**3032 BUSINESS ENGLISH REVISION KEY**

**Vocabulary.**

**Part 1. Fill in the blanks with the correct word. Two words are extra.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **relocating** | **proposal** | **gesture** | **prospective** | **salary** |
| **colleagues** | **executives** | **applicants** | **blink** | **consensus** |
| **implement** | **priorities** | **venue** | **interruption** |  |

1. A lot of firms are **relocating** to the North of Istanbul- that is they are moving their businesses to that area.
2. We have decided to **implement** the committee’s decisions in full. We will take action and do all the necessary changes which we have decided should happen.
3. My **salary** isn’t as high as I hope it would be so I decided to speak to my boss about a pay rise. However, I don’t think he will take this into consideration.
4. The customer is high on our list of **priorities**. We value customer satisfaction because we feel we should make them feel happy about the products they buy from us.
5. The **venue** for the latest round of talks and meeting about our new marketing strategies is the Conference Hall. Both the meetings and the talks will be held at that place.
6. The top **executives** in companies help to make the important decisions and live on high salaries. They are responsible for managing the company.
7. The study room is a place where we can talk without **interruption** because it’s very quiet and nobody tells you to get away, so I think it’s the best place to talk without being distracted.
8. I discussed the idea with my **colleagues** from the bank in order to get their views regarding the issue. After all they are my co-workers and they are all professionals, so they might surely come up with good ideas.
9. If we provide housing for the workers, what would be the **prospective** costs for the company? We should estimate the amount of money that will most likely be needed before we start building these houses.
10. The EU Council of Finance Ministers failed to reach a **consensus** on the pace of integration. The ministers had completely different views regarding the issue, so they couldn’t come up with a common decision.
11. He was one of the 30 **applicants** for the manager’s job. The chances that he will be chosen for the position are high because he has completed all the interviews very successfully.
12. The committee put forward a **proposal** to reduce the time limit. Their formal suggestion to the official group was accepted because it was really better for the task to be completed in a shorter time.

**Part 2. Fill in the blanks with the correct word. Two words are extra.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **call back** | **picked up** | **be over** | **looked up** | **got through** | **hung up** | **give up** |

1. The phone rang and I **picked** it **up.** It was my colleague calling to tell me about tonight’s event.
2. When I was finished speaking to her, I said “Good-bye, hope to hear from you soon.” and **hung up**.
3. I tried phoning her office, but she was busy speaking to other people. At last, I **got through** to one of her co-workers.
4. I **looked up** the telephone number of my client in the directory, but couldn’t find it. Luckily he phoned me just in time.
5. “I see that John is not in his office, but I need to speak to him today. Can you ask him to **call** me **back** when he gets in?”
6. **Reading:**

**Standard Bank Overcomes Culture Shock**

1 It is increasingly common for multinational businesses to send employees on international assignments, but without the right cross-cultural skills, staff will often struggle. Wayne Mullen, Head of Learning and Development at Standard Bank, discusses the impact that cultural challenges can have on employees relocating to another country. In order to be successfully transferred, employees must understand the host-country culture, he argues.

2 Colleagues from different countries might share similar professional knowledge and skills within a single international organization, but their ways of working, social skills, body language and ways of doing business are likely to be completely different. They may have different patterns of behavior which need to be understood and appreciated in order for everyone to work together successfully. For example while it may be acceptable for Chinese office workers in Hong Kong to use the door-close button on a lift no matter how many people are also getting in, doing such a thing in London would make people extremely angry. It is common for South Africans to ask personal questions of their counterparts shortly after being introduced, while a British colleague may perceive this as impolite and inappropriate. Latin Americans’ need for personal space is much less than that of their British colleagues.

3 Global companies should never underestimate the effect that culture can have on international assignments. Cultural awareness is much more than simply knowing about a country’s history and geography. It is about how and why cultures work differently. It is also important to understand your own cultural make-up in order to work more effectively, maximize teamwork and strengthen global competence.

4 The Standard Bank group operates in 38 different countries, and its London office alone has 56 nationalities. This wide range of nationalities needs to communicate effectively in order to work as one team. The bank recognized that in order to harmonise working practices within its culturally diverse office, it needs to provide foreign workers with a meaningful understanding of British business culture and communication styles. It also needed to offer practical support which allowed employees to cope with the challenges of living and working in an unfamiliar environment; their reactions to day-to-day issues such as the weather, public transport and social etiquette are often the most visible manifestations of culture shock.

