confirm information/visit let/problems
ship/order tell/can't

- Following our _____ this morning, I'm writing to _____ the dates and times.
- I'm writing with more _____ about your _____ to our offices in Zürich next week.
- I'm writing to _____ you a favour. I hope you don't _____.
- I'm writing to _____ you that I _____ come to the seminar this week. I'm sorry, but I have to go abroad on business.
- Just _____ me know if you have any more _____ with your product.
- Please let me know when you can _____ the _____.

8 Read the sentences about internships and underline the correct words in *italics*.

- Today's employers want graduates with work *experience* / *experiences* and intercultural *tasks* / *skills*.
- The Intern Shop arranges paid and *voluntary* / *free* internships all over the *world* / *worldwide*.
- After working *abroad* / *in abroad* for a year, 90% of our clients find a *fixed* / *permanent* job in less than a month.
- You will plan and organize work *schedules* / *registers* and manage a team of *colleagues* / *colleges*.
- We provide free accommodation and language training *on site* / *on the site*, and a monthly *money* / *allowance* of \$500.
- One of Brazil's largest providers of *logistic* / *logistics* services has an excellent *option* / *opportunity* for a future manager in its Recife warehouse.
- You have a good *degree* / *graduation*, preferably in *economy* / *economics* or business studies, and the ability to learn languages quickly.

Review 2

Customer satisfaction

1 Match the words in the box with the definitions 1–5.

consumer customer lead prospect referral

- 1 This person is a possible future customer. The chances of this are low, but the company still contacts them. _____
- 2 This person is a possible future customer. The chances of this are high, and the company may already be in contact with them. _____
- 3 This person goes into a store and buys something. They are the end user. _____
- 4 This person buys something at any point in the chain. They may be a manufacturer buying from a supplier, a distributor buying from a manufacturer or the end user buying from a store. _____
- 5 This person becomes a new customer because an existing customer recommends them. _____

2 Read the text. Replace the definitions in bold with the expressions in the box.

a faulty product apologize customer satisfaction
deal with complaints properly delivery date
dial the number exchange the product
get back to them get through give a refund
hang up provide technical support return your call
ship a product

In business, it's important to keep a high level of (1) **pleasure that people get when they buy things from you**. How do you do this?

First, make sure that when you (2) **send a product by air, sea or road**, the customer receives it by the agreed (3) **time that the goods arrive at a place**.

Second, (4) **take the right action when the customer says there is a problem**. So, if somebody calls to complain about (5) **something that is not working or is broken**, make sure you (6) **say sorry** first and then offer to (7) **change the product for a new one** or (8) **give them their money back**. Third, make sure you have a helpline to (9) **give help with complicated things like computers** if customers have any problems.

When you speak to customers on the phone, try to make a good impression. First, think about what you want to say before you (10) **press the buttons on your phone**. Then greet the customer and be friendly. If the customer needs information that you don't have, promise to (11) **call them again later**. Before you (12) **finish talking to them**, review the main points and say what the next step is. Of course, sometimes you don't (13) **reach the person you want to speak to**, and go straight to voicemail. In this case, leave a message and say you will call back later, or invite them to (14) **phone you back**.

3 Match questions 1–5 with the contexts a–e.

- 1 Can I call you back later? ☐
 - 2 Could you call me back later? ☐
 - 3 Would you like to call back later? ☐
 - 4 Would you like me to call you back later? ☐
 - 5 Shall I call you back later? ☐
- a) asking if you can do something: informal
b) asking if you can do something: informal/neutral
c) asking if you can do something: polite
d) asking if the other person can do something: neutral
e) asking if the other person can do something: polite

4 Put the telephone conversation in the correct order. Then read it with a partner to check that it makes sense.

A:

- ☐ a) Just a moment, please. I'll put you through. [*no answer*]
☐ b) So, that's Pierre Bonnet from Design Solutions on 0033 12365478.
☐ c) I'm sorry. She isn't available this morning. Can I take a message?
☒ d) Good morning, DataSoft. How can I help you?
☐ e) Good. I'll ask her to get back to you as soon as possible.
☐ f) Of course. Could I have your name, please?

B:

- ☐ g) Yes, please. Could you ask her to call me back? My number is 0033 – that's the code for France – 12365478.
☒ h) Good morning. I'm calling about a project I'm working on with Magda Kowalski. I'd like to talk to her about something.
☐ i) That's right.
☐ j) Yes, this is Pierre Bonnet from Design Solutions.

5 Complete these sentences from emails with a pair of words from the box.

apologies/error behaviour/unacceptable
complain/addition contact/questions grateful/possible
problem/attention unfortunately/technical
working/resolve

- 1 Thank you for bringing this _____ to our _____.
- 2 Please accept our sincere _____ for this _____.
- 3 _____ we are having some _____ problems.
- 4 We are _____ to _____ this problem.
- 5 We would be _____ if you could phone us as soon as _____.
- 6 Please feel free to _____ me again if you have any other _____.
- 7 I am writing to _____ about damage to our hotel by the rock group *Einstein*. In _____, guests said there was shouting late at night.
- 8 This _____ is completely _____.