5 Standard Bank has engaged Communicaid, a European culture and communication skills consultancy, to design a tailored training solution which introduces delegates to some of the key cultural differences that they are likely to face in the UK.

Reading Passage from “Market Leader Intermediate”, David Cotton.



**Answer the following questions according to the text. Use your own words as much as possible.**

1. What kinds of things people from different countries in an organization are **NOT** likely to have in common?

**Their ways of working, body language, the way they do business, and social skills are different. (paragraph 2-middle)**

1. What are some tips you can give to people doing business with the UK? Please explain according to paragraph 2.

**Don’t use the door close button on a lift if people are getting in!! Don’t ask personal questions when you have just been introduced to someone, and bear in mind that the British need more personal space in their encounters with other people.**

1. What is cultural awareness? Explain according to the text.

**It’s about why and how cultures are different from each other and why one thing which works for one culture may not work for another. Understanding your own culture is important as well to work effectively. (paragraph 3)**

1. According to paragraph 4, what has the Standard Bank done in order to harmonise its personnel who had diverse cultural backgrounds?

**It gave them an understanding of the British business culture and business style and offered support to its workers on social etiquette, weather, public transport, weather and other daily issues.**

1. What is Communicaid?

**It’s a European cultural consultancy which informs workers about cultural differences which they are likely to face in the UK. (last paragraph)**

1. **BUSINESS IDIOMS (There are TWO EXTRAS.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **in the pipeline** | **in the red** | **tied up** | **put on hold** | **got the green light** | **a long shot** | **to start the ball rolling** |

1. I have got only three days to finish the project. If I don’t finish this on time I can lose my job.

I’m **\_\_tied up\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. The new construction firm planned to build a big housing complex on a canal. However, the sewage system didn’t work properly. I think this project is very likely to be unsuccessful.

This project is \_\_**a long shot**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. The manager announced that the meeting will be delayed because the agenda wasn’t ready yet. He will announce later when the meeting will be.

The meeting is \_\_**put on hold** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. Our boss told us that we may begin to work on the new sales promotion. Now that we have got the permission to go ahead, we are planning to work with all our might.

We \_**have** **got the green light from our boss\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

1. The company lost money, had debt and had unprofitable business when the price of oil began to rise rapidly.

The company \_**was in the red\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. **Complete the telephone conversation using the sentences (A-I) below.**

**There are TWO EXTRAS.**

**Ms Anderson (sales representative Jewels and Things):** ring ring ... ring ring ... ring ring

**Henry Smith (Secretary):** Hello, Diamonds Galore, this is Henry speaking. How may I be of help to you today?

**Ms Anderson :** Yes, this is Ms Janice Anderson calling. May I speak to Mr. Franks, please?  
**Henry Smith : (1)** \_**A**\_\_ Would you like me to take a message?

**Ms Anderson :** Uhm... actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. **(2)** \_\_**H**\_

**Henry Smith :** As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions.

**Ms Anderson :** Great, I'd love to see this problem resolved as quickly as possible.  
**Henry Smith :** Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.

**Ms Anderson :** **(3)**\_\_**I**\_. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.  
**Henry Smith :** Excellent, I’m sure Mr. Franks will be pleased to hear that.

**Ms Anderson :** Yes, the shipment was delayed from France. We weren't able to send along your shipment until this morning.  
**Henry Smith :** I see. Mr. Franks also wanted to schedule a meeting with you later this week.

**Ms Anderson :** **(4)**\_**C**\_\_

**Henry Smith :** I'm afraid he's meeting with some clients out of town. How about Thursday morning?

**Ms Anderson :** Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?  
**Henry Smith :** **(5)**\_**G**\_\_

**Ms Anderson :** Great, should I come by at 9?  
**Henry Smith :** Well, he usually holds a staff meeting at nine. It only lasts a half an hour or so. How about 10?

**Ms Anderson :** Yes, 10 would be great.  
**Henry Smith :** **(6)**\_**D**\_\_ Ms Anderson at 10, Friday Morning... Is there anything else I can help you with?

**Ms Anderson :** No, I think that's everything. **(7)**\_**F**\_\_ Goodbye.  
**Henry Smith :** Goodbye.

1. I'm afraid Mr. Franks is out of the office at the moment. (1)
2. When can I call him back? **Extra**
3. Certainly, what is he doing on Thursday afternoon? (4)
4. OK, I'll schedule that. (6)
5. Did you speak to him before about that? **Extra**
6. Thank you for your help. (7)
7. No, it looks like he's free then. (5)
8. Did he leave any information with you? (2)
9. Yes, I'm terribly sorry about that. (3)

**Keywords and Important Phrases**

**How may I be of help** - *This is a formal phrase used to show politeness. It means 'Can I help you?'*  
**urgent** - *very important*  
**delivery** - *the bringing of goods to a client*  
**mentioned** - *said*  
**resolved** - *taken care of*  
**as quickly as possible** - *in the fastest manner, ASAP*  
**shipment** - *delivery, the bringing of goods to a client*  
**assured** - *certainty that something is true or will happen*  
**delayed** -not be able to do something on time  
**staff meeting** - *a meeting of employees*  
**lasts** - *to take time*  
**schedule** - *future appointments*

**J) Read the interview and try to find the appropriate places for the statements given below.There are TWO EXTRAS. (8x2=16 points)**

**Interviewer :** Good morning Ms. Tate. Could you please tell me about yourself.

**Candidate :** I was born and raised in Milan, Italy. I attended the University of Milan and received my master's degree in Economics. I have worked for 12 years as a financial consultant in Milan for various companies including Rossi Consultants, Quasar Insurance and Sardi and Sons. I enjoy playing tennis in my free time and learning languages. **(1)\_G\_** During the summers, I worked as a software systems administrator for a small computer company to help pay for my education.

**Interviewer :** What type of position are you looking for?

**Candidate :** I'm looking for a position in which I can make use of my experience.

**Interviewer :** Are you interested in a full-time or part-time position?

**Candidate :** I am more interested in a full-time position. However, I would also consider a part-time position.

**Interviewer :** **(2)\_A\_\_**

**Candidate :** I advised customers on financial matters. After I consulted the customer, I completed a customer inquiry form and catalogued the information in our database. I then collaborated with colleagues to prepare the best possible package for the client. The clients were then presented with a summarized report on their financial activities that I formulated on a quarterly basis.

**Interviewer :** What is your greatest strength?  
**Candidate :** **(3)\_D\_\_**When there is a deadline (a time by which the work must be finished), I can focus on the task at hand (current project) and structure my work schedule well. I remember one week when I had to get 6 new customer reports out by Friday at 5. I finished all the reports ahead of time without having to work overtime.

**Interviewer :** Are you good at problem solving?

**Candidate :** I am a trouble shooter. **(4)\_H\_** Last summer, the LAN server at work crashed. The manager was desperate and called me in (requested my help) to get the LAN back online. After taking a look at the daily backup, I detected the problem and the LAN was up and running (working) within the hour.

**Interviewer : (5)\_B\_**

**Candidate :** I tend to spend too much time making sure the customer is satisfied. However, I began setting time-limits for myself if I noticed this happening.

**Interviewer :** **(6)\_F\_**

**Candidate :** After following your firm’s progress for the last 3 years, I am convinced that Smith and Sons are becoming one of the market leaders and I would like to be part of the team.

**Interviewer :** When can you begin?  
**Candidate :** As soon as you would like me to begin.

**Interviewer :** Suppose our company wanted you to attend a course to further your skills.... How would you feel about this?  
**Candidate : (7)\_C\_**  
**Interviewer :** We have a lot of other applicants for this position. **(8)\_J\_**

**Candidate :** Well, I've found out a lot about this type of work and my research suggests that I would be quite capable of doing the work involved. I also think that I would be able to handle any training course reasonably well.

**Interviewer** : I think I have asked you everything I wanted to. Now, do you have any questions you'd like to ask me about the position?

**Candidate :** **9\_E\_**  
**(…)**

**Interviewer :** Thank you for coming along to the interview.  
**Candidate :** Thank you. Goodbye.

A. Can you tell me about your responsibilities at your last job?  
B. What is your greatest weakness?  
C. If the course would help me improve my prospects for promotion and help me to be better at my job I would definitely do it.

D. I work well under pressure.

E. Yes, could you tell me what hours I'd have to work, and for whom I'd be working?  
F. Why do you want to work for Smith and Sons?  
G. I also have a lot of experience on computers.

H. When there was a problem at my last job, the manager would always ask me to solve it.

I. What are your future plans?

J. Why do you think that you deserve to get the job?

K. What do you expect from a supervisor?

**1. G 2. A 3. D 4. H 5. B 6. F**

**7. C 8. J 9. E I + K. EXTRA 4. H